PUBLIC UTILITIES COMMISSION OF SRI LANKA

Methodology for Estimation of Energy Supplied

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Table of Contents

Contents

1 Definitions 1
2 General Interpretation 3
3 Introduction 3
4 Applicability 5
5 Objectives 5
6 Scope 5
7 Application of the Methodology for Consumer Premises 6
7.1. Electricity Supply with the Absence of a Meter 6
7.1.1 Estimation of Energy consumption 6
7.1.2 Correction of estimated Energy consumption 6
7.1.3 Adjustment of charges 6
7.1.3.1 Adjustment of charges, where the period of estimation is less than six Billing Periods 6
7.1.3.2 Adjustment of charges, where the period of estimation exceeds six Billing Periods 7
7.2 A Meter is Proved to be Registering incorrectly 7
7.2.1 Calculation of the Error 7
7.2.2 Consumer's acknowledgement 7
7.2.3 Estimation of Energy consumption 7
7.2.4 Under-Registering Energy consumption 8
7.2.4.1 Correction of Energy consumption where Consumer has reported the Error 8
7.2.4.2 Correction of Energy consumption where Licensee has detected the Error..... 8
7.2.4.3 Adjustment of charges 8
7.2.5 Over-Registering Energy consumption 8
7.2.5.1 Correction of Energy consumption where Consumer has reported and period can be ascertained 8
7.2.5.2 Correction of Energy consumption where Consumer reported and period cannot be ascertained 9
7.2.5.3 Correction of Energy consumption where Licensee has detected 9
7.2.5.4 Adjustment of charges 9
7.2.6 Estimation of Maximum Demand 9
7.2.7 Replacement of Meter 9
7.3 The Malfunctioning of any Meter (Meter Stopped Registering) 9
7.3.1 Correction of Energy consumption where the period of malfunctioning can be ascertained 9
7.3.2 Correction of Energy consumption where the period cannot be ascertained..... 10
7.3.3 Estimation of Energy consumption where past Energy consumption data is available 10
7.3.4 Estimation of Energy consumption where past Energy consumption data is not available 10
7.3.5 Adjustment of charges 10
7.3.6 Replacement of Meter 10
7.4 Any Person Altering the Register of any Meter Used for Measuring the Quantity of Electricity Supplied to any Premises or Preventing any Meter from Duly Registering the Quantity of Electricity Supplied through the Meter 11

7.4.1 Correction of Energy consumption where the period can be ascertained ……... 11
7.4.2 Determination of period for estimating in case of period cannot be ascertained …… 11
7.4.3 Estimation of Energy consumption ……. 11
7.4.4 Adjustment of Charges …… 11
7.4.5 Disposing of Meters …… 11
7.5 Estimation of Energy Consumption in the Absence of an Agreement …… 12
7.6 Issuing of Assess Bills due to Distribution Licensee does not have Access to the Meter 12
7.6.1 Estimation of Energy consumption where past Energy consumption data is available …… 13
7.6.2 Estimation of Energy consumption where past Energy consumption data is not available ……..…….. 13
7.6.3 Adjustment of charges ……. 13
7.7 Meter Reading Faults Made by Licensee …… 13
7.7.1 Estimation of Energy consumption and Adjustment …….. 13
7.7.1.1 When the last correct meter reading is known ……. 13
7.7.1.2 When the last correct meter reading is unknown ……. 14
8 Application of the Methodology for Prosumer Meters ……. 14
8.1. Electricity Imports/Exports with the Absence of a Meter ……..... 14
8.1.1 Estimation of Energy Imports and Exports…..... 14
8.1.2 Adjustment of charges 15
8.2. A Meter is Proved to be Registering Incorrectly. 15
8.2.1 Calculation of the Error 15
8.2.2 Consumer's acknowledgement 16
8.2.3 Estimation of Energy consumption..... 16
8.2.4 Under-Registering Energy imports/exports 16
8.2.4.1 Correction of Energy imports/exports where prosumer has reported the Error and period cannot be ascertained……. 16
8.2.4.2 Correction of Energy imports/exports where prosumer has reported the Error and period can be ascertained…….. 17
8.2.4.3 Correction of Energy imports/exports where Licensee has detected the Error……. 17
8.2.4.4 Adjustment of charges……... 18
8.2.5 Over-Registering Energy imports/exports 18
8.2.5.1 Correction of Energy imports/Exports where prosumer reported……. 18
8.2.5.2 Correction Energy imports/Exports where License detected…… 18
8.2.5.3 Adjustment of charges……... 19
8.2.6 Replacement of Meter 19
8.3 The Malfunctioning of any Prosumer Meter (Meter Stopped Registering) 19
8.3.1 Correction of Energy imports/exports where the period of malfunctioning can be ascertained..... 19
8.3.2 Correction of Energy imports/exports where the period cannot be ascertained. 20
8.3.3. Estimation of Energy imports/exports where past Energy data is available…… 20
8.3.4. Estimation of Energy imports/exports where past Energy data is not available…… 21
8.3.5 Adjustment of charges 21
8.3.6 Replacement of Meter 22
8.4 Any Person Altering the Register of any Meter Used for Measuring the Quantity of Electricity Imports/Exports to any Premises or Preventing any Meter from Duly Registering the Quantity of Electricity Imports/Exports Through the Meter 22
8.4.1 Correction of Energy where the period can be ascertained 22
8.4.2 Determination of period for estimating in case of period cannot be ascertained 22

