

Service Connection Procedures

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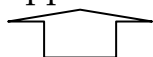
General

73. Where shall I report complaints like deteriorated electric poles, damaged electric lines etc?
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Service Connection Procedures

1 How can I apply for a new service connection?

New service connection application shall be made in prescribed **Service Connection Application Form**; the same application form can be used for obtaining permanent / temporary service connection or for re-effecting a dismantled service. Detailed instructions for filling the application and list of documents to accompany the application are provided along with the application forms.



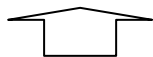
2 From where can I obtain service connection application form?

Service connection application form in English and Malayalam are available at a cost of Rs 10/- at Electrical Section, Division and Circle offices.



3 Can I use application forms downloaded from Internet?

No; for uniformity and for ensuring quality of the stationery it is insisted that application for service connection shall be made on the form purchased from KSEB offices. However the format of application is made available for information at web site (kseboard.com).



4 What are the documents to be produced along with service connection application?

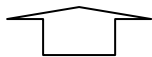
The following documents shall be produced along with application for Low Tension Service Connection. Please refer to KSEB Terms & Conditions of Supply 2005 and instructions with service connection application form for more details.

- 1 Proof of Identity (Photo Identity Card).
- 2 Ownership Certificate. In case of service connection for domestic purpose and for construction purpose approved plan / building permit issued by local body also is acceptable.
- 3 Sketch showing details of connected equipments, marked in building plan.
- 4 Test Certificate of Capacitor Banks, if applicable.
- 5 Test Certificate of energy meter & replacement agreement, if consumer supplies meter.
- 6 Consumer's Installation Completion Certificate.
- 7 Certificate for claiming exemption from payment of cost for providing service connection, if applicable.
- 8 Consents / Authorisations / Approvals wherever applicable.
- 9 Indemnity Bond, if applicable.
- 10 Self addressed & stamped envelope / post card.

11 Energisation approval from the Electrical Inspector along with approved schematic diagram (applicable to high-rise buildings & HT, EHT connections).
Additional documents required for High Tension / Extra High Tension Services.

12 Service Connection Agreement.

13 Test report of CT / PT and ToD meter issued from the TMR Division.



5 Is building number allotted by local body necessary for obtaining a service connection?

Yes, building number allotted by local body is generally insisted for giving service connections. However for construction purpose and bona fide domestic purpose, service connections will also be given based on approved plan / permit issued by the local body. Subject to certain conditions electric connection to amplifier of cable system in KIOSKS installed by CTV operators, tower sites of Cellular operators, display boards etc will also be given without insisting separate building number.

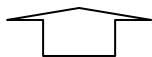
In areas where 100% electrification of assembly Constituency are being undertaken, service connection for domestic purpose will be permitted on the basis of resolution of the local body, even if the applicant is unable to produce building number / approved plan / permit issued by local body.

In coastal areas where 100% electrification of assembly Constituency are being undertaken service connection for domestic purpose will be permitted on the basis of ration cards subject to conditions.



6 Is it compulsory that I should be the owner of the building / premise for obtaining a service connection in my name?

No, tenant / occupier of a premise also can avail service connections. In case the applicant is not the owner of the premise, security deposit at twice the normal rate has to be remitted.



7 I am a tenant and I am unable to produce consent from the building owner. Can I register a service connection in my name?

Yes; if the applicant is unable to produce the required consent from the owner of the building, he shall execute an indemnity bond in the prescribed format and remit special deposit (equivalent to Security Deposit) additionally.



8 I am the occupier of a building and the building owner refuses to give consent for taking service connection. Can I register a service connection in my name?

If the occupier produces a valid lesser-lessee agreement at the time of application, service connection can be registered in the name of the occupier. In such cases Security Deposit at twice the normal rate will be applicable; consumer

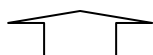
needs to execute an indemnity bond in the prescribed format and remit special deposit (equivalent to Security Deposit) additionally.

The supply is liable to be disconnected at the request of the owner of the building, as and when the consumer ceases to become 'lawful occupier' of the building



9 The service connection to my premise requires crossing over of other properties. I am unable to produce consent from other property owner. Can I register a service connection?

Yes, In case the applicant is unable to produce necessary property crossing consent, he shall execute an indemnity bond in the prescribed format and remit special deposit (equivalent to Security Deposit) additionally. However in such case KSEB has to obtain necessary orders from District Collector / Additional District Magistrate for constructing the line. Consumer has to bear the expenditure and delay.



10 Is it necessary that the applicant for service connection should affix his signature in the application form in the presence of KSEB official?

Yes, service connection application shall be signed in the presence of official authorised to accept the application form. If the applicant is unable to appear in person, applicant's signature shall be attested by an officer of KSEB or by a Gazetted Officer.



11 How to register service connection?

Duly filled application form along with accompaniments can be handed over to authorised KSEB official at Electrical section Office or forwarded through registered post to Assistant Engineer of the concerned Electrical Section. The necessary Application Fee shall be remitted. In case the application is forwarded through registered post, application fee shall be in the form of crossed DD favouring the Assistant Engineer of concerned Electrical Section. In such cases a KSEB official or a Gazetted Officer shall attest signature of the applicant. Security Deposit also is to be remitted for registering the connection.



