

# Suggestions on Draft RERC (Electricity Supply Code and Connected Matters) Regulations, 2019

- A. The RERC vide public notice uploaded on RERC's website has invited comments and suggestions from all stakeholders on the RERC (Electricity Supply Code and Connected Matters) Regulations, 2019.
- B. The present submission is in response to the said notice and the draft regulations by RERC thereunder. We request the Commission to accept this submission on record.

## 1.2 Electricity Supply Code Review Committee

### (ESCRC) Our Suggestions

- It is important that both Licensee and consumer must comply with the regulations specified in this Supply Code. Therefore, the ESCRC should mandate the licensee to set up infrastructure and framework for monitoring and reporting compliance with the Supply Code and issues regarding the same by ESCRC. The framework shall be prepared by the committee. In addition, the licensee should also set up an internal committee for monitoring and reporting the compliance of the Supply Code.
- The commission should mandate the ESCRC to hold a meeting every six months  $\pm$  45 working days without fail. The members of the committee should be notified about the meeting at least two weeks in advance.
- The Managing Director of the distribution licensee should be given the provision to nominate a representative of the director level in his absence and the Discom representative should be part of the quorum.
- Since civil society is expected to largely represent the concerns of the general public, it is advised that provision shall be made for at least one NGO corresponding to each public distribution company's territories. Therefore, the sub-section 1.2 (b) (viii) has been reproduced below with suggestions highlighted and in bold:

Viii. Representatives of the consumers are to be nominated by the Commission. Of these, one representative each shall be from an Industrial association, farmer's organisation/association, Non-Government Organisation or independent consumer advocate consistently participating in regulatory affairs or dealing with power sector issues, technical experts in the distribution sector amongst senior retired engineers from state distribution companies.

In view of the above suggestions, the limit to the maximum number of members in the ESCRC should at least be 20 (twenty).

In addition, all the documents related to proceedings, participants, decisions made, and research studies should be duly uploaded on the RERC website, or a separate web platform designed for the purpose.

The commission shall specify the cities from which representatives of the Local Self Governance bodies would be part of ESCRC as the Discom caters to different districts and areas.

The quorum of the panel shall not be considered complete for holding the meeting without the participation of at least one consumer representative.

## 2.1 Definitions

### Our Suggestions

Since all the appliances are unlikely to be operated at one time, the sum of capacities of all the appliances should not be considered for the calculation of connected load. Therefore, the definition of the Connected Load has been reproduced below with suggestions highlighted and in bold:

23. “Connected load” shall mean the sum of rated capacities of all the energy-consuming devices on the consumer’s premises, which are likely to be operated simultaneously. Connected load as applied shall be considered as sanctioned load and the load found during subsequent checking/inspection shall be considered as actual connected load. It shall be determined as per Annexure-1 in both cases.

## 3.2 Frequency Variations

### Our Suggestions

- The frequency of supply shall be 50 Hertz with a permissible variation of  $\pm 3\%$  or as per CEA guidelines, whichever is less.

## 4.8 Variance in Supply Voltage in Respect of Existing Connection

### Our Suggestions

- In point 4.8 (c), it has been suggested that the consumer should not be charged for the lack of capacity of the licensee to provide the connection at a higher voltage. In addition, it should be noted that the licensee is being benefited by increase in demand and energy consumptions.

## 5. Classification of Categories

### Our Suggestions

- The consumers of the flat-rate agriculture category account discrepancy in estimation of AT&C losses. There is no justified rationale for continuing this practice. Hence, it is our submission to the commission that this category should be removed. The Commission shall also mandate the licensees to convert all the flat-rate

agricultural connections to metered agriculture connections in a phased time bound manner and no new connections should be released under this category.

## 6.1 Application for Supply

### Our Suggestions

- In case where connection cannot be provided due to the inefficacy of licensee, then all the fee and charges collected for providing the new connection shall be refunded to the consumers.
- In case where connection cannot be provided due to the inefficacy of the consumer, then all the fee and charges collected for providing the new connection except application fee shall be refunded to the consumers.
- It shall be the duty of the Distribution Licensee to:
  - o Issue a duly acknowledgment receipt for each application form accepted with necessary receipt number that could come handy for the applicant to track the progress;
  - o Maintain a record of application for supply of electricity at each sub-division office available for consumers where applications are accepted containing the following:
    - application particulars; and
    - current status of applications
  - o Display, at each office where applications are accepted, for each category of applications, the date up to which the applications have been cleared and intimation issued on website, SMS or email.
  - o Inform an applicant, upon request, of the status of his application and the reasons, if any, for rejection have to be communicated to the applicant within 3 days from the date of rejection.