8.4.3 Estimation of Energy imports/exports 23
8.4.4 Adjustment of charges 23
8.4.5 Disposing of Meters 24
8.5 Estimation of Energy Imports/Exports in the Absence of an Agreement 24
8.6 Issuing of Assess Bills due to Distribution Licensees does not have Access to the Meter 24
8.6.1 Estimation of Energy Imports/ exports 24
8.6.2 Adjustment of charges 25
8.7 Meter Reading Faults Made by Licensee 25
8.7.1 Estimation of Energy imports/exports and Adjustment 25
8.7.1.1 When the last correct meter reading is known 25
8.7.1.2 When the last correct meter reading is unknown 26
Appendix I: Estimated Daily Energy Consumption where the Consumer has been given a Supply of Electricity in the Absence of a Meter 28
Appendix II: Distribution of Energy Consumption among the time Intervals where the Customer is Charged under the Time of Use Tariff 30
Appendix III (A): Determination of Correction Period of Under-registering 30
Appendix III (B): Determination of Correction Period of Over-registering 30
Appendix IV: Applicable Power Factors, Utilization Factors and Load Factors for Estimation of Energy and Maximum Demand 30

1. Definitions

Term	Definition
Act	Sri Lanka Electricity Act, No. 36 of 2024 as amended
Agreement	Standard tariff agreement between the Distribution Licensee and the Customer to supply electricity
Allowed Creeping Condition	When no load is connected at Customer premises, the disc of an analog Meter may rotate slowly up to one rotation
Billing Period	Period of time between two consecutive Meter readings
Bulk Customer	A Customer whose contract demand exceeds 42kVA
Charges	Charges approved by the Commission under Section 29 of Act, No. 36 of 2024 as amended.
Commission	Public Utilities Commission of Sri Lanka
Consumer	A Consumer of electricity in Sri Lanka and includes a prospective Consumer.
Contract Demand	Maximum real (kW) or apparent (kVA) power Demand agreed to be supplied by the Licensee/Supplier as stated in the declaration made by the Customer or as computed from the service connection current rating
Customer	Means a Tariff Customer
Declared Voltage	A voltage or voltages declared by a Distribution Licensee for the supply of electricity to a customer
Demand	The requirement for active power and reactive power unless otherwise stated
Distribution Licensee	A person who has been granted a distribution license by the Commission under section 21 of the Electricity Act, No. 36 of 2024
Energy	Quantity of electrical Energy measured in units equal to one kilowatt hour (kWh) or multiples thereof such as: 1000 Wh = 1 kWh 1000 kWh = 1 MWh 1000 MWh = 1 GWh
Error	percentage Error calculated according to below formula $e = \frac{\text{(Recorded Energy consumption of the reported incorrectly registering Meter - Recorded Energy consumption of the series Test Meter)} \times 100\%}{\text{Recorded Energy consumption of the series Test Meter}}$

Load Factor	Ratio of total amount of Energy delivered during a given period to the total amount of Energy that could have been delivered, had the Maximum Demand been maintained throughout the same period. It is usually expressed as a percentage.
Maximum Demand	The greatest of all Demands of the load that has occurred within a specified period of time
Meter	Equipment used to measure electricity consumption and Maximum Demand during a particular period, including the current transformers, voltage transformers, power transformer, connection wires and Meter mounting
Meter Malfunctioning	Meter has stopped registering the Energy consumption
Over-Registering	The Meter registering the Customer's Energy consumption more than the correct value
Power Factor	Ratio of active power (kW) to apparent power (kVA)
Prosumers	Network user that consumes and produces electrical energy.
Retail Customers	A Customer whose Contract Demand is less than 42 kVA
Service Connection Amperage	Maximum current (A) agreed to be supplied by the Licensee/Supplier as stated in the standard tariff agreement
Tariff	Tariffs approved by the Commission under Section 29 of the Act, No. 36 of 2024.
Test Meter	A Test Meter or instrument connected in series and is calibrated to measure the electricity supplied through the Meter/ equipment
Under-Registering	The Meter registering the Customers Energy consumption less than the correct value
Utilization Factor	Ratio of the Customers Maximum Demand to the Contract Demand

2. General Interpretation

2.1. When a word or a phrase that is defined in the "Definitions and Abbreviations" is more particularly defined in another Code of the Distribution Code and if there is any inconsistency between the two definitions, the latter or that particular definition shall prevail.

2.2. Any reference to a gender shall include all genders.

2.3. Any reference to a person or entity shall include an individual, partnership, company, corporation, association, organization, institution, or other similar groups.

2.4. Unless otherwise specified, singular shall include the plural and vice-versa.

2.5. The word including or a grammatical variation thereof means "including but not limited to".

2.6. A reference to a standard shall include any revision, update, or a replacement of that standard.

3. Introduction

In terms of provisions stated in the Electricity Distribution & Supply License related to estimation of energy read together with Subsection 4 of Sections 41 and 42 of the Act, this Methodology for Estimation of Energy is approved by the Commission on the basis of the following. This document may be cited as the Methodology for Estimation of Energy and shall come into effect on the date on which this document is issued.

a) In terms of item 5(1) of Schedule IV of the Act where a consumer of electricity is to be charged for his or her supply wholly or partly by reference to the quantity of electricity supplied, the Distribution Licensee may in the normal course of business, estimate the amount of electricity consumed by the consumer and recover charges accordingly, so long as the estimated consumption is confirmed by a Meter reading within a reasonable period of time.