12 What will be the expenditure for obtaining a service connection?

- a Cost of service connection application form is Rs 10/-.
- b Application fee for different category of supply is as follows
 - i L.T. Supply Rs 50.00
 - ii H.T. Supply Rs 1,000.00
 - iii E.H.T Rs 5,000.00

c Security Deposit

Rate of Security Deposit (CD) per kW of connected load; or part there of, payable by new applicants is as below:

Domestic		Agricultural & LT VI D category	Industrial	Others
BPL applicants having C/L Less than 500 W	Others			
Rs.125	Rs.300	Rs.200	Rs.500	Rs.1000

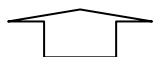
In case of application by tenant, CD at twice the normal rate shall be payable.

d Cost of effecting supply / Service Connection Charges

The applicant has to bear the expenses reasonably incurred for providing any electric line or plant required specifically for the purpose of giving the supply. The approved rate is published by KSEB from time to time and is available at official website (www.kseboard.com).

e Special deposit

In case an applicant is unable to produce required consents, he is liable to pay special deposits at prescribed rate.



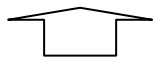
13 When and where I can remit the fee, deposits and other charges for obtaining a service connection?

Application fee will be collected along with the service connection application from all consumers.

In case of low tension consumers, application fee, security / special deposits and cost for providing supply can be remitted in cash at the concerned Electrical Section office or by crossed demand draft drawn in favour of Assistant Engineer, and sent by registered post or presented in person.

The applicants for weatherproof service connection not requiring phase addition, post-insertion, support post etc can remit security deposit, Service Connection Charge (SCC)/cost of effecting supply at standard rates along with the application fee, on the basis of the data furnished in the application form. In case of other consumers intimation to remit Security Deposit, Service Connection Charges /cost will be given through mail after site inspection.

In the case of High Tension consumers, 10% of Security Deposit is collected as Advance, before at the time of processing the application. The balance of Security Deposit will be collected at the time of executing Service Connection Agreement. These amounts are to be remitted at Electrical Circle Office. All other charges for availing Service Connection are to be remitted at Electrical Section Office, as in the case of LT service connection



14 Am I eligible for getting instalment facility for remitting cost for electric line & plant required for giving electric connection?

Yes, applicant can opt for instalment facility for remitting cost for constructing line and plant. It may please be noted that interest (at twice the bank rate) is applicable in such case.



15 Who all are eligible for obtaining service connection without remitting cost for effecting service connections?

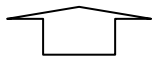
As per Kerala Electricity Supply Code 2005, following categories of consumers are eligible for obtaining service connection for bona fide domestic purpose, without remitting cost for effecting service connections, if extension of line is not required.

Category of Consumer	Any one of following documents is to be produced
Schedule Caste / Scheduled Tribe (Connected load should be less than 1000 W)	Certificate issued by an officer not below the rank of Tahsildar of revenue department
BPL (Connected load should be less than 500 W)	<ul style="list-style-type: none"> • Ration card showing that the family is BPL. • Certificate from the Village Officer or any higher revenue authority to the effect that applicant is BPL. • Certificate from Secretary / Resolution of the local body to the effect that applicant belongs to BPL category.



16 How can I know the status of my service connection application?

You are requested to contact Assistant Engineer / enquiry counter at the concerned Electrical Section to ascertain the present status

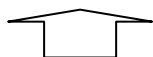


17 How much time it takes for obtaining a service connection.

The Kerala Electricity Supply Code, 2005 stipulates that if extension of distributing main is not required, electric connection shall be provided within one month of receipt of application, along with required fee, security deposits and cost of providing supply. KSEB is normally able to provide such connections within 48 hours of remitting the cost.

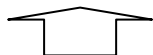
Refer to Regulation 8 of KSEB Terms and Conditions of Supply 2005 for service connections requiring extension of distributing main or where substation needs to be constructed.

If consent or sanction is required for effecting the service, the service connection will be effected only after obtaining necessary orders from the competent authority. Delay and expenses on this account shall be borne by the consumer.



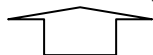
18 Can I obtain separate service connection for the different floors of my residential building?

Yes, independent service connection will be given, on request, to different floors of the building for domestic purposes, if separate entrance from the outside and separate wiring is provided for each floor.



19 There are two independent houses in the same floor of a building, but without separate building number. Am I eligible for separate connection?

Yes, separate service connection will be given, on request, to independent houses in the same floor of a building for domestic purposes, if separate entrance and separate wiring is provided for each portion. The building should have ownership certificate or approved plan/ permit issued by local body.



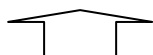
20 What are the procedures for obtaining a temporary service connection?