## 6.2 Priority

### Our Suggestions

- The commission should set the parameters for deciding the priority for the release of new connections that should be followed across all the licensees.
- Considering the importance of the safety of premises, the installation certificate should also include a detailed electrical safety checklist. The checklist shall be made available by the licensee.
- The list of tests for evaluating the installation shall be provided by the licensee beforehand along with the template/form for the application so that the applicant is better prepared to ensure the technical and quality compliance.

## 6.7 Clearance of Arrears of Old Connection

### Our Suggestions

- A No-dues Certificate should be provided by the licensee in case of permanent disconnection to the consumer. Subsequent to receipt of the No-dues Certificate, the consumer is not liable to pay any pending sum to the licensee and the same has to be included in the format of the certificate.
- In case of transfer of ownership, the original consumer can request for a no-due certificate corresponding to the latest feasible date. In such a case, if property ownership is transferred, the licensee may not claim any arrears prior to the date notified in the No- dues certificate.

## 6.9 Temporary Supply

### Our Suggestions

- The temporary supply connection shall be given for a period as under:
  - up to 6 months at a time for construction activities.
  - up to 3 months at a time for other projects.
- The above period shall be extended by six months at a time on the request of the developer if the project/building is not completed by that time. Provided that the period for temporary supply should not exceed 2-years.
- If the consumer is provided with a prepaid meter, the temporary connection can be provided for a period of 1-year at a time and the same can be extended upon request of the applicant.
- For the extension of the period of temporary supply, the consumer shall apply to the licensee in writing at least 7 working days before the date of expiry of temporary supply. The licensee may grant the extension and send to the consumer a demand note of advance electricity charges for the period of the extension within 7 working days of receiving the written request.
- The temporary connection should be given only in cases of low tension and high-tension categories.
- During the inspection, the licensee shall examine the technical feasibility of the connection applied for. If the connection is not found technically feasible, the licensee shall inform the applicant in writing within 3 working days for LT and 15 working days for HT connections after receipt of the application form, giving reason(s) for the same. However, no connection up to 10 kW shall be rejected on technical grounds.

- If on inspection/re-inspection the connection is found feasible, the licensee shall sanction the load applied for and issue a demand note in a time-bound manner.
- The applicant shall provide an affidavit for the safety of equipment, electrical lines and machinery at the construction site.

## 6.10 Supply for Construction Purpose

### Our Suggestions

- Where it is intended to use floor polishing equipment and such other portable equipment temporarily in a premise having permanent supply, such equipment shall be provided with an earth leakage circuit breaker of adequate capacity.

## 6.11 Transfer of Connection/Name Change

### Our Suggestions

- Condition for Transfer: Provided that such change of name shall not entitle the applicant shifting of the connection from the present location.
- The transfer of connection/name change should be effected within two billing cycles from the date of submission of the complete application by the consumer.
- The licensee should define the required documents and other arrears details in different cases that are required for change in the name of the connection.

7.3 Supply where new substation is to be commissioned/system augmentation is required

### Our Suggestions

7.3 (a) In case the same is not included in the investment plan, due intimation shall be provided to the applicant.

7.3 (a) Table: the data is missing from the last cell (fifth row and third column).

7.4 Supply in localities where no provision for supply exists

The section has been reproduced below with suggestions highlighted and in bold:

(a) Villages/Hamlets/Scattered area existing at the distance of more than 2 km from the nearest technically feasible distribution mains shall be considered as village/hamlet/scattered area where no scope for provision of supply exists. In such cases electrification shall be done as per approved investment plan. Within one-year of notification of these Regulations, the licensee shall publish/display on its website the existing 33 KV, 11 KV and LT network with all technical details with GPS locations at the beginning of each financial year so as to identify such areas where no provision of supply exists. First such publication shall be made in respect of the system as on 31.03.2020. The licensee shall also display the plan for electrification of such

villages/hamlets/ scattered areas at the licensee's cost. In case the distance is less than 2 kms, provisions of Chapter-4 and sub-regulation 7.1, 7.2 and 7.3 will apply for release of connections.