b) In terms of item 5(2) of Schedule IV of the Act, a Distribution License shall be entitled to estimate consumption and recover charges accordingly, in the event of:
   (i) A Meter (by which the quantity of electricity supplied to any consumer is ascertained) being proved to register consumption incorrectly.
   (ii) The malfunction of any Meter; or

(iii) Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises.

c) In terms of item 5(3) of schedule IV of the Act, where the consumption of electricity has been estimated by a Distribution Licensee in accordance with item a) and b) above, the consumer shall pay for any electricity consumed in accordance with the estimate prepared by the Distribution Licensee or otherwise determined in accordance with the provisions relating to dispute resolution.

d) In terms of item 1 (c) of Section 42 of the Act, every person who, intentionally or negligently

(i) alters the quantity of electricity as registered on any meter used for measuring the quantity of electricity supplied to any premises by a distribution licensee; or

(ii) prevents any meter from duly registering the quantity of electricity supplied through that meter,

shall be guilty of an offence under the Act and shall be liable on conviction after summary trial before a Magistrate in addition to a penalty of not less than ten thousand rupees and not exceeding fifty thousand rupees, to a fine in a sum of money being the value of the loss or damage caused to the licensee as a result of the act or default constituting such offence, and any sum recovered as such additional fine shall be paid to the licensee on application made to Court by such licensee.

e) In terms of Sections 41 (4) and 42 (4) of the Act, in the absence of any agreement and the extraction or improper use of electricity respectively, a licensee may charge for Energy supplied to any consumer in accordance with any method of charging provided for in the license.

f) In terms provisions stated in the Electricity Distribution and Supply Licenses, a Distribution Licensee may estimate Energy supplied in the event of:

(i) Electricity supply with the absence of a Meter;

(ii) A Meter is proved to registering incorrectly;

(iii) The malfunction of any Meter;

(iv) Any person altering the register of any Meter used for measuring the quantity of electricity supplied to any premises.

g) Issuing of “assess bills” due to distribution licensee is unable to have access to the meter.

Providing a safe and protected place to fix the energy meter and ensuring free access to the energy meter by the distribution licensee is the responsibility of the consumer. But there can be instances where the distribution licensee is unable to have access to the meter due to practical limitations such as, gate closed, unsafe conditions to enter

the premises, consumer is not at the premises, etc. Meter readers shall always use their maximum effort to access the meter before issuing the bill. When it is still not possible to access, as the last resort, the distribution licensee may issue "assess bills", estimating energy consumption.

h) Meter reading faults made by Licensee

Licensee is required to carry out accurate meter reading at all times. However, if any instance of faulty meter reading by the Licensee is proven, necessary energy consumption estimation and correction shall be carried out.

i) Estimation of prosumer solar energy generation

In the scenarios mentioned in, f) to h) above, it is necessary to estimate solar generation also for issuing estimated bills of solar prosumers.

In the above events the Distribution Licensee is required to adopt to this methodology for estimation of Energy consumption/generation and apply charges in accordance with Tariffs and Charges approved by the Commission.

4. Applicability

This methodology is applicable to Distribution Licensees, Customers / Consumers and prosumers

5. Objectives

The primary objective of this methodology is to define the method and procedure to be followed when estimating the consumption, imports and exports of Energy under specified events. It intends to encourage Distribution Licensees to ascertain the quantity of electricity supplied to Consumers and energy purchase from the by prosumer by a Meter or Meters and to discourage Distribution Licensees from supplying electricity and import electricity without Meters as well as supplying, importing and exporting electricity through reported incorrectly registering Meters or reported malfunctioning (stopped registering) Meters. It also intends to encourage Consumers as well as prosumers to take proper care of electricity Meters and inform the respective Distribution Licensee of any failure do so or abnormal Meter reading.

6. Scope

The methodology is to be applied in terms of provisions stated in the Electricity Distribution & Supply Licenses, as well as Sections 41 and 42 of the Act.

7. Application of the Methodology for Consumer Meters

Where a Consumer of electricity supplied by a Distribution Licensee is to be charged for supply, wholly or partly by reference to the quantity of electricity supplied, then, unless otherwise agreed between the Consumer and the Distribution Licensee, the supply shall be given through, and the quantity of electricity shall be ascertained by, an appropriate Meter or Meters as the case may be.

7.1. Electricity Supply with the Absence of a Meter

7.1.1. Estimation of Energy consumption

In the event, a Consumer and a Distribution Licensee has agreed that the supply of electricity shall be given with the absence of a Meter or Meters, as the case may be, the Distribution Licensee shall in the normal course of business estimate the amount of electricity consumed by the Consumer on the basis of the average Energy consumption of Customers belong to the same Tariff category as identified in Appendix 1., where applicable the Maximum Demand shall also be estimated on the same basis as per Appendix 1. Charges are recovered in accordance with the Tariffs and Charges applicable for the relevant period. Where Time of Use is applicable, the distribution of Energy consumption among the time intervals shall be in accordance with Appendix II.

The Distribution Licensee shall determine the charges accordingly until the estimates are confirmed by a Meter reading within a reasonable period of time. However, the said reasonable period of time shall not be more than six (6) Billing Periods.

7.1.2. Correction of estimated Energy consumption

Once the Meter or Meters, as the case may be, are fixed, the Customer's Energy consumption measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation. Where applicable the Maximum Demand shall be the average of the three Billing Periods.

