

How to apply for   
Electricity  
Connection



# Guidelines for Application for a High-Voltage (HV) New Connection above notified Voltage (650V)

- All applications have to be submitted Online.
- The supply voltage is the utility's prerogative



## Registration, Log-in & Submission of online Application

To make an Online New Connection Application kindly follow the following steps:

### 1 USER REGISTRATION

- 📍 Click on the New User Register link and fill up the details of Organization/ Establishment, Name, Designation, Email-Id & Mobile Number & proceed by clicking on the submit button.
- 📍 Once submitted, the password would be sent to your e-mail id. Kindly obtain the password from your mailbox in order to continue with the application.

### 2 LOG-IN AND ONWARD PROCESS

- 📍 Once the password is obtained please login and change your password in case you so desire. Kindly remember the password which you will require to access the system.

### 3 APPLICATION FORM SUBMISSION

- 📍 Once you have logged in the Annexure A form would be displayed. Please fill in the details as required and submit the same after indicating the location of the premises using the map provided. You can also furnish the location of your premises in the text box provided for the purpose.
- 📍 Post submission you will be intimated of our next course of action through email.

## Inspection procedure

### Technical feasibility

- 📍 On successful receipt of the duly filled Annexure – A Form, within 4 working days, an inspection will be conducted by an Engineer on a mutually agreed date & time with the Applicant.
- 📍 Proposed HT Switch Room position in accordance to the standard dimensions is identified and cable laying route is finalized.
- 📍 Presence of any other LT supply in the same premises, if identified would be required to be disconnected on commencement of HT supply.

## Processing of application and payment of Service Charges

- 📍 Post successful inspection, an offer comprising Estimates for service charge and Security Deposit along with other requisite compliances required for providing HT supply will be sent to the applicant along with service charge bill, Annexure-B form and Test form within 20 working days from the date of application.
- 📍 The service charge bill has to be settled within 45 days of the Bill Date. The bill can be paid by Cash, Demand Draft / Pay order or through Net Banking.
- 📍 However, for the cases where supply cannot not be provided due to Techno-Commercial reasons, a letter will be sent to the applicant within 4 working days from date of inspection, explaining the reasons.

## Cable Laying & HT Switch Room Setup activity

- On receipt of payment of the Service Charge Bill, process for obtaining requisite permissions for excavation of Roads from the concerned Authorities (Municipalities and others) for carrying out cable laying work will be initiated by CESC.
- After obtaining the permission from the concerned Authorities and availability of proper access for laying cables within the Applicant's premises, the Utility will complete the cable laying job.
- A design of the HT Switch Room will be provided to the Applicant. Erection of the same along with white-washing, proper electrical wiring is the sole responsibility of the Applicant. On completion of construction of the switch room, the Utility installs the Switchgear.
- The HT Switchgear will be subsequently energized upon completion of cable laying activity and once the HT Switch Room is completed by the Applicant.
- Subsequent to completion of cable laying & installation of Switchgear, the Utility energies the bus bar of the Switchgear.

## Security Deposit Bill & other Compliances

- A Security Deposit Bill will be generated, as per the relevant Regulations and sent to the Applicant.
- This Bill can be paid Online, Offline and also in the form of Bank Guarantee/ Letters of Credit (LC).
- The Applicant has to settle outstanding dues (if any).
- The Applicant also needs to fulfill other compliances such as submission of Annexure-B Form, Test Form, CEI Clearance, consent from existing LT Consumers for removal of existing LT Supply (if any) & rating of Capacitor Bank installed.
- The HT equipment of the applicant has to withstand High Voltage Pressure Test (a technical requirement) which will be carried out by the Utility.

## Agreement

- Once the Security Deposit is paid and above documents are submitted, an Agreement paper is prepared and signed between the intending Consumer (Applicant) and the Utility.