- Framework for random audit for the authenticity of data furnished by licensees should be prepared and executed by ESCRC on a periodic basis.

(b) In case applicant/applicants/group of applications require release of connection in areas where no provision for supply exists as per sub-regulation 7.4 (a) without waiting for electrification as per investment plans, cost of the entire electrical network including transformer shall be borne by the applicants. Relaxation in the fixed charge should be given to the applicant so that he may recover his investment over an appropriate period of time. The same may be dictated by similar provisions of transmission asset sharing as may be determined by RERC.

7.5 Supply to the housing colonies/township/group housing/industrial complexes/multi story buildings/complexes developed by developer.

#### Our Suggestions

In point 7.5 (h), it is suggested that the developer should not be asked to provide performance guarantee after compliance with Licensee specifications, passing necessary tests and handover to Discoms. Hence, no bank guarantee should be requested.

In point 7.5 (i), it is suggested that the recommended design criteria is very rudimentary and may lead to over or under-sizing. The developer should be made responsible for demand estimation based on his land utilisation plan, target audience, and other key parameters.

- In point 7.5 (j), it is also suggested that the five-year demand projections shall be considered instead of Estimated Design Demand.
- The sub-section 7.5 (k) has been reproduced below with suggestions highlighted and in bold:

In case the voltage for electrification is 33 KV, the developer shall bear the entire cost of the 33 KV line and substation with appropriate relaxation in fixed charge, control room including civil works etc. In addition, the developer will also provide land measuring 1000 Sq. Meters from the area dedicated towards facilities free of cost to the licensee for construction of 33 KV sub-station. The right to use of such land shall be transferred to the licensee by the developer for activities related to supply of electricity and connected matters. Any other activities on the land shall require approval of the developer. The requirement of providing land to licensees shall not be applicable to the developer of multi-story complexes/buildings. Provided further

that, in case of industrial area, land requirement for 33 kV Substation shall be 1500 sq. mtr.

- The sub-section 7.5 (k) has been reproduced below with suggestions highlighted and in bold:
- In case the voltage for electrification is 132 KV, a piece of land measuring 5000 Sq. Meters shall be provided by developers from the area dedicated towards facilities free of cost station with appropriate relaxation in fixed charge to licensee and with right to use.
- The appropriate relaxation in fixed charge is strongly recommended otherwise it accounts to billing the consumer or the developer for the assets deployed by him.
- In point 7.5 (m) (ii), it is suggested that the licensee should have the right to determine the timing of installation of distribution transformers as per the technical sanction depending on the technical need/load growth. Provided it should comply with prescribed Standards of Performance.
- In point 7.5 (m) (x), the given 3% transformer loss penalty to the consumer is unjustified. It is suggested that the consumer should not be charged for lack of capacity of the licensee to provide the connection at a higher voltage. In addition, it should be noted that the licensee is being benefited by increase in demand and energy consumptions.

### 9.1 Supply Through Correct Meter Our Suggestions

The section has been reproduced below with suggestions highlighted and in bold:

All supply of electricity shall be through installation of a correct meter in accordance with regulations made in this behalf by the Authority/practice directions issued by Commission, if any. If required, Licensee may install AMR/ Smart meter(s) with suitable communication facility or any meter with new technologies approved and tested by authorised agencies.

Provided that supply to agriculture consumers who are on the date of coming into force of these regulations, being supplied electricity otherwise then through a meter shall be converted to metered supply category in time bound manner within the period notified by the Commission under Section 55[1] of the Electricity Act-2003. The commission shall notify the period and provide a framework for monitoring the progress. Any deviations from the notified targets/ period may be approved or penalised by the Commission separately.

### 9.2 Meter on Ground Floor

#### Our Suggestions

- The meter should be easily accessible to the meter reader as well as the consumer.
- In case the meter is required to be relocated, it shall be relocated to an appropriate location within 10 meters from the consumer premises.
- The consumer meter shall be installed by the licensee either at the entry point or outside the premises:

Provided that where the licensee installs the consumer meter outside the premises of the consumer then the licensee on a request from the consumer shall provide at the cost of the consumer a real-time display unit at the premises of the consumer for his information to indicate the electricity consumed by the consumer.

- In the case of multi-storeyed buildings, the meter(s) shall be installed on the ground floor/rising mains having proper air ventilation and adequate illumination.