7.1.3. Adjustment of charges

The correct charges for the period of estimation shall be as indicated below

7.1.3.1 Adjustment of charges, where the period of estimation is less than six Billing Periods

Where the period of estimation is less than six Billing Periods, the charges shall be determined in accordance with the approved Tariffs and Charges applicable for the relevant period.

7.1.3.2 Adjustment of charges, where the period of estimation exceeds six Billing Periods

Where the period of estimation exceeds six Billing Periods, the charges in respect of the first six (6) Billing Periods shall be determined in accordance with the approved Tariffs and Charges applicable during such period.

The charges in respect of the period in excess of the six (6) Billing Periods shall be determined the approved fixed charge applicable during such period. The Tariff in respect of the Energy consumed and Maximum Demand during the period in excess of the first six (6) Billing Periods shall not be charged.

The Customer's account shall be adjusted accordingly, and where the Customer has been over charged, the adjusted amount shall be credited to the Customer's account within three (3) Billing Periods.

Where the Customer has been undercharged, the Customer shall be given a minimum of 06 Billing Periods for settlement of the correct charges from the appearance of the adjustment in the bill, without any penalty being imposed.

7.2. A Meter is Proved to be Registering Incorrectly

7.2.1. Calculation of the Error

Where a Meter is suspected to be registering incorrectly, the Error, if any, will be ascertained by an instrument or a Meter calibrated for this purpose (referred to herein as a Test Meter), connected in series. The Error (e) will be calculated according to the formula below:

$$\frac{\text{(Recorded Energy consumption of the reported incorrectly registering Meter – Recorded Energy consumption of the series Test Meter)} \times 100\%}{\text{Recorded Energy consumption of the series Test Meter}}$$

7.2.2. Consumer's acknowledgement

Prior to ascertaining the Energy registering error, if any, the Licensee shall explain to the Consumer the procedure to be followed and the formula to be used in doing so. In addition, the Licensee shall display the readings of both the series Test Meter and the reported incorrectly registering Meter and obtain the Consumer's acknowledgement of same. Further, the Licensee shall also explain to Consumer his or her right to lodge a complaint if he or she is not satisfied that the Licensee followed the procedure as acknowledged by the Consumer and / or the conclusion arrived through the procedure.

7.2.3. Estimation of Energy consumption

If the magnitude of the Error so determined is greater than 2.5% ($|e| > 2.5\%$), except under allowed creeping condition (under no load condition i.e. the current through the current coil of an analog Meter is zero, the disc of the Meter may rotate slowly up to one rotation, before getting stopped), the Meter is considered to be registering incorrectly. The Error

shall then be used to correct the recorded Energy consumption of the Customer for the relevant Billing Period according to the formula given below:

Estimated Energy consumption for the relevant Billing Period

$$= \frac{\text{Recorded Energy consumption for the relevant Billing Period} \times 100}{100 + e}$$

7.2.4. Under-Registering Energy consumption

7.2.4.1. Correction of Energy consumption where Consumer has reported the Error

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been under-registering, the recorded Energy consumption shall be corrected only in respect of the current Billing Period. No correction shall be made in respect of recorded energy consumption for previous Billing Periods.

7.2.4.2. Correction of Energy consumption where Licensee has detected the Error

Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Under-Registering, the recorded energy consumption shall be corrected from the date of the detection. This correction period shall not exceed three (3) previous Billing Periods.

A summary of the correction periods identified in 7.2.4.1 and 7.2.4.2 is given in Appendix III (A).

7.2.4.3. Adjustment of charges

The correct charges for the period of incorrect Meter registering shall be determined in accordance with the Tariffs and Charges applicable for the relevant period.

Where the Customer has been undercharged, he/she shall be given a settlement period, equal to twice the period to that in respect of which his/her recorded Energy consumption was corrected. This period commences from the appearance of the adjustment in the bill. No penalty shall be imposed for settlements within the allowed period.

7.2.5. Over-Registering Energy consumption

7.2.5.1. Correction of Energy consumption where Consumer has reported and period can be ascertained

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been over-registering, and the period of such incorrect Meter registering can be ascertained, the recorded Energy consumption of the Customer shall be corrected in respect of the corresponding Billing Period(s).

7.2.5.2. Correction of Energy consumption where Consumer reported and period cannot be ascertained

Where the Consumer has reported that the Meter is registering incorrectly and the Meter is proven to have been Over- Registering, but the period of such incorrect Meter registering cannot be ascertained, the recorded Energy consumption of the Customer shall be corrected from the date of reporting. Notwithstanding the date of reporting, the correction shall not be less than 12 Billing Periods.

7.2.5.3. Correction of Energy consumption where Licensee has detected

Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Over-Registering, the recorded Energy consumption of the Customer shall be corrected in respect of corresponding Billing Period(s), if the period can be ascertained. In case the period cannot be ascertained, correction shall not be less than three (3) previous Billing Periods.

A summary of the correction periods identified in 7.2.5.1, 7.2.5.2 and 7.2.5.3, is given in Appendix III (B).

7.2.5.4. Adjustment of charges

The correct charges for the period of incorrect Meter registering shall be determined in accordance with the Tariffs and Charges applicable for the relevant period, and the Customer's account shall be adjusted accordingly within three (03) Billing Periods.

7.2.6. Estimation of Maximum Demand

Where applicable, the Maximum Demand of the Customer shall be estimated by the Licensee on a case-by-case basis and determine the charges in accordance with the Tariff and Charges applicable for the relevant period.