If a consumer requires temporary service connection, the application for the same shall be preferred in **Service Connection Application Form**. Application should be given to the concerned Assistant Engineer at least three working days before the date from which supply is required. Service connection will normally be given for a period not exceeding six months. For temporary service also the consumer has to comply with all the formalities that are required for a permanent service connection. The Electrical Inspector shall approve the electrical installation before a temporary connection is charged. For temporary services, service connection charges and assessed current charges should be paid in advance. Please refer Regulation 23 of KSEB Terms and Conditions of Supply, 2005 for detailed guidelines.



21 What is the maximum duration for which a temporary connection can be obtained?

Service connection will normally be given for a period not exceeding six months, except in the case of seasonal loads such as Punja pumping, sugar cane crushing etc. This period may be extended by one month at a time at the discretion of the concerned Executive Engineer, provided that each month the minimum amount prescribed by the Board is paid. The maximum period of temporary connection is 12 months, including all extensions granted.



22 What are the procedures for re-effecting a dismantled service connection?

Only registered consumer can apply for re-effecting a dismantled service connection. Application for re-effecting a dismantled service shall be made in **Service Connection Application Form** after clearing entire arrears of electricity charges with up-to-date surcharge, interest etc. All documents necessary for registering a new service connection are required for re-effecting a dismantled service connection also. After obtaining sanction for re-effecting the service connection from the competent authority applicant has to remit the following:

- a Deposit work charges for dismantling and constructing the line for re-effecting service connection.
- b Meter minimum charges up to the date of the re-effecting the service connection, testing charge, inspection fee, application fee etc.
- c Additional security deposit if required.
- d Charges payable to revenue Department towards cost of proceedings in case revenue recovery action is already initiated.

**23 Whether I can withdraw service connection application?**

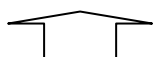
Yes, any person who had applied for supply of electricity can withdraw his application or refuse to take supply. The amount of security paid will be refunded to the applicant. However the amount paid for providing electric line or plant will not be refunded if the Board has commenced the work.

**Service Connection - General****24 What are the criteria for insisting that a consumer shall install separate transformer?**

Consumer may have to bear the expenditure for installing new transformer / enhancing the capacity of existing transformer if it is necessary to meet the load requirement of the applicant. Also, if the total connected load in a building exceeds 50 kVA, irrespective of the fact whether there are separate service connections or different building numbers allotted by the local body, consumer has to provide space and bear the expenditure for installing separate transformer of adequate capacity. In the case of high-rise buildings, such transformer has to be installed by the consumer himself, under the supervision of KSEB.

**25 What are the criteria for deciding whether a service connection requires post and/or overhead line?**

Service connections which require up to and including 35m of service lines are usually effected using weatherproof service wires. If the length of service line is more than 35m, service will be effected after constructing overhead line.



26 What is the criterion for deciding whether a building is 'high-rise' or not? What are the additional formalities for getting a service connection to a 'high-rise' building?

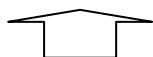
Building exceeding 15m in height shall be treated as high-rise building. Measurement of the building height is calculated taken as defined in Kerala Municipality Building Rules 1999 amended from time to time.

As per Kerala Municipality Building Rules 1999, 'height of building' means the vertical distance measured from the average level of the ground contiguous to the building or centre line of the adjoining street:

- a in the case of flat roofs, the highest point of the building adjacent to the street wall;
- b in the case of the pitched roof, the point where the external surface of the outer wall intersects the finished surface of this slopping roof;
- c in the case of gabled roofs, to the midpoint between the eaves level and the ridge and
- d in the case of domed roofs, to the highest point of the dome;

Provided that the architectural features serving no other function except that of decoration shall be excluded from the purpose of taking rights

Electrical connection shall be effected to high-rise building only on production of energisation approval from Electrical Inspectorate. The owner/promoter will have to install transformer of required capacity if the load in a high-rise building is 50 KVA or above. Only indoor installations shall be permitted in urban areas under Thiruvananthapuram, Kollam, Ernakulam, Trissur and Kozhikode and such other places where outdoor installations may not be possible due to space limitations and safety aspects.



27 What are the procedures for registering change of ownership?

Application for registering change of ownership shall be preferred in **Service Connection Application Form**, after clearing entire arrears of electricity charges with up-to-date surcharge, interest etc.

Applicant has to remit Application Fee of Rs 10/- and processing fee of Rs 100/-. Applicant needs to produce:

- Consent from the previous owner for transferring ownership of the service connection along with the security deposit, to the new owner.

If the applicant is unable to produce consent, he shall execute a bond in non-judicial stamp paper worth Rs 100/- agreeing to indemnify the Board from any loss, damage and cost of litigation, which the Board might incur on account of transferring the ownership and an undertaking to the effect that he shall remit the amount of security deposit at the time of transfer of ownership along with interest accrued on the same thereafter, if the previous consumer raise a claim on the security deposit at a later date.

- New ownership certificate issued by local self-government authorities.