## Activation of Supply

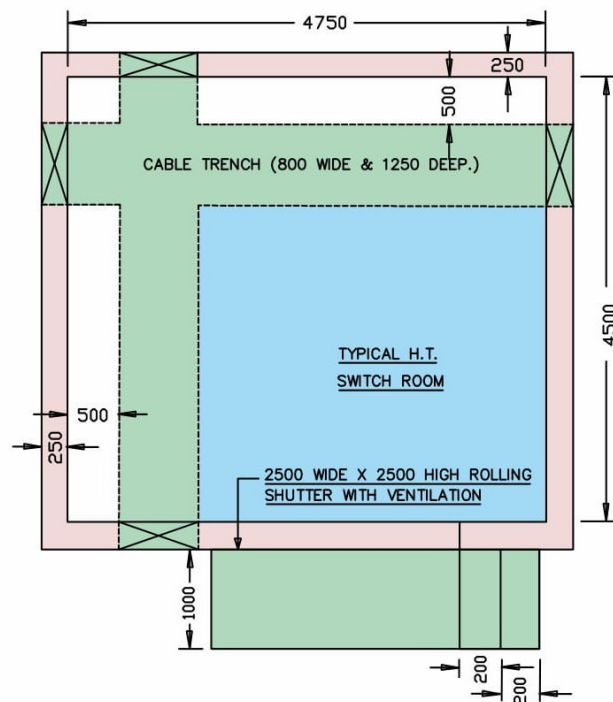
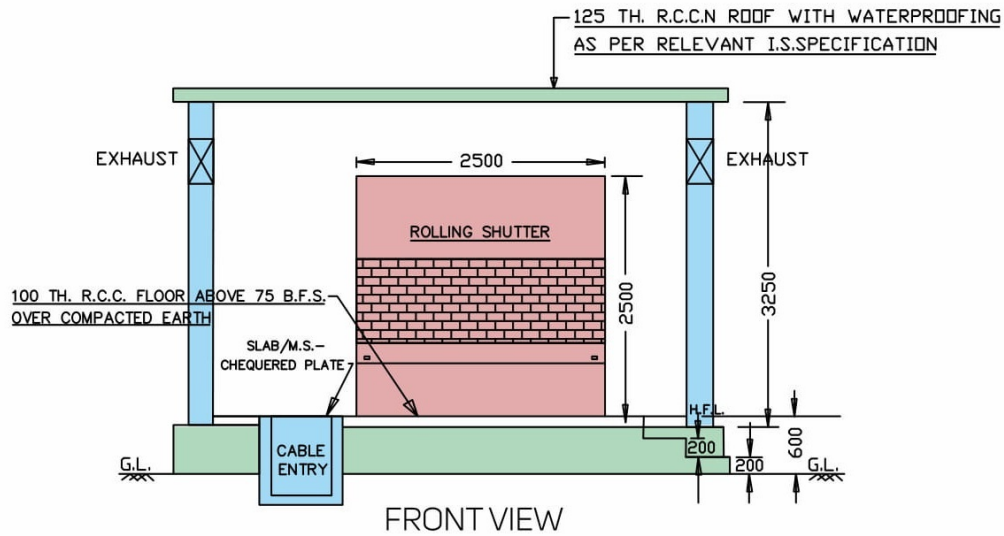
- Upon completion of all statutory formalities as mentioned above and on fulfillment of all compliances, including payment & submission of Statutory Documents, for load up to 150 kVA, the connection will be effected within 7 (seven) days where Right of Way (RoW) is not required and 15 (fifteen) days where RoW is required, provided the above time line will be reviewed on case to case basis where installation of switchgear and / or erection of a substation is required and / or RoW is not received in time.

Single Point of Contact  
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## Typical H.T. Switch Room at Consumer Premises



### NOTES

- 1. After energisation of switchgear entire cable duct to be filled with silver sand and covered by R.C.C. Slabs/M.S. Chequered Plates
- 2. White wash inside the switch room to be completed prior to erection of switchgear
- 3. Electrical Wiring for adequate lighting, ventilation and 15 Amp. power point to be completed prior to erection of switchgear
- 4. All dimensions are in millimetre.