7.2.7. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

7.3. The Malfunctioning of any Meter (Meter Stopped Registering)

7.3.1. Correction of Energy consumption where the period of malfunctioning can be ascertained

Where any Meter is reported by the Consumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, and where the period of such malfunctioning can be ascertained by inspection of the Meter reading record(s) or by other means, such period shall be used to determine the Energy consumption of the Consumer and related charges shall be corrected in respect of such period.

7.3.2. Correction of Energy consumption where the period cannot be ascertained

Where any Meter is reported by the Consumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, but where the period of such malfunctioning of the Meter cannot be ascertained by inspection of the Meter reading record(s) or by other means, the Energy consumption of the Consumer and related charges shall be corrected in respect of the period commencing from the date of reporting or the date of detection, as the case maybe. Notwithstanding the date of reporting or the date of detection, the correction period shall not exceed 12 billing periods.

7.3.3. Estimation of Energy consumption where past Energy consumption data is available

The Energy consumption shall be estimated based on the average Energy consumption of the immediately preceding consecutive three (03) Billing Periods (or such other 3 Billing Periods as mutually agreed by the Customer and the Distribution Licensee) prorated for the period of such malfunctioning. Where applicable, the Maximum Demand shall be estimated based on the average of the recorded Maximum Demand of the immediately preceding 03 Billing Periods (or such other 3 Billing Periods as mutually agreed by the Customer & the Licensee).

7.3.4. Estimation of Energy consumption where past Energy consumption data is not available

Where past Energy consumption data is not available or the past Energy consumption is nil, once the Meter or Meters, as the case may be, are replaced, the Customer's Energy consumption measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation. Where applicable the Maximum Demand shall be the average of the three Billing Periods.

7.3.5. Adjustment of charges

The estimated charges for the period of Meter Malfunctioning shall be determined in accordance with the Tariffs and Charges applicable for the relevant period, and the Customer account shall be adjusted accordingly.
Where the Customer has been undercharged, the Customer shall be given not less than a corresponding period as the period of Malfunctioning Meter, for settlement of related charges from the appearance of the adjustment in the bill, without any penalty being imposed.

7.3.6. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

7.4. Any Person Altering the Register of any Meter Used for Measuring the Quantity of Electricity Supplied to any Premises or Preventing any Meter from Duly Registering the Quantity of Electricity Supplied through the Meter

7.4.1. Correction of Energy consumption where the period can be ascertained

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, and the period of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter can be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy consumption shall be corrected in respect of such period. However, the correction period shall not exceed 12 billing periods.

7.4.2. Determination of period for estimating in case of period cannot be ascertained

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, but the period of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity supplied through the Meter cannot be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy consumption shall be corrected in respect of the preceding three (3) Billing Periods.

7.4.3. Estimation of Energy consumption

Estimate the amount of electricity consumed by the consumer on the basis of the average energy consumption of customers belong to the same tariff category as identified in Appendix 1 and by multiplying the energy consumption so obtained using the excess consumption factor of 2. Where applicable the Maximum Demand shall also be estimated on the same basis as per Appendix 1. Charges are recovered in accordance with the Tariffs and Charges applicable for the relevant period. Where Time of Use is applicable, the distribution of energy consumption among the time intervals shall be in accordance with Appendix II.

However, where the recorded energy consumption of the Customer for any Billing Period identified according to either 7.4.1 or 7.4.2 above is higher than the estimated energy consumption for the same billing period, the energy consumption for such period shall not be corrected.

7.4.4. Adjustment of Charges

The correct charges for the period of altering the register of the meter or preventing it from duly registering the quantity of electricity supplied shall be determined in accordance with the Tariffs and Charges applicable for the relevant period.

7.4.5. Disposing of Meters

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, and the meter(s) in respect of which the offence was committed is removed, the Distribution

Licensee shall keep the meter(s) in safe custody until the Commission authorizes the Distribution Licensee to destroy or otherwise dispose of it.

7.5. Estimation of Energy Consumption in the Absence of an Agreement

Where any person is convicted under Sections 41(1) or 42(1) of the Act, a certificate issued by the Distribution Licensee shall be received as proof of the value of the loss or damage caused to the Distribution Licensee as a result of the act or default constituting such offence, in the absence of evidence to the contrary. The Distribution Licensee is required to obtain the Commission approval for a reasonable criterion to assess electrical load usage duration. The Distribution Licensee shall follow the procedure below in calculating the electricity consumption related cost (loss) included in the above certificate.

1. Licensee investigation officers to visit the site of electricity extraction/ improper use, to identify all electrical loads being used.
2. The power ratings with relevant units to be noted down for each electrical load.
3. Assess the usage duration of electrical loads committing the under sections 41 and 42 of the Act
4. The Commission approved criterion to be applied for determination of total electrical load usage duration committing the above offences.
5. The total electricity consumption under the offence, to be calculated using the formula below.

$$Electricity\ Consumption = \sum_{Electrical\ Load\ =\ i} (Power\ Rating_i \times Usage\ Duration_i)$$

'Power Rating' to be substituted in the unit of Kilowatt (kW) and 'Usage Duration' in Hours (h).

6. For bill calculation purpose, the calculated usage to be equally distributed among the months during which the offence was being committed.
7. The most appropriate Tariff category for the usage, to be selected for bill calculation purpose, in line with the Commission issued guidelines for consumer tariff category determination.
8. The monthly usage along with the applicable tariff rates for the selected tariff category and the relevant period, to be applied to calculate the total cost of electricity consumption.