- Service Connection agreement (LT consumers need only affix court fee stamp worth Rs 50/- in the service connection application form, other consumers has to execute agreement in Kerala non-judicial stamp paper worth Rs 50/-).
- New completion report, if there is change of connected load.

The adequacy of security will be reviewed and new consumer may have to make good shortfall, if any.



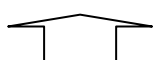
28 What are the procedures for applying for tariff change?

Application for changing tariff shall be preferred in **Service Connection Application Form**, after clearing entire arrears of electricity charges with up-to-date surcharge, interest etc. Application fee of Rs 10/- and Inspection Fee of Rs 25 /Rs 50 (for single / three phase connection) shall be remitted. Tariff change is permitted by AEE, after verification of the genuineness of the request. Decision on tariff change will normally be allowed within one month of application



29 Should I inform KSEB before making changes in connected load or wiring?

Yes, if a consumer desire to change the number or wattage or capacity of lights, fans, motors or any other power consuming devices on his premises on a temporary or permanent basis or in any way alters the position of wiring therein, he shall do so only with the permission of the Board's authorities.



30 What are the procedures for changing wiring / revising connected load?

If a consumer requires enhancing or reducing the connected load or changing wiring in the premise, the application for the same shall be made in **Service Connection Application Form**. A completion certificate duly signed by a competent wiring contractor / supervisor is to be produced along with the application. The adequacy of security will be reviewed and consumer has to make good shortfall, if any.



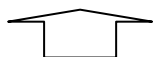
31 Who all are eligible for agricultural tariff?

Any consumer who is

- having livestock farm with minimum of 5 milch cattle OR
- having combination of livestock & diary farms, piggy farms having minimum six breedable adult animals
- having poultry farm with minimum 250 nos birds
- having silk worm breeding units
- having pump sets for mulberry cultivation

and agricultural consumers including de-watering & lift irrigation are eligible for agricultural tariff. Claim shall be substantiated by certificate from the respective

Agricultural Officer or Veterinary Surgeon / Senior Veterinary Surgeon/ Asst Director of Animal Husbandry department.

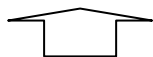


32 What are the different types of supply? How can I decide the supply voltage required?

KSEB provides supply at different voltage levels like 220000 V, 110000 V, 66000 V, 33000 V, 22000 V, 11000 V, 415 V or 240 V depending on the requirement of the consumer. Stability of supply is high at higher voltage levels. System of supply is also restricted by connected load / contract demand.

Supply Voltage	Maximum Connected Load	Maximum Contract Demand
240 V	5 kW	
415 V	100 kVA	
11 kV		3000 kVA
22 kV / 33 kV		6000 kVA
66 kV		8000 kVA
110 kV		20000 kVA
220 kV		> 20000 kVA

Only three phase supply will be given if the connected load is above 5000 W. However in the case of domestic consumers in areas where three phase four wire distribution main is not available, supply will be effected on single phase after collecting an undertaking from the applicant that he shall avail 3 phase supply as soon as three phase four wire distribution main is extended to the area.



33 Can I get 3 phase supply, even if my connected load is less than 5000 W?

Yes, a consumer can opt for 3 phase supply, even if the connected load is less than 5000 W, if he is willing to remit the cost for providing the supply. Three phase domestic consumers are required to remit minimum charges applicable to 100 units per month even if their consumption is less.



34 How can I convert the present 1 phase connection to 3 phase or vice versa?

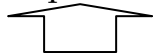
Application for converting a single phase connection to three phase or vice versa shall be made in **Service Connection Application Form**. If there is change in connected load (from registered load), completion certificate duly signed by a competent wiring contractor / supervisor need to be produced along with the application. The applicant has to remit application fee of Rs 10/- and cost for conversion. The adequacy of security will be reviewed and consumer has to make good shortfall, if any.



35 Can I extent supply from my existing service connection?

Consumers can extent supply from existing service connection after obtaining sanction from the authorities. Applicant may give request in plain paper to the Assistant Engineer of the concerned Electrical Section. Temporary extensions may be permitted considering tariff and purpose for which the service connection is sanctioned, purpose for which temporary extension is required, status of the energy meter and other system constraints.

In addition to the application fee of Rs 10/-, consumer has to remit inspection/testing fee and charges for temporary extension (Rs 50/- per day per kW or part thereof).



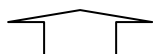
36 Can I use supply from my domestic purpose service connection for running a business?

Domestic consumers are permitted to utilise supply in some portion of their residence for their own use, but for purposes other than domestic, provided such connected load does not exceed 20% of the total connected load or 500 W in their premises.



37 I intend to accommodate guests on 'Home Stay' scheme. Do I have to intimate KSEB? What will be the tariff applicable?

Yes, KSEB permits installation of sub meters for the portion of buildings identified by Department of Tourism for accommodating tourists. In such cases consumption as per sub meter alone will be charged under Commercial Tariff (LT VII A). If KSEB is not intimated and if sub meters are not provided, entire consumption will be charged under LT VII A



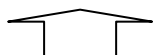
38 I am providing 'lodging facility' in my residential building. What will be the tariff applicable?