## TARIFF FOR HIGH & EXTRA HIGH VOLTAGE CONSUMERS

Sl No	Type of Consumer	Applicable Tariff Scheme							Optional Tariff Scheme							
		Consumer category	Name of the Tariff Scheme	Consumption per month in KWH	Energy Charge			Demand Charge (RS./KVA/month)	Consumer category	Name of the Tariff Scheme	Consumption per month in KWH	Energy Charge			Demand Charge (RS./KVA/month)	
					P/kWh							P/kWh				
					Summer	Monsoon	Winter					Summer	Monsoon	Winter		
1.	Public Utility	Rate I	Normal	All Units	671	668	665	384	Rate I (TOD)	Normal - TOD	06.00 hrs-17.00 hrs & 20.00 hrs-23.00 hrs	All Units	651	641	631	384
											17.00 hrs-20.00 hrs	All Units	977	962	947	
											23.00 hrs-06.00 hrs	All Units	449	442	435	
											06.00 hrs-17.00 hrs	All Units	642	637	632	
2.	Industries (below 33 KV)	Rate A	Normal	All Units	652	649	647	384	Rate A (TOD)	Normal - TOD	17.00 hrs-23.00 hrs	All Units	963	956	948	384
											23.00 hrs-06.00 hrs	All Units	443	440	436	
											06.00 hrs-17.00 hrs	All Units	622	617	612	
3.	Industries (33 KV)	Rate A1	Normal	All Units	629	626	623	384	Rate A1 (TOD)	Normal - TOD	17.00 hrs-23.00 hrs	All Units	933	926	918	384
											23.00 hrs-06.00 hrs	All Units	429	426	422	
											06.00 hrs-17.00 hrs	All Units	689	686	683	
4.	Commercial (below 33 KV)	Rate B	Normal	All Units	701	698	695	384	Rate B (TOD)	Normal - TOD	17.00 hrs-23.00 hrs	All Units	1034	1029	1025	384
											23.00 hrs-06.00 hrs	All Units	475	473	471	
5.	Commercial (33 KV)	Rate B1	Normal	All Units	652	649	646	384	Not Applicable							
6.	Domestic	Rate R	Normal	All Units	713	710	707	26	Not Applicable							
7.	Public Water Works & Sewerage, Pumping Station under local Authority	Rate U	Normal	All Units	618	613	608	384	Rate U (TOD)	Normal - TOD	06.00 hrs-17.00 hrs & 20.00 hrs-23.00 hrs	All Units	608	598	588	384
											17.00 hrs-20.00 hrs	All Units	912	897	882	
											23.00 hrs-06.00 hrs	All Units	420	413	406	
8.	Sports Complex & Auditorium run by Govt./ local bodies for cultural affairs	Rate O	Normal	All Units	740	730	720	34	Not Applicable							
9.	Cold storage or Dairy with Chilling Plant	Rate CP	Normal	All Units	659	654	649	384	Rate CP (TOD)	Normal - TOD	06.00 hrs-17.00 hrs	All Units	639	634	629	384
											17.00 hrs-23.00 hrs	All Units	959	951	944	
											23.00 hrs-06.00 hrs	All Units	441	437	434	
10.	Emergency Supply	Rate E1	Normal TOD	06.00 hrs-17.00 hrs 17.00 hrs-23.00 hrs 23.00 hrs-06.00 hrs	All Units All Units All Units	748 1122 516	738 1107 509	728 1092 502	384	Not Applicable						
11.	Construction Power Supply	Rate HTCon	Normal TOD	06.00 hrs-17.00 hrs & 20.00 hrs-23.00 hrs 17.00 hrs-20.00 hrs 23.00 hrs-06.00 hrs	All Units All Units All Units	674 1011 465	669 1004 462	664 996 458	384	Not Applicable						
12.	Co-operative Group Housing Society for providing power to its members or person for providing power to its employees in a single premises	Rate HTCOP	Normal	All Units	683	678	673	34	Rate HTCOP (TOD)	Normal - TOD	06.00 hrs-17.00 hrs	All Units	658	653	648	34
											17.00 hrs-23.00 hrs	All Units	724	718	713	
											23.00 hrs-06.00 hrs	All Units	612	607	603	
13.	Common Services of Industrial Estate	Rate E	Normal TOD	06.00 hrs-17.00 hrs & 20.00 hrs-23.00 hrs 17.00 hrs-20.00 hrs 23.00 hrs-06.00 hrs	All Units All Units All Units	674 1011 465	669 1004 462	664 996 458	384	Not Applicable						
14.	Traction/ Metro Rail / Calcutta Tramways	Rate T	Normal	All Units	693	688	683	105	Not Applicable							
15.	Short-term Supply	Rate ST	Normal TOD	06.00 hrs-17.00 hrs 17.00 hrs-23.00 hrs 23.00 hrs-06.00 hrs	All Units All Units All Units	642 706 597	637 701 592	632 695 588	384	Not Applicable						
16.	Private Educational Institutions	Rate E (ei)	Normal	All Units	664	654	644	384	Rate E (eit)	Normal - TOD	06.00 hrs-17.00 hrs	All Units	654	644	634	384
											17.00 hrs-23.00 hrs	All Units	719	708	697	
											23.00 hrs-06.00 hrs	All Units	608	599	590	
17.	MES	Rate R-M	Normal	All Units	713	710	707	26	Not Applicable							