### 9.3 Meter for Temporary Connection

#### Our Suggestions

The supply of electricity to temporary connections shall be made through pre-paid meters only. The commission may set a deadline for the implementation of the same.

### 9.4 Duty of Consumers

#### Our Suggestions

- The consumer shall promptly notify the licensee about any fault, accident. In the point 9.8 (a), it is suggested that the meter reading shall only be done during daylight hours, however, vigilance committee may access the consumer's premises for inspection at any time of the day.
- If a fault or problem noticed with the meter or other apparatus installed for supply of electricity.
- The consumer shall be deemed to be responsible along with the licensee for safety and upkeep of the meter. In case the meter is installed inside the consumer premises or at the entry point and the same is found physically damaged by human intervention, the consumer shall bear the cost of its replacement. However, if the meter is placed outside the consumer's premises, the consumer shall bear 50% of the cost of its replacement. In the case of a meter placed at the substation, the entire cost of the replacement shall be borne by the licensee. The Licensee should sign an agreement of these liabilities with the consumer during the application process or include these conditions in its current document.
- However, it shall be the responsibility of the Licensee to maintain the meter and keep it in good working condition at all times. The licensee shall monitor the

consumption pattern of the consumer and get the meter checked wherever considered necessary to ensure that the meter is in proper working order.

## 9.8 Reading of Meter

### Our Suggestions

- The meter reader shall check the functioning of meter, the status of the meter seals and the readability of the meter glass in terms of opacity and the height at which the meter is installed. In case the display of the meter is not readable, the meter reader or the person authorised by the Licensee for the purpose of reading the meter shall immediately intimate separately to the Sub-Divisional Officer regarding defect of display notice and the Officer shall take corrective action within 60 days. The consumer shall also be immediately informed of the same.
- The sub-section (d) has been reproduced below with suggestions highlighted and in bold:

(d) In the case of a non-receipt of a bill, the consumer can make a payment on the basis of the previous 4 months average amount of the bill. The excess/deficit payment so made by the consumer shall be adjusted in the next bill without any payment or discharge. Or the consumer can self-bill on an appropriate online platform or may reach a nearby sub-divisional office with meter reading along with photographic evidence and proof of date.

- The licensee shall issue proper photo identity cards with unique employee code to all its meter readers and meter readers shall carry the photo identity card during the course of visit to the consumer's premises. The same also can be uploaded on the Discom's website for cross-verification by the consumers.
- It shall be the duty of the meter reader to check the condition of LEDs (light-emitting diodes) on electronic meters. In case the earth leakage LED indicator provided on the electronic meter is found to be 'ON', he shall inform the consumer that there is a leakage in the premises and advise the consumer to get the wiring checked and leakage removed. The meter reader shall also inform the officials concerned of the licensee about the leakage. It shall also be reflected in the electricity bill.
- The meter shall normally be read on a fixed date  $\pm 3$  working days for urban areas &  $\pm 5$  working days for rural areas and the consumer shall extend all facilities to the licensee or his authorised representatives to read the meter.

## 9.9 Inaccessibility of Meter

### Our Suggestions

- If the reading has not been taken in the cases mentioned in 9.9 (a), the consumers should be intimated through an SMS.

- As said in subsection 9.9 (b), such provisional billing shall not continue for more than two billing cycles at a stretch.
- If a domestic consumer gives prior information in writing about the inaccessibility of the meter to the licensee due to continued absence from residence, the licensee shall not send any notice/provisional bill to the consumer provided that the consumer pays the minimum/ fixed charges for such period in advance. Whenever the meter is made accessible by the consumer for taking the meter reading, the entire consumption shall be taken as if the consumption was for the period excluding the intimated period of inaccessibility.

## 9.11 Inaccurate Meter

### Our Suggestions

- It is suggested that a detailed test report shall be dispatched directly from the lab to the consumers. The Licensee should set up the necessary process to ensure that there is no external influence in the testing and reporting process.
- The sub-section 9.11 (c) has been reproduced below with suggestions highlighted and in bold: If the consumer has challenged the test result of the Licensee when the meter has been found inaccurate in the Licensee lab and if the meter is adjudged inaccurate in the empaneled lab, then the testing fees of the empaneled lab shall be borne by the consumer.
- In point 9.11 (d), it is suggested that the licensee shall publish a list of NABL-accredited meter testing laboratories with the prior approval of the Commission within the first 15 days of each financial year. If the licensee fails to publish the list in the given time, the old list shall be applicable.
- It shall be the licensee's responsibility to satisfy itself regarding the accuracy of the meter before it is installed, and the licensee may test them for this purpose. The licensee shall conduct periodical inspection/testing and calibration of the meters as specified by the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and all subsequent amendments. The licensee shall give the accurate report of the meter by the laboratory to the consumer and also give a periodical inspection and testing and calibration report of the meter to the consumer.
  - o Railways, JMRC: At least once in every six months
  - o HT or EHT meters: At least once in every year
  - o LT 3-phase meters: At least once in every five-years
  - o single phase meters: At least once in every five-years