7.6. Issuing of Assess Bills due to Distribution Licensee does not have Access to the Meter

In situations where the distribution licensee is unable to access the meter due to practical limitations, as the last resort, the distribution licensee may issue "Assess bills", taking the average consumption of last three consecutive months actual bill. Further, following the issue of the second continues Assess bill, the consumer shall be notified in writing, on the access difficulty and remedial actions need to take by the consumer to ensure easy access.

7.6.1. Estimation of Energy consumption where past Energy consumption data is available

The Energy consumption shall be estimated based on the average Energy consumption of the immediately preceding consecutive three (03) Billing Periods. Where applicable, the Maximum Demand shall also be estimated based on the average of the recorded Maximum Demand of the immediately preceding 03 Billing Periods.

7.6.2. Estimation of Energy consumption where past Energy consumption data is not available

Where past Energy consumption data is not available for three (03) Billing Periods or the past Energy consumption is nil, the Distribution Licensee shall in the normal course of business estimate the amount of electricity consumed by the Consumer on the basis of the average Energy consumption of Customers belong to the same Tariff category as identified in Appendix 1. Where applicable the Maximum Demand shall also be estimated on the same basis as per Appendix 1. Where Time of Use is applicable, the distribution of Energy consumption among the time intervals shall be in accordance with Appendix II.

7.6.3. Adjustment of charges

The difference of registries between the previous actual meter reading, immediately before the first “assess bill” cycle and the actual meter reading immediately after the last “assess bill” cycle is considered to calculate the actual consumption during the assessed period. This actual consumption, divided by the number of “assess bill” cycles +1, provides the average consumption in an “assess bill” cycle. This average consumption along with the tariffs and charges applicable for the relevant period is used for the calculation of the actual bill for the period. Any over recovery by the Licensee shall be credited to the Customer’s account in the immediate next billing period. For any under recovery, the customer shall be provided with an equal period to settle the additional payment.

7.7. Meter Reading Faults Made by Licensee

Licensee is required to carry out accurate meter reading at all times. However, if any instance of faulty meter reading by the Licensee is proven, following a thorough investigation, necessary energy consumption estimation and correction shall be carried out.

7.7.1. Estimation of Energy consumption and Adjustment

7.7.1.1. When the last correct meter reading is known

The last correct meter reading should be identified with the available information from both parties i.e., the customer or the licensee or with the relevant evidence. The difference of registries between the previous correct meter reading, and the current reading is considered to calculate the actual consumption during the faulty reading period. This actual consumption, divided by the number of billing cycles between the above two readings, provides the average consumption in a billing cycle. Where applicable the Maximum Demand shall be the recorded value for the current billing cycle. The consumption so estimated, along with the tariffs and charges applicable for the relevant period is used for the

calculation of the actual bill for the period. Any over recovery by the Licensee shall be credited to the Customer's account in the immediate next billing period. Under recoveries are redeemable from the customer only up to a maximum of 12 past billing periods. For any under recovery, the customer shall be provided with an equal period to settle the additional payment.

7.7.1.2. When the last correct meter reading is unknown

The Customer's Energy consumption measured and recorded over the first three (3) Billing Periods after the detection of faulty reading incident, shall be prorated and applied for 24 past billing periods. Where applicable the Maximum Demand shall be the average of the three Billing Periods. The consumption so estimated, along with the tariffs and charges applicable for the relevant period is used for the calculation of the actual bill for the period. Any over recovery by the Licensee shall be credited to the Customer's account in the immediate next billing period. Under recoveries shall not be redeemed from the customer.

8. Application of the Methodology for Prosumer Meters

Where a Prosumer of electricity imported by a Distribution Licensee is to be charged for imports, wholly or partly by reference to the quantity of electricity supplied, then, unless otherwise agreed between the prosumer and the Distribution Licensee, the supply shall be given through, and the quantity of electricity shall be ascertained by, an appropriate Meter or Meters as the case may be.

Where a prosumer of electricity exported to the Distribution Licensee and is to be paid/ credit for export energy, wholly or partly by reference to the quantity of electricity export, then, unless otherwise agreed between the prosumer and the Distribution Licensee, the supply shall be given through, and the quantity of electricity exports shall be ascertained by, an appropriate Meter or Meters as the case may be.

The prosumers connections here after divided into two types as of the nature of connection.

1. Type 1: One Meter Prosumer connections (ex: Net Metering/ Net Accounting)
2. Type 2: Two Meter Prosumer connections (ex: Net Plus/ Net Plus Plus)

8.1 Electricity Imports/Exports with the Absence of a Meter

It is mandatory to provide prosumers connections only with a meter. However, to address to any unforeseen events where the prosumer and a Distribution Licensee has agreed that the connect prosumer's connection with the absence of a Meter or Meters this methodology can be applied only up to maximum 3 months.

8.1.1. Estimation of Energy Imports and Exports

Type 1 Connections:

The prosumer's Energy imports and exports measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation once the new meter

installed. Where applicable the Net exports for the fixed charge shall be the average of the three Billing Periods.

Type 2 Connections:

To determine Energy imports of prosumers with type 2 connections the methodology mentioned in section 7.1 shall be applied.

To determine Energy exports of the prosumer with type 2 connections prosumer's Energy exports measured and recorded over the first three (3) Billing Periods, once the new meter installed shall be prorated and applied for the period of estimation.