Details of different tariff schemes of different classes of consumers and various associated terms and conditions are specified in various regulations and in Annexure – C1 and Annexure – C2 of the West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) Regulations, 2011 as amended (hereinafter referred to as the "Tariff Regulations"). Other associated conditions of the tariff of CESC Limited for 2016-17 are as follows:

## 1 Load Factor Rebate / Surcharge:


- In order to reduce the overall system T&D loss and to flatten the load curve by improving the existing system load factor of CESC Limited, the HT industrial, HT commercial and HT domestic consumers shall receive voltage wise graded load factor rebate as per the following table:

LOAD FACTOR REBATE (Paise / kWh)				
Range of Load Factor (LF)		Supply Voltage		
		Below 33 kV	33 kV	Above 33 kV
Above 50%	Up to 55%	1	2	3
Above 55%	Up to 60%	4	5	6
Above 60%	Up to 65%	8	10	12
Above 65%	Up to 70%	10	14	18
Above 70%	Up to 75%	20	22	24
Above 75%	Up to 80%	25	30	35
Above 80%	Up to 85%	30	35	45
Above 85%	Up to 90%	35	45	55
Above 90%	Up to 92%	37	50	60
Above 92%	Up to 95%	40	55	65
Above 95%		45	60	70

- The above load factor rebate shall be applicable on total quantum of energy consumed in the billing period. (For example a 6 kV industrial or commercial or domestic consumer at 85% load factor shall be eligible for a rebate @ 30 paise / kWh on the total quantum of energy consumed in the billing period).
- Load factor surcharge shall continue at the prevailing rate.
- The load factor rebate and load factor surcharge shall be computed in accordance with the formula and associated principles given in regulations 3.9.2, 3.9.3 and 3.9.4 of the Tariff Regulations and at the rates as mentioned in paragraphs 1.a) and 1.c) above

