

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,
LICENSEE MEMBER

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

WEDNESDAY, THE 27TH DAY OF OCTOBER 2021

CONSUMER CASE No.65/2021

Dr. Arun Sekar,
No.29, Main Avenue,
West Brindavan,
Saram
Puducherry- 605013

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Complainant

Vs.

- 1) The Executive Engineer- Urban (O&M),
Electricity Department,
Puducherry.
- 2) The Assistant Engineer – Town-II,
Electricity Department,
Puducherry.
- 4) The Junior Accounts Officer (Revenue-I),
Electricity Department,
Puducherry.
- 5) The Junior Engineer, Saram,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.65/2021 came up before this Forum for final hearing on 12/10/2021. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint has been received from Dr. A. Arun Sekar through email on 21/09/2021. In the complaint, the Complainant had stated that, he is residing at the above mentioned address. He had installed rooftop solar PV panels and connected with Net Metering Service on 24/07/2019 with Policy Code No.07-32-03—0328 in the name of his mother Dr. A. Vijayalakshmi. From the date of installation of roof top Solar net metering, the Meter Reader had not taken the reading of the meter and the same was not reflected in the bill. He got only random bill reflecting erroneous amount every time. He went to the concerned department Officials for clarification. The Junior Engineer, Saram and staff had requested to send Solar meter reading through Whatsapp which is not his duty. Till now, every month he is recording the solar meter reading and sends to the Meter reader. Even after sending the reading, it is not getting reflected in the department Online payment portal. Staff of the department are behaving in arrogant and rude manner. The Complainant has prayed for arranging to take reading in the Solar net meter and make it reflected in the monthly bill. Hence, the Complaint.

2. The complaint has been registered as C.C. No.65/2021 on 21/09/2021 and notices were sent to the Respondents on 21/09/2021 for giving reply by 01/10/2021. The reply of the Respondent No.2 received on 01/10/2021 was communicated to the Complainant and the case was posted for hearing on 12/10/2021. The hearing was not attended by the Complainant, inspite of sending the hearing notice in advance and he has not responded to the mobile call made by this Office on the day of hearing. The Respondents attended the hearing.

3. In the Affidavit dated 30/09/2021 filed by the Assistant Engineer- Town-II / Respondent No.2, on behalf of Executive Engineer, Urban O&M/ Respondent No.1, the Respondent No.2 has stated that one number of Solar net-metering was installed

in 24/07/2021 in the existing policy No. 07-32-03-0328 standing in the name of Dr. A. Vijayalakshmi. The report on the monthly solar consumption statement received from the concerned Junior Engineer was forwarded to the billing section for preparation of net consumption. Based on the report the Junior Accounts Officer-Revenue-I has corrected the current consumption bills and issued to the consumer.

4. In the Affidavit dated 28/09/2021 filed by the Junior Accounts Officer(Revenue-I)/ Respondent No.3, it was stated that from the time of installation of solar panel in July 2019, bills have been served regularly, except during the COVID pandemic period. Even during such period when the bills when the bills were not served to the consumer, efforts had been taken and details have been communicated to the consumer through Meter Reader over phone.

5. Based on this, the consumer had paid the current consumption bills upto July 2021. On perusal of the statement furnished by the Respondent No.3 from September 2019 to August 2021, it is noted that it does not give clear picture on import, export and net consumption.

6. The Respondents are directed to furnish revised Affidavit on the statement of import and export reading and net consumption month-wise.

7. The Executive Engineer, Urban / Respondent No.1 was summoned to the Forum and expressed the displeasure of issuing current consumption bills provided with net metering to all prosumer in a haphazard manner with incomplete details.

8. The Executive Engineer, Urban / Respondent No.1 had filed additional affidavit dated 15/10/2021 in which he had stated that during COVID wave 2, a notification was issued in the newspapers facilitating the consumers to upload the meter reading through whatsapp. However, necessary instruction have already been given to field officials to behave politely and with courtesy whenever the consumer approaches. A statement on the opening and closing reading month-wise for the import units and export units and net consumption have been furnished by the

Junior Accounts Officer- Rev-I / Respondent No.3 from August 2019 to September 2021.

9. On perusal of the statement, it has been noted that the excess 502 units injected to the grid have not been settled at the end of March 2021 as per Solar PV Grid Interaction systems based on Net metering Regulations 2019 / Net Metering Regulations 2019, which is reproduced below:

11. Billing Energy, Accounting and Settlement

11.1 The accounting of electricity exported from Solar Project and imported from the Grid by the Eligible consumer shall become effective from the date of connectivity of the Solar Project with the distribution network.

11.2 For each billing period, the Distribution Licensee shall show separately:

(a) the quantum of electricity Units exported by the Eligible consumer

(b) the quantum of electricity Units imported by the Eligible consumer

(c) the net quantum of electricity Units billed for payment by the Eligible consumer; and

(d) the net quantum of electricity Units carried over (if surplus) to the next billing period

Provided, that if the quantum of electricity exported exceeds the quantum imported during the billing period, the excess quantum shall be carried forward to the next billing period as credited Units of electricity;

Provided further that, if the quantum of electricity units imported by the Eligible consumer during any billing period exceeds the quantum exported, the Distribution Licensee shall rate its invoice / bill for the net electricity consumption after adjusting the credited units.

11.3 The unadjusted net credited units of electricity as at the end of each financial year shall be considered as units purchased by the Distribution Licensee at Average Power Purchase cost of the concerned Distribution Licensee or Feed-in-Tariff determined for that year without considering subsidy and Accelerated depreciation, whichever is lower.

Provided that, at the beginning of each Settlement Period, the cumulative quantum of injected electricity carried forward will be re-set to zero.

- 11.4 In case the Eligible Consumer is within the ambit of Time of Day (ToD) tariff, the
- 11.5 The Distribution Licensee shall compute the amount payable to the Eligible Consumer, latest by April 30th of the following year for the excess solar energy purchased by it during the Financial year as specified in Regulations 11.3 and shall pay the amount to the eligible consumer by May 31st of the following year
- 11.6 The Eligible Consumer shall have recourse, in case of any dispute with the Distribution Licensee regarding billing, to the mechanism specified by the Commission under Sections (5) to (7) of the Act for the redressal of grievances.

ORDER

- i. The Respondent No.1 and 3 are directed to revise the monthly bill to the Complainant in accordance with the Regulation. A copy of the revised bill worked to the Complainant be sent to this Forum within 15 days from the receipt of this Order. The Department shall ensure that hereafter the Complainant gets his monthly bill with all details on the due date, failing which it will be treated as Non-compliance of directions
- ii. Thus the complaint is allowed.
- iii. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 27th day of October 2021

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

Sd/-

(A.S. JITENDRA RAO)
LICENSEE MEMBER

Sd/-

(T. GOPALAKRISHNAN)
CHAIRMAN