8.1.2. Adjustment of charges

Type 1 Connections:

The payment for exports (if net exports are positive) during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within three billing period.

The estimated charges for imports (if net imports are positive) during the period of meter absence shall be determined in accordance with the applicable tariffs and charges for the relevant period. The prosumer shall be given a minimum of 06 Billing Periods for settlement of the correct charges from the appearance of the adjustment in the bill.

Type 2 Connections:

Adjustments for the imports meter shall be carried out in accordance with Section 7.1.4.

The correct payment for exports during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed net metering agreement. The prosumer's account shall be adjusted accordingly within three billing period.

8.2. A Meter is Proved to be Registering Incorrectly

8.2.1. Calculation of the Error

Where a Meter is suspected to be registering incorrectly, the Error, if any, will be ascertained by an instrument or a Meter calibrated for this purpose (referred to herein as a Test Meter), connected in series. The Error (e) will be calculated according to the formula below:

$$\textit{Error (\%)} = \frac{\textit{[Recorded Energy (imports/exports) of the reported incorrectly registering Meter} - \textit{Recorded Energy (imports/exports) of the series Test Meter]} \times 100\%}{\textit{[Recorded Energy (imports/exports) of the series Test Meter]}}$$

The errors of each registry for type 1 connections as well as errors of meters for type 2 connections shall be calculated as follows.

Type 1 connections: Export and import registry errors shall be calculated.
Type 2 connections: Both export meter and Import meter errors must be calculated.

8.2.2. Consumer's acknowledgement

Prior to ascertaining the Energy registering error, if any, the Licensee shall explain to the prosumer the procedure to be followed and the formula to be used in doing so. In addition, the Licensee shall display the readings of both the series Test Meter and the reported incorrectly registering Meter and obtain the prosumer's acknowledgement of same. Further, the Licensee shall also explain to Consumer his or her right to lodge a complaint if he or she is not satisfied that the Licensee followed the procedure as acknowledged by the Consumer and / or the conclusion arrived through the procedure.

8.2.3. Estimation of Energy consumption

If the magnitude of the Error so determined is greater than the manufacturer recommended allowed error limits of the meter, the Meter is considered to be registering incorrectly. The Error shall then be used to correct the recorded Energy consumption of the Customer for the relevant Billing Period according to the formula given below.

$$\textbf{Estimated Energy imports/exports for the relevant Billing Period} = \frac{\textbf{Recorded Energy imports/exports for the relevant Billing Period} \times 100}{100 + e}$$

8.2.4. Under-Registering Energy imports/exports

8.2.4.1. Correction of Energy imports/exports where prosumer has reported the Error and period cannot be ascertained.

Type 1 Connections:

Where the prosumer has reported that the Meter is registering incorrectly and the Meter is proven to have been under-registering the net Energy exports and the period of such incorrect Meter registering cannot be ascertained, the recorded net Energy exports of the prosumer shall be corrected from the date of reporting. Notwithstanding the date of reporting, the correction shall not be less than 6 Billing Periods.

Type 2 Connections:

Correction shall be made for the import meter as per the section 7.2.4.1
Correction shall be made for the Export meter as per type 1 connection of this section.

8.2.4.2. Correction of Energy imports/exports where prosumer has reported the Error and period can be ascertained.

Type 1 Connections:

Where the prosumer has reported that the Meter is registering incorrectly and the Meter is proven to have been under-registering the net Energy exports and the period of such incorrect Meter registering can be ascertained, the recorded net Energy exports of the prosumer shall be corrected in respect of the corresponding Billing Period(s).

Type 2 Connections:

Correction shall be made for the import meter as per the section 7.2.4.1
Correction shall be made for the Export meter as per the type 1 connection of this section.

8.2.4.3. Correction of Energy imports/exports where Licensee has detected the Error.

Type 1 Connections:
Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Under-Registering the net Energy exports, the recorded net Energy exports shall be corrected in respect of the period commencing the date of the detection, which shall not more than three (3) Billing Periods.

Type 2 Connections:

Correction shall be made for the import meter as per the section 7.2.4.2
Correction shall be made for the Export meter as per the type 1 connection of this section.

A summary of the correction periods identified in 8.2.4.1, 8.2.4.2 and 8.2.4.3, is given below.

<table>
<tr><th colspan="2"></th><th>Customer Reported</th><th>Licensee detected</th></tr>
<tr><td rowspan="2">Exact period of incorrect registering can be ascertained</td><td>Yes</td><td>Refund for the ascertained period of incorrect registering</td><td rowspan="2">Back- payment up to date of detection shall not more than 3 billing periods</td></tr>
<tr><td>No</td><td>Back-payment up to date of reporting but not less than 6 billing periods</td></tr>
</table>

8.2.4.4. Adjustment of charges

Type 1 Connections:

Where the prosumer has been under paid, the correct payment for the period of incorrect Meter registering shall be determined in accordance with the prevailing tariff rate of prosumer agreement, and the prosumer's account shall be adjusted accordingly within one (01) Billing Period.

Type 2 Connections:

Adjustments for charges of imports meter shall be made as per the 7.2.4.3
Adjustments for payments of exports meter shall be made as type 1 connection of this section.

8.2.5. Over-Registering Energy imports/exports

8.2.5.1. Correction of Energy imports/Exports where prosumer reported.

Type 1 connections:

Where the prosumer has reported that the Meter is registering incorrectly and the Meter is proven to have been Over-registering the net Energy exports, the recorded net Energy exports shall be corrected only in respect of the current Billing Period and recorded net Energy exports of the prosumer in respect of previous Billing Periods shall not be corrected.