## 2 Fixed / Demand Charge:

- ④ The fixed charge shall be applicable to different categories of consumers as per rate as shown herein.
  - ④ The demand charge shall be applicable to different categories of consumers as per rate as shown herein on the basis of recorded demand as specified in regulation 4.3.3 of the Tariff Regulations.
  - ④ When a new consumer gets connected to the system, the computation of fixed charge or demand charge in respect of that consumer for that month shall be made pro-rata for the number of days of supply in that particular month.
- 3 Subject to conditions as specified in regulation 4.13 of the Tariff Regulations, for all consumers, minimum charge shall continue at the existing level.
- 4 In case of short term supply to Pandals for community religious ceremonies, a rebate of 30 paise / kWh on energy charge of each unit will be given from the date of issue of the order dated 28 October 2016 if the entire illumination is done with LED.
- 5 For all consumers, excluding consumers having pre-paid meters, rebate shall be given @ 1% of the amount of the bill excluding meter rent, taxes, duties, levies and arrears (not being the arrears due to revision of tariff) if the payment is made within the due date.
- 6 In addition to the rebate under paragraphs 4 and 5 above, if the payment is made within due date, then an additional rebate of 1% of the amount of the bill excluding meter rent, taxes, duties, levies and arrears (not being arrears due to revision of tariff) would be allowed to the consumers who would pay their energy bills through e-payment facility (through web by using net banking, debit card, credit card, electronic clearing scheme) as introduced by CESC Limited. The prepaid consumers purchasing prepaid voucher through e-payment facility will get 1% rebate in voucher amount. A rebate of Rs. 5.00 will be admissible if any consumer opts for e-bill following regulation 3.1.10 of West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2013. These rebates are applicable after giving effect under paragraphs 4 & 5 above.



## 7 Power Factor Rebate/ Surcharge:

- ④ The power factor rebate and surcharge shall continue for all HV and EHV categories of consumers to whom these are applicable at present. The rate of rebate and surcharge and the methods of calculation of such rebate and surcharge are given in the table below.
- ④ The rebate and surcharge against different time periods shall be reflected in the bill separately and shall be treated separately.

## Power Factor Rebate & Surcharge on Energy Charge in Percentage

Power Factor (PF) Range	For Consumers under TOD Tariff						For Consumers under non-TOD Tariff	
	Normal Period (6.00 AM to 5.00 PM)		Peak Period (5.00 PM to 11.00 PM)		Off-peak Period (11.00 PM to 6.00 AM)		Rebate in %	Surcharge in %
	Rebate in %	Surcharge in %	Rebate in %	Surcharge in %	Rebate in %	Surcharge in %		
PF > 0.99	8.00	0.00	9.00	0.00	7.00	0.00	5.00	0.00
PF > 0.98 & PF < 0.99	7.00	0.00	8.00	0.00	6.00	0.00	4.00	0.00
PF > 0.97 & PF < 0.98	5.00	0.00	6.00	0.00	4.00	0.00	3.00	0.00
PF > 0.96 & PF < 0.97	4.00	0.00	5.00	0.00	3.00	0.00	2.50	0.00
PF > 0.95 & PF < 0.96	3.00	0.00	4.00	0.00	2.00	0.00	2.00	0.00
PF > 0.94 & PF < 0.95	2.25	0.00	3.00	0.00	1.50	0.00	1.50	0.00
PF > 0.93 & PF < 0.94	1.50	0.00	2.00	0.00	1.00	0.00	1.00	0.00
PF > 0.92 & PF < 0.93	0.75	0.00	1.00	0.00	0.50	0.00	0.50	0.00
PF > 0.86 & PF < 0.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PF > 0.85 & PF < 0.86	0.00	0.75	0.00	1.00	0.00	0.50	0.00	0.50
PF > 0.84 & PF < 0.85	0.00	1.50	0.00	2.00	0.00	1.00	0.00	1.00
PF > 0.83 & PF < 0.84	0.00	2.25	0.00	3.00	0.00	1.50	0.00	1.50
PF > 0.82 & PF < 0.83	0.00	3.00	0.00	4.00	0.00	2.00	0.00	2.00
PF > 0.81 & PF < 0.82	0.00	4.00	0.00	5.00	0.00	3.00	0.00	2.50
PF > 0.80 & PF < 0.81	0.00	5.00	0.00	6.00	0.00	4.00	0.00	3.00
PF < 0.80	0.00	6.00	0.00	7.00	0.00	5.00	0.00	3.50