o as per IS 15707: 2006- Testing, Evaluation, Installation and Maintenance of ac electricity meters-code of practice based on sampling plan as specified in IS 2500(Part-I)

Failing which the licensee shall not implicate any audit charges.

## 9.12 Replacement of Meter

### Our Suggestions

- In the event of the suspected defective meter or burnt meter or stolen meter, the Licensee shall restore supply through a new meter within the time period specified in RERC (SOP for distribution Licensee) Regulations 2014

Provided that, if the meter cannot be replaced immediately, the Licensee shall restore the supply without the meter within the time specified under these Regulations after ensuring that necessary preventive action at the site is taken to minimize and avoid revenue loss.

- In all such cases, where supply is restored without a meter only for LT supply, the Licensee shall give the same in writing to the consumer or his representative, indicating his full name, ID Card / Employee number with signature:

Provided that until replacement of the meter is done, wherever the supply has been restored without a meter by the Licensee, a case of theft of electricity shall not be booked for the period of supply without the meter, and the Consumer's complaint about the replacement of suspected defective meter or burnt meter or stolen meter shall be considered sufficient for this purpose.

## 10.2 Information with The Bill

### Our Suggestions

- A detailed electricity bill should contain "Details of incentives, deduction, interest on security, the status of meter, the status of consumer, meter calibration date, audit charges, remarks and any penalties with appropriate codes."

### 10.3 Our Suggestions

- The licensee shall also arrange, as far as possible, to intimate the amount of the bill and the last date of payment of the bill, to such consumers who have provided the details of their mobile number/email id, through SMS/E-mail. The licensee may also launch drives and encourage consumers to switch over to e-bills in a phased manner and go paperless.

## 11.1 Notice for Disconnection

### Our Suggestions

- The Commission should mandate the Licensee to follow a stringent time-bound obligation to conduct disconnection of supply in case the consumer neglects to pay charges for electricity supplied or any other sum due from him to the licensee.

## 12. Theft of Electricity

### Our Suggestions

- Such cases shall not be considered as theft of electricity:
  - o Where the meters are installed inside the premises or at the entry point:
    - If any of the seals is found broken during any inspection and the licensee finds abnormality in the consumption pattern with reference to the sanctioned load or that the seal would have been broken with an intent to commit theft of electricity, it shall be presumed that the seal was broken by or on behalf of the consumer.
    - If the meter or any part of it including glass is found tampered but not with the intent of opening it or broken, the conclusion of theft shall not be drawn unless it is corroborated by consumption pattern of the consumer and such other evidence as may be available.
  - o Where the meters are installed outside the premises:
    - No case for dishonest abstraction or theft of electricity shall be framed only on account of seal(s) on the meter and/or meter cubicle found missing or tampered with or fake or breakage of a glass window or existence of a hole in meter, loose glass, cut in the incoming PVC Cable or any other act, unless corroborated by consumption pattern of consumer, reliable tamper information and such other evidence which may establish that theft of energy was being actually committed.
    - In point 12.2 (d) (i), it is suggested that the Commission should decide on a standard operating procedure for the preparation of a detailed report that should be followed across all the Licensees.

## GENERAL COMMENTS/SUGGESTIONS

1. KYC for consumers should be done on an annual basis by the Licensee to update personal information and change in category, enhancement of load and other details should also be done annually. A consumer shall be given notice to get his details updated within the first billing cycle of every financial year.
2. If it is found that a consumer has been wrongly classified in a particular category or the purpose of supply as mentioned in the agreement has changed or the

consumption of power has exceeded the limit of that category as per the tariff order of the Commission or the category has changed consequent to a revision of tariff order, the Licensee shall suo-motu reclassify the consumer under appropriate category.

a) The consumer shall be informed of the proposed reclassification through a notice with a notice period of 30 (thirty) days to file objections, if any.

b) The Licensee after due consideration of the reply of the consumer, if any, may reclassify the consumer appropriately.

c) Arrear or excess charges shall be determined based on the actual period of wrong classification limited to a period of 12 (twelve) months or a period from the date of the last inspection of the installation of the consumer by the Licensee whichever is shorter, and the account of the consumer shall be suitably adjusted.

