

Procedure for Change of Name of Electricity Consumers

1. Procedure for change in consumer's name due to change in ownership/ occupancy of property

As per clause-40 of OERC (Conditions of Supply) Code, 2019, the licensee/supplier shall deal with applications relating to change of consumer's name due to change in ownership/occupancy of property in accordance with the procedure detailed below:

(a) The applicant shall apply for change of consumer's name in the format prescribed in Form No.1 or 2 to this Code, along with a copy of the latest bill duly paid in full and proof of ownership/occupancy of property.

(b) No Objection Certificate from the registered consumer/ authorized person/ previous occupant of the premises shall be required for cases involving transfer of security deposit in the name of applicant. The licensee/supplier shall process the application form in accordance with the provisions of this Code.

(c) In case the No Objection Certificate from the registered consumer/ authorized person/ previous occupant is not submitted, an application form for change of name shall be entertained only if security deposit as stipulated in this Code is paid afresh. However, the original security deposit shall be refunded to the claimant as and when a claim is preferred by the concerned person with documentary evidences.

(d) Change of consumer's name shall be effected within 15 days after acceptance of application form.

2. Procedure for transfer of ownership to legal heir

As per chapter-3, clause-41 of OERC (Conditions of Supply) Code, 2019 The licensee/supplier shall deal with applications relating to transfer of consumer's name to legal heir in accordance with the procedure detailed below:

(a) The applicant shall apply for change of consumer's name in the format prescribed in Form No.1 or 2 of this Code, with a copy of the latest bill duly paid in full. The application form shall be accepted on showing of the Registered Will/deed, Succession/Legal heir Certificate, Mutation in municipal/land records or any other proof of legal heir-ship. The licensee/supplier shall process the application form in accordance with the provisions of this Code.

(b) The change of consumer's name shall be effected within 15 days after acceptance of application.

(c) Any charge for electricity or any sum other than charge for electricity as due and payable to licensee/supplier which remains unpaid by a deceased consumer or the erstwhile owner/occupier of any land/premises as the case may be, shall be a charge on the premise transmitted to the legal representative/ successors-in-law or transferred to the new owner of the premise as the case may be, and same shall be recoverable by the licensee/supplier as due from such legal representative or successor-in law or new owner/occupier of the premises as the case may be.

3. Fee structure for name change:

The procedure for change of name as mentioned in clause 40 and 41 of OERC (Conditions of Supply) Code, 2019 shall be free of cost subject to fulfillment of the following.

(a) The consumer has to clear the latest bill in full.

(b) The consumer has to pay the requisite security deposit as per OERC Regulation (Clause-52 of OERC (Conditions of Supply) Code, 2019 [Copy annexed]

(c) There will be no physical transfer of the service connection.

Security Deposit

52. (i) Any person entering into an agreement with the licensee/supplier for supply of power shall deposit such amount to cover charges (i.e. demand/fixed charges and energy charges as applicable) for supply of two months charges in the case of monthly billing cycle, for the relevant consumer category. The security deposit amount shall be modified in line with contract demand. Enhanced security deposit shall be payable thirty days prior to each scheduled enhanced demand. Provisions to this effect shall be incorporated in the agreement.
- (ii) The initial security deposit (demand charges/Monthly Minimum Fixed Charge plus energy charges) shall be calculated based on the load factor as under:

Calculation of amount for Initial Security Deposit

■ Two months consumption charges as Security Deposit (In Rupees) = $P \times \{(\text{Contract Demand in K W}) \times (24 \text{ Hrs}) \times (30 \text{ days}) \times (\text{Load Factor}) \times (\text{Energy Charge in Rs per unit}) + *(\text{Contract Demand in KVA}) \times (80\%) \times (\text{Demand Charge in Rs. per KVA})\}$

Sl. No.	Category of Consumer	Load Factor for calculation for Energy Consumption (%)
1.	Domestic	10%
2.	General Purpose	30%
3.	Irrigation Pumping and Agriculture	15%
4.	Allied Agricultural Activities	20%
5.	Allied Agro Industrial Activities	30%
6.	Public Lighting	50%
7.	L.T. / Industrial (S) Supply	20%
8.	H.T./L.T. Industrial (M) Supply	30%
9.	Specified Public Purpose	30%
10.	Public Water Works	50%
11.	Large Industry	70%
12.	Power Intensive Industry	80%
13.	Mini Steel Plant	40%
14.	Railway Traction	40%
15.	Heavy Industry	70%
16.	Emergency Supply to CPP	To be mutually settled

■ Two months consumption charges as Security Deposit (In Rupees) = $P \times \{(\text{Contract Demand in K W}) \times (24 \text{ Hrs}) \times (30 \text{ days}) \times (\text{Load Factor}) \times (\text{Energy Charge in Rs per unit}) + *(\text{Contract Demand in KVA}) \times (80\%) \times (\text{Demand Charge in Rs. per KVA})\}$

Sl. No.	Category of Consumer	Load Factor for calculation for Energy Consumption (%)
17.	Temporary Connection	As applicable to relevant consumer category

* Applicable to consumers under two part tariff, P = 2(two)

- (iii) If any person requiring supply under LT or HT is prepared to take the supply through a pre-payment meter if available, the distribution licensee/supplier shall not be entitled to collect the security deposit from such person.

Provided that in the case of existing consumers (LT or HT) who opt for the supply through pre-payment meter, the Licensee/supplier shall refund the amount of the security deposit of such consumer lying with the Licensee/supplier by adjustment of outstanding dues to the Licensee/supplier or any amount becoming due to the Licensee/supplier immediately thereafter.

- (iv) The security deposit shall be paid in cash or by bank draft or by electronic/digital payment. It may also be paid by cheque or by credit card, where specifically allowed by the licensee/supplier.
- (v) The licensee/supplier may require any consumer to give him reasonable security as shall be approved by the Commission for the payment to him of all monies which may become due to him where any electric line or electrical plant or electric meter is to be provided for supplying electricity to such consumer, in respect of the provision of such line or plant or meter.