Commercial Tariff will be applicable to lodging facilities even if it is provided in buildings constructed for residential purposes.



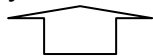
39 Security deposit (CD) was collected from me at the time of availing service connection. Why is additional security deposit (ACD) demanded now?

A security equal into the 2/3 months (for monthly / bimonthly billed consumers) estimated electricity bills are collected in advance at the time of registering a service connection. If the consumer enhances or reduces the contract demand or connected load, the security deposit need to be enhanced or reduced accordingly. The adequacy of security will also be reviewed periodically and when tariff revision is effected. Based on such review consumer may have to remit balance amount. Excess security, if any, will be adjusted.

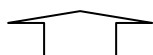


40 Am I eligible for interest on security deposit?

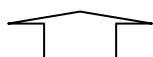
Yes, the accrued interest on security deposit for each financial year will be credited to consumers account during the first quarter of subsequent financial year and will be adjusted against electricity bill.

**41 What is the Procedure for getting refund of Security Deposit?**

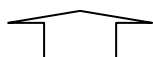
The security deposit will be refunded only after termination of service connection agreement as envisaged in KSEB Terms and Conditions of Supply 2005. Board will refund/adjust the security deposit for the amounts outstanding from the consumer to the Board within 15 days of the effective date of termination of the agreement.

**42 Is it possible to get one service connection registered in the name of more than one person?**

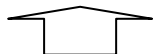
No, a service connection cannot be registered in the name of more than one person. In case of buildings having joint ownership, service connection may be availed in any one's name, with the consent of others.

**43 I want to temporarily disconnect my service connection. What is the procedure?**

Service connections will be disconnected at the request of the registered consumer / occupant of the building. Applicant has to give a written application in plain paper to the Assistant Engineer for temporary disconnection. Normally a service connection will not be kept disconnected for more than 6 months continuously at a time. But if a request is received from the consumer within 6 months of disconnection on bona fide grounds the service may be kept disconnected up to a maximum of 12 months. It may be born in mind that consumer is liable to pay minimum demand / fixed charges during the period of disconnection.

**44 I want to permanently disconnect my service connection. What is the procedure?**

Service connections can be dismantled at the request of the registered consumer / owner of the building. Application for dismantling service connection shall be made to the Assistant Engineer in plain paper after clearing entire arrears of electricity charges with up-to-date surcharge, interest etc. The applicant shall meet the expenditure towards dismantling the lines and plants.



45 Is it necessary that I should transfer the ownership of service connection while transferring possession of a premise?

If a consumer intent to vacate or sublet their premise, or intending to sell or transfer of their rights over a premise, shall inform the same to the Assistant Engineer to ensure that final meter reading is taken. Failing transfer of ownership, the registered consumer will be held responsible for the omissions and commissions by the new occupant.

New owner of a premise is also advised to transfer the ownership of the electric connection to his name, in order to safeguard his interests. An application regarding a service connection e.g. revising connected load, phase conversion, tariff change, billing disputes etc. will normally be processed only if the registered consumer is the applicant.

**46 Under what all conditions my supply is liable to be disconnected?**

KSEB will disconnect supply to a premise in the following conditions:

- a At the request of the consumer.
- b KSEB is mandated to do so by a person with legal authority to issue such mandate.
- c KSEB is entitled to do so under an agreement with the consumer.
- d KSEB reasonably believes that the consumer has contravened the provisions of the Code/ Act/ Terms and conditions of supply, which entitle KSEB to disconnect the supply.
- e KSEB reasonably believes that the failure to disconnect may or is likely to cause health hazard or safety risk or damage to property or to the consumer or to any other person.
- f KSEB reasonably believes that the consumer's installation does not comply with the applicable rules or any other reasonable requirements prescribed by it.
- g Electricity charges are not paid in time.
- h The security provided by the consumer has become insufficient or the consumer fails to provide additional security as required.
- i KSEB reasonably believes that the consumer is found to have tampered or damaged electrical plant or metering equipments.



Supply Interruption and Restoration

47 Where should I report supply failure?

Supply failure should be reported in person, or over telephone to concerned Electrical Section Office. In areas where Trouble Call Management Service (TCMS) units function, supply failure can be reported to respective TCMS control rooms also. At present TCMS is functioning at Thiruvananthapuram, Kollam, Kottayam, Ernakulam and Kozhikode (Land Phone No 155333).



48 How can I ensure that my complaint has been registered?

All complaints received at Electrical Section Office and TCMS control room will be registered. Consumer has the right to demand Docket Number for ensuring that the complaint has been registered. Please note that this docket numbers shall be quoted if the complaint is to be referred to higher offices.



49 How much time is expected for restoration of power supply?

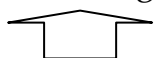
In towns / cities supply will normally be restored within six hours of reporting of interruption. (In areas where TCMS units are not available, the period from 18:00 to 06:00 hrs will not be counted for this time frame). In rural areas supply will normally be restored within 24 hours. However during natural calamities and similar force majeure conditions it may not be possible to restore supply within these timeframe.