3. Poor or zero readability of meter display due to dust in meter glass has been a major issue in the desert region. The commission and the licensees should work together on meters with better design and technology that could withstand high temperatures and dust storms.

4. The Licensee should look into innovative ways to translate to better metering, billing and collection mechanisms by upgrading its IT-based facilities. WSS portal is website-based and less user-friendly. JVVNL provides a very user-friendly app called Bijli-Mitra that also incorporates provisions for new connections, bill payment and complaint registration. The consumer can read their consumption pattern and other details, which avoids unnecessary complaints and improve transparency and accountability. A similar platform should be rolled out by other licensees at the earliest.

The provision of self-billing in case of non-receipt of bills can be made through such internet-based platforms. In the case where the internet is not available, the licensee can use the services of agencies like Lok-Mitra/E-Mitra who could guide consumers on self-billing and do it on Discom's behalf. The licensee should also look into the avenues of Artificial Intelligence-based chat support to help consumers with their queries and grievances.

5. The Commission should mandate licensees to strengthen the infrastructure at the grassroots level. The poor infrastructure with low-hanging wires can be seen in rural areas, which makes it easy for villagers to steal electricity. The Licensee should work on improving the infrastructure that discourages the theft of electricity.

6. Given the extent of defective meters, unmetered consumers and instances of average billing and delays in billing, the Commission should conduct an independent

third-party audit of metering and billing systems and practices for all Discoms. Such a study should be commissioned in the coming year and would help assess the status of metering and billing and provide insights into implementation issues faced by Discoms, especially in rural areas. It would also help assess the efficacy of measures such as early billing discounts and spot billing in the state.

7. For agricultural connection, an integrated meter with a built-in transformer is used. In case of a defect in the meter, the whole transformer set is required to be replaced. This becomes an impediment to the swift replacement of the meter as the replacement of the transformer is a cost-effective process. Therefore, the Hon'ble Commission is requested to take necessary measures and actions to overcome this challenge.

8. It is suggested that the detailed bill should contain a picture of meter display that should read the net reading of the meter. This will ensure that:

- a. The meter reading has been done correctly and the consumers are billed accurately.
- b. In case the meter is unreadable or dysfunctional, immediate action can be taken.
- c. The meter readers are more accountable and responsible.

9. Once the meter is read, an immediate SMS about the recorded meter reading and meter status should be sent to the consumer.

10. The current electricity bill format is too complex and indecipherable by illiterate and semi-illiterate consumers. Therefore, we proposed a two-bill system- the summarised (simplified) and detailed bills. The summarised bill is the one which gets delivered to the consumer and should contain only the relevant information for transactional purposes. A sample for the same has been shown below. However, in case the consumer feels that there is some discrepancy in the simplified bill, the detailed bill with all the important details as per Electricity Act 2003 or as approved by the commission earlier, shall be made available at the Subdivision office or available on the website (WSS/Bijl Mitra/Others). The detailed bill may be downloaded through scanning through the website/app of the licensee or can be made available in hard copy at Licensee's office on request of consumers. The

summarised bill should also contain QR codes for links to the payment page and to download the pdf version of the Detailed Bill.

Name and details of the Licensee and the Sub-Divisional Office								Toll Free Number	
Consumer's Name and Address	Bill No.		Billing Period and Month(s)						
	K No.		Meter No. and Status						
Connection Category	Connected Load (kW)		Sanctioned Load (kW)						
Previous Reading (kWh)	Current Reading (kWh)		Net Consumption (kWh)						
Charges for the billing period	+	Previous Balance	-	Rebates	+	Penalties	=	Due Amount Due Date	Amount After Due Date
<p>QR code to download Detailed Bill  <a href="#">Download the detailed bill here</a></p> 					<p>QR Code for UPI/Paytm payment</p>  <ul style="list-style-type: none"> <li>✓ SCAN &amp; PAY through PAYTM</li> <li>✓ Fill Details &amp; Complete</li> </ul>				