- 8 For short term supply, emergency supply and for supply of construction power, there shall be no rebate or surcharge for load factor and power factor.
- 9 Delayed payment surcharge shall be applicable as per regulation 4.14 of the Tariff Regulations.
- 10 All existing charges relating to meter rent for HT consumers, meter testing, meter replacement, disconnection and reconnection etc. shall continue.
- 11 A consumer opting for pre-paid meter shall not be required to make any security deposit for the energy charge.
- 12 All statutory levies like electricity duty or any other taxes, duties etc. imposed by the State Government / Central Government or any other competent authority shall be extra and shall not be a part of the tariff determined under the order dated 28 October 2016.
- 13 All the rates and conditions of tariff are effective from 1 April 2016 and onwards. This rate will continue till further order of the Hon'ble Commission. The rates mentioned hereinabove exclude the Monthly Variable Cost Adjustment (MVCA), if any, realized / to be realized by CESC Limited.



- 14** Adjustments, if any, for over recovery / under recovery for 2016-17 from the energy recipients shall be made in 8 (eight) equal monthly instalments through subsequent energy bills, and such adjustment will start from the energy bill raised on or after 1 November, 2016. The MVCA realized by CESC Limited during the year 2016-17 shall not be considered for adjustment in computation of over recovery / under recovery for the year 2016-17 as mentioned herein.
- 15** In addition to the tariff determined under the order dated 28 October 2016 of the Hon'ble Commission, CESC Limited will be further entitled to additional sums towards enhanced cost of fuel and power purchase, if any, after the date from which the above order takes effect. Thus CESC Limited shall also be entitled to realize MVCA for any subsequent period after date of effect of the aforesaid order as per the provisions of the Tariff Regulations based on the tariff of the order dated 28 October 2016. While computing MVCA, the direction in paragraph 4.2 of the order dated 10.08.2015 shall be complied with.
- 16** For any pre-paid and TOD tariff scheme, other charges shall be the charges applicable to consumers under respective category of non-TOD tariff.
- 17** An applicant for short term supplies through pre-paid meter shall have to comply with all necessary formalities for obtaining supply including payment in accordance with the Regulations made by the Hon'ble Commission. The same will be subject to the following conditions:

  - 📍 Provision of requisite meter security deposit to be kept with the licensee;
  - 📍 Provision of space for installing weather-proof, safe and secure terminal services apparatus to protect sophisticated meter; and
  - 📍 Availability of prepaid-meter of appropriate capacity.
- 18** To avail Rate C-2 for street lighting the supply should be metered and all the street lights under the same meter shall be illuminated with LED. For mixed type of street lights under one meter Rate - C shall be applicable.
- 19** For a pre-paid consumer who has purchased voucher prior to issue of the order dated 28 October 2016, the existing tariff will continue till such voucher is exhausted.
- 20** Any matter, which has not been explicitly mentioned in the order dated 28 October 2016 of the Hon'ble Commission, shall be guided by regulations 2.9.8 and 2.9.9 of the Tariff Regulations.
- 21** A new rate 'R-M' for the consumer category of Military Engineering Service (MES) in High and Extra High Voltage has been introduced. The rate 'R-M' shall be applicable to the said consumer category along with existing applicable rebate and surcharges prospectively from the date of commencement of first billing month of the respective consumer after the date of issue of the order dated 28 October 2016.
- 22** It is open to the State Government to grant any subsidy to any consumer or any class of consumers in the tariff determined by the Hon'ble Commission for CESC Limited. If at all any such subsidy under the provisions of the Act is intimated to CESC Limited and to the Hon'ble Commission by the Government of West Bengal with clear indication of the consumer or class of consumers to be subsidized and the amount of the subsidy proposed to be given is paid in advance, the tariff of such consumer and / or the class of consumers shall be deemed to have been reduced accordingly as has been indicated by the State Government. However, such direction of the State Government shall not be operative till the payment is made by the State Government in accordance with the provisions of the Act and the Regulations made thereunder, and the tariff as fixed by the Hon'ble Commission shall remain applicable. In accordance with the Tariff Regulations, the State Government is required to communicate within 15 days from the date of receipt of a tariff order, whether it shall give any subsidy to any group of consumers etc.

For any further interpretation / clarification, the order of the Hon'ble Commission dated 28 October 2016 may be referred to.



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