Metering / Billing

50 I lost / have not obtained electricity bill. What shall I do?

Consumer may contact Billing Branch of the concerned Electrical Section for obtaining duplicate bill.



51 I doubt that there is mistake in the preparation of my electricity bill. What shall I do?

Consumer may contact Billing Branch of the concerned Electrical Section.



52 I doubt that the consumption recorded in the energy meter does not match with the consumption. What shall I do?

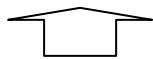
Consumer may request in writing to the Assistant Engineer of the concerned Electrical Section. If the meter is found faulty on preliminary inspection, it will be replaced. If the consumer is not satisfied with the findings, he may request the Assistant Engineer to have the meter tested at Electrical Inspectorate or at test

facilities available with the KSEB. Consumer has to bear the expenditure for testing at laboratory.



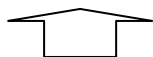
53 Can I get instalment facility for regular electricity charges?

No, instalment facility is not allowed for regular electricity charges



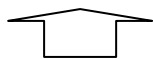
54 What does 'D/L' in the electricity bill mean?

Door Locked (D/L) will be marked in the electricity bill, if the metering equipments were not accessible at the time of inspection by the Meter Reader / Sub Engineer. Electricity bill will be prepared on the basis of previous average consumption in such cases. The bill will be revised later in the light of future meter readings.



55 My premise will be locked on the date of meter reading. What shall I do?

If a meter reading is not available due to the premise being locked up or inaccessible, consumer will be provisionally charged on the basis of average consumption for the last six months. During second instance of locked up premise, consumer will be given notice to keep open the premise at a particular date and time and give facilities for reading the meter to the designated employee. Adjustment invoice based on the actual consumption will be issued giving due credit to the amount already paid



56 Is it my responsibility to intimate Board office that my meter is faulty

Even though consumers are not duty bound to inform KSEB that the meter in their premise is faulty, they are advised to inform this fact to the Electrical Section Office.



57 Earlier mechanical type energy meter was installed at my premises, which was replaced by electronic meter even if the earlier meter was working properly. Even though the consumption pattern remained same, the average recorded consumption had increased considerably after replacement of meter. Why?

KSEB is replacing all electromechanical (disc type) meters with static/ electronic type energy meters having better accuracy. The electromechanical meters are having moving parts and have inherent inertia. In some cases these meters do not record the actual consumption at low loads such as chargers for mobile phones, mosquito repellents, low wattage Compact Fluorescent Lamps etc. The static/electronic type energy meters record the actual consumption even when the connected load is very low.

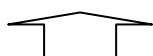


58 What is the procedure being followed for billing in the case of faulty meters

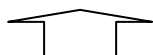
In the case of faulty meters, the consumer will be billed based on the previous six months average consumption. If the average consumption of the previous six months cannot be taken due to meter ceasing to record or any other reason, the consumption will be determined based on the meter reading in the succeeding three months after replacement of meter

**59 I have rented out a portion of my building. Can I install an energy meter on my own, for measuring consumption in that portion of building?**

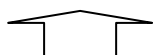
A consumer can install energy meter for measuring consumption in a portion of the building. However this shall not be used for re-sale of energy, which is not permitted as per Electricity Act 2003.

**60 The present occupier intends to vacate the premise. Can I request for a final reading?**

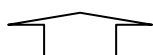
Yes. Board will arrange special reading of the meter on application for the purpose of billing if the owner or occupant vacates / changes the occupancy of the premise. In such cases the application shall be given at least 15 days in advance of the said vacating of the premise for arranging special meter reading. The applicant shall bear the expense for such special meter readings.

**61 Do I have the option to procure and install energy meter on my own?**

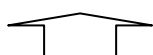
Yes, Consumers have the option of procuring and installing energy meters. In such cases the meter shall be tested and certified by Electrical Inspectorate or at the test facilities available with KSEB. Consumer has to bear the testing fee. Consumer has the option to entrust the meters (to be tested) in the Electrical Section Office, remitting required fee. Consumers who had procured and installed energy meters on their own are exempted from payment of meter rent.

**62 Do I have to bear rent for the energy meter installed in my premise?**

Yes, unless the consumer opts to purchase the meter, he has to remit rent for meter as per the rates approved by State Electricity regulatory Commission

**63 What is the present tariff structure for different category of consumers?**

Please refer www.ksebnet.com for latest tariff notification



Payment of Energy Charges

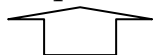
64 How can I remit my monthly / bi-monthly electricity charges?

- a An LT consumer can remit electricity charges in any of the following manner
 - i By cash at the cash counter in concerned Electrical Section Office /collection centre.
 - ii By crossed local cheque or Demand Draft drawn in favour of the Assistant Engineer and sent by post or presented in person.
 - iii By MO payable to the Assistant Engineer.
 - iv In FRIENDS collection centres / Akshaya e-pay counters where this facility is available (payments accepted in these centres only up to due date given in invoice).
- b HT / EHT consumer can remit energy charges in the following manner:
 - i Demand Draft payable at Thiruvananthapuram drawn in favour of Special Officer (Revenue), KSEB, Thiruvananthapuram 695 004.
 - ii By transfer of funds to the non-operative collection account of Special Officer (Revenue), SBT, KSEB Administrative Complex Branch, Pattom, Thiruvananthapuram 695 004.
 - iii By transfer of funds to the non-operative collection account with M/s HDFC.



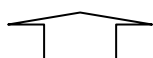
65 What are the timings of cash counters at Electrical Section Offices and collection centres?

Cash collection hours at Electrical Section Offices are generally from 10:00 to 13:00 hrs and from 14:00 to 15:00 hrs on all working days. Extended cash collection hours are offered in some of the offices. Exact timings for cash collection at Section office / collection centres may be ascertained from respective Electrical Section Offices.



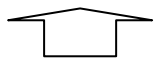
66 What are my options for remitting energy charges after regular office hours and on public holidays?

Consumer can make use of Cheque Drop Boxes provided at Electrical Section Offices. FRIENDS and Akshaya e-pay counters also accept cash collection after regular cash collection hours (payments accepted in these centres only up to due date given in invoice).



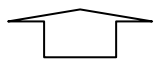
67 Do I have the options like ECS, Money Transfer, Auto Debit, Internet Banking for remitting the energy charges?

Money transfer facility is now available for HT and EHT consumers. KSEB is planning to extend payment options like ECS, Money transfer, Auto debit, Internet banking etc to all consumers in the near future



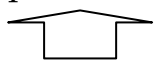
68 Can I remit energy charges at FRIENDS or Akshaya e-pay counters after the due date?

No, after the due date energy charges can be remitted at Electrical Section offices or at respective Cash Collection Centre only.



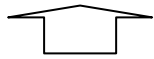
69 Can I remit electricity charges in advance? Will I get any benefit for such advance payment?

Yes, you have the option to remit electricity charges well in advance. Consumers who expect to be out of station for prolonged period are advised to make use of this facility. Consumers remitting estimated electricity charges for 6 months in advance will be given a rebate of 2% per annum and those remitting estimated electricity charges for 12 months in advance will be given rebate at the rate 4% per annum on both fixed and energy charges.



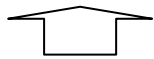
70 What are the penalties for delayed / non-payment of energy charges?

Payment after due date will attract surcharge (at the rate of 12% for one month and 18% for more than one month) on the outstanding amount. Service connection is liable to be disconnected if the amount is not remitted on or before the last date mentioned in invoice. Once supply is disconnected, reconnection will be effected only after clearing all dues including the accrued surcharge and after remitting reconnection fee. Disconnection for a continuous period of 6 months will lead to dismantling of service connection.



71 Can I be held responsible for the default in current charge / misuse of energy by my tenant?

As the registered consumer you should ensure that all amount due to Board, including energy charges are cleared in time and that no one including the tenant is misusing energy or tampering with the metering system. Board normally initiate action against the registered consumer for recovering dues and losses.



72 Who all are eligible to be included in Non Paying Group (NPG) category?

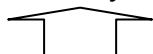
Domestic consumers having connected load up to 500 W are exempted from payment of monthly current charges if their average monthly consumption does not exceed 20 units. This exemption is not applicable to consumers who are liable to pay minimum guarantee amount and/or rental charges.



General

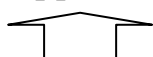
- 73 Where shall I report complaints like deteriorated electric poles, damaged electric lines etc?**

The complaint may be addressed to Assistant Engineer of the concerned Electrical Section. Please quote location, pole number / nearest consumer number along with address and phone number of the complainant for easily identifying the location.



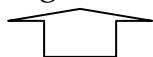
- 74 Where shall I report complaints like frequent power interruption, consistent low voltage etc?**

The complaint may be addressed to Assistant Engineer of the concerned Electrical Section. Please quote pole number / consumer number along with address and phone number of the complainant for easily identifying the location. Applicant need not remit any Application Fee for this.



- 75 Where shall I apply for shifting an existing transformer, electric post, electric lines, stay wire etc?**

The application may be addressed to Assistant Engineer of the concerned Electrical Section. Please quote location of transformer, pole number, consumer number etc along with address and phone number of the applicant for easily identifying the location. Application Fee of Rs 10/- shall be remitted for registration. Applicant has to bear the expenditure for shifting.



- 76 What are the procedures for shifting energy meter in my premise?**

The application may be addressed to Assistant Engineer of the concerned Electrical Section, at least seven working days in advance. Please quote address and phone number of the applicant along with consumer number. Application Fee of Rs 10/- shall be remitted for registration. Applicant has to bear the expenditure for shifting.



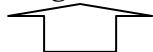
- 77 Do I have the right to object installation of transformer near my premise?**

As per Electricity Act 2003 and Indian Telegraph Act 1885, KSEB is empowered to place electric lines or plant for transmission of electricity. If you fear that placement of a transformer is likely to endanger life and property, you can file a written complaint to the Assistant Engineer of the concerned Electrical Section.



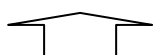
- 78 **I fear that KSEB is intending encroach my property to construct electric lines. What shall I do?**

As per Indian Telegraph Act 1885, KSEB is empowered to draw electric line through most feasible route. If you fear that line will cross your property and if you have objection on the same, you can file a written complaint to the Assistant Engineer of the concerned section.



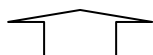
- 79 **I have earlier given consent for constructing line through my property. Now I want the line to be removed from my property. Who shall bear the expenditure?**

Expenditure for shifting shall be met by the applicant.



- 80 **I am afraid that KSEB is intending to give other service connections from the electric post, which was erected at my expenditure. Can I object the same? Am I eligible for any refund, if such extension is permitted?**

No. The ownership of the service line, plants etc rest with KSEB even if the cost is borne by the consumer. KSEB may take service lines from meter or cut-out or any service post of any consumer to give connection to another consumer even by crossing the property of the consumer with the consent of the owner and making least damage possible to the consumer. Even if a service line, meter or cut-out etc is utilised for giving service to another consumer no refund or reduction in charges will be allowed to the original consumer, though he had paid the cost of service line.



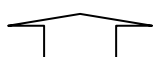
- 81 **I intent to purchase a property. Is it necessary that I should consult KSEB before entering into such an agreement?**

Consumers are advised to consult Assistant Engineer of the Electrical Section office of the area to ascertain that there are no arrears with respect to energy charges, minimum guarantee charges, unconnected minimum charges etc regarding any service connection existing / dismantled / un-availed in that premise.



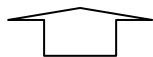
- 82 **Can I install a manual stabiliser / step-up transformer for boosting the voltage in my premise?**

A stabiliser preventing over / under voltages from affecting equipments does not have any adverse effect on the system, and hence is allowed; a voltage boosting arrangement in the low tension side is detrimental to the system and hence not permitted



83 Can I use a two phase welding set?

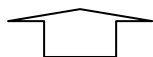
No, connecting load between two phases of a three phase supply system is not permitted.

**84 Should I inform KSEB before installing a generator?**

Yes

**85 What is ELCB? Do I have to install ELCB at my home?**

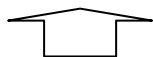
Earth Leakage Circuit Breaker (ELCB) is safety equipment designed to switch off electric supply when there is leakage of electricity. All consumers are advised to install ELCB considering safety aspect. It is mandatory that all consumers having connected load of 5 kW and above shall install an earth leakage protective device to disconnect the supply instantly on occurrence of earth fault or leakage current. ELCB shall be provided for temporary services also.

**86 We need new streetlight. Whom should we contact?**

Streetlights are usually installed at the request of local bodies. You are requested to contact peoples' representatives/ Secretary of local body for installing new streetlights.

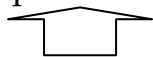
**87 The streetlight is faulty. Whom should I contact?**

You are requested to inform concerned Electrical Section regarding non-burning streetlights. Streetlights are usually maintained by KSEB using spares supplied by local body. Some of the local bodies have opted to undertake maintenance of streetlights on their own.

**88 What is load shedding? Is it different from power cut?**

Load shedding is done to overcome certain constraints in the system e.g. inadequate generation capacity, shortage in power available from central share and / or other sources, constraints in transmission network etc. In such unforeseen and inevitable situation utilities will not be able to meet the simultaneous demand of all consumers and are forced to switch off supply to certain areas. This is known as load shedding. In certain cases utilities will be forced to reduce power generation due to non-availability water (for hydro-stations) or fuel (for thermal stations). In such circumstances consumers will be forced to restrict their consumption. This is known as power-cut. During 'power-cut' situations utility will fix the monthly quota of energy allotted to each consumer.

In case of load shedding supply to the feeder is switched off, where as in case of power-cut the consumers himself control his consumption according to his quota.



89 I would like to disclose an incident of power theft / misuse of energy. Whom should I contact?

Power theft is a criminal offence punishable under Electricity Act 2003. You are requested to disclose any such incidence to the Assistant Engineer of Electrical Section or any of his superior officers. Such incidents can also be reported to officers of Anti Power Theft Squad (APTS) or to Chief Vigilance Officer.



90 Whom should I contact if my grievance is not redressed in reasonable time?

Non-redressal of complaints shall be brought to the personal attention of Assistant Engineer of the concerned Electrical Section. If your grievance is not redressed at that level, you may contact concerned Assistant Executive Engineer of the Electrical Sub Division or the Executive Engineer of Electrical Division. You may also approach Deputy Chief Engineer, Chief Engineer or the Board for assistance.

A consumer who is not satisfied with the decision of Board in any matter may file petition before Consumer Grievance Redressal Forums (CGRF) functioning in Kottarakkara, Ernakulam and Kozhikode and further to Electricity Ombudsman.

Phone numbers of various officers / offices are available at official website.