Type 2 Connections:

Correction shall be made for the import meter as per the section 7.2.5.1 and 7.2.5.2
Correction shall be made for the Export meter as per the type 1 connection of this section.

8.2.5.2. Correction Energy imports/Exports where License detected.

Type 1 Connections:

Where the Distribution Licensee has detected that the Meter is registering incorrectly and the Meter is proven to have been Over-Registering the net Energy exports, the recorded Energy exports of the prosumer shall be corrected in respect of corresponding Billing Period(s), which shall not exceed three (3) Billing Periods.

Type 2 Connections:

Correction shall be made for the import meter as per the section 7.2.5.3
Correction shall be made for the Export meter as per the type 1 connection of this section

A summary of the correction periods identified in 8.2.5.1and 8.2.5.2, is given below.

Customer Reported	Licensee detected
No back- charge	Back- charge up to date of detection but not more than 3 billing periods

8.2.5.3. Adjustment of charges

Type 1 Connections:

Where the prosumer has been over paid, he/she shall be given a period commencing from the appearance of the adjustment in the bill and equal to that in respect of which his/her recorded Energy exports was corrected, for settlement of related charges, or the utility is permitted to deduct the relevant amount from the future energy export payments equal to the adjustment period.

Type 2 Connections:

Adjustments for charges of imports meter shall be made as per the 7.2.5.4
Adjustments for payments of exports meter shall be made as type 1 connection of this section.

8.2.6. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

8.3. The Malfunctioning of any Prosumer Meter (Meter Stopped Registering)

8.3.1. Correction of Energy imports/exports where the period of malfunctioning can be ascertained.

Where any Meter is reported by the prosumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, and where the period of such malfunctioning can be ascertained by inspection of the Meter reading record(s) or by other means(using inverter data) , such period shall be used to determine the Energy imports/ exports of the prosumer and related charges shall be corrected in respect of such period.

8.3.2. Correction of Energy imports/exports where the period cannot be ascertained.

Where any Meter is reported by the prosumer or is detected by the Distribution Licensee to be malfunctioning i.e. the Meter has stopped registering altogether, but where the period of such malfunctioning of the Meter cannot be ascertained by inspection of the Meter reading record(s) or by other means, the Energy imports/exports of the prosumer and related charges shall be corrected in respect of the period commencing the date of reporting or the date of detection, as the case maybe. Notwithstanding the date of reporting or the date of detection, the correction period shall not exceed 12 billing periods.

8.3.3. Estimation of Energy imports/exports where past Energy data is available.

Type 1 Connections:

The licensee needs confirmation that the prosumer generation system operated in parallel with the grid during the meter defective period.

Step 1:

Obtain the generation data for the past 3 to 12 months (maximum duration whichever available), including the period of defect, from the account owner. This information should be submitted along with the inverter data, which may be acquired in the presence of utility officials. The generation data should be submitted to assure the system's contribution during the defective period. This generation data may be retrieved from the inverter itself and/or from the cloud-based smart monitoring platform.

Submission of the generation data is essential to verify the system's contribution during the defective period.

Step 2:
The initial meter reading date of the concerned healthy meter period = A
The last meter reading taken date before the defect = B
The initial meter readings (on A) = I_1 & E_1 ; (I – import, E – Export)
The last meter reading (on B) = I_2 & E_2 ; (I – import, E – Export)
The total generation during the period between A & B = G ; (From generation data)

Step 3:

Calculate the Average Export Ratio over the concerned generation period.

Average Export Ratio = (E2 – E1) / G

Calculate the Average import over the concerned generation period.

Average Import per month = (I2 – I1) /Total faulty period (months)

Step 4:

Calculate the export energy for the defective period.

Estimate export energy during the meter defective period =

Generation during the defective period (inverter data) x Average Export Ratio

The Energy imports shall be estimated based on the average Energy imports of the concerned faulty period.

Type 2 connections:

Estimation shall be made for the import meter as per the section 7.3.3
Estimation shall be made for the Export meter as per the section as type 1 connection of this section.

8.3.4. Estimation of Energy imports/exports where past Energy data is not available.

Type 1 Connections:

The prosumer's Energy imports and exports measured and recorded over the first three (3) Billing Periods with the replaced new meter, shall be prorated and applied for the period of estimation. Where applicable the Net exports for the fixed charge shall be the average of the three Billing Periods.

Type 2 Connections:

To determine Energy imports of prosumers with type to connections the methodology mentioned in section 7.3.4 shall be applied.

To determine Energy exports of the prosumer with type 2 connections prosumer's Energy exports measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation.

8.3.5. Adjustment of charges

Type 1 Connections:

The payment for exports (if net exports are positive) during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within one billing period.

The estimated charges for imports (if net imports are positive) during the period of meter malfunctioned shall be determined in accordance with the applicable tariffs and charges for the relevant period. The prosumer shall be given a minimum of 06 Billing Periods for settlement of the correct charges from the appearance of the adjustment in the bill.

Type 2 Connections:

Adjustments for the imports meter shall be carried out in accordance with Section 7.3.4.

The correct payment for exports during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within one billing period.

8.3.6. Replacement of Meter

The Meter(s) shall be replaced within one Billing Period.

8.4 Any Person Altering the Register of any Meter Used for Measuring the Quantity of Electricity Imports/Exports to any Premises or Preventing any Meter from Duly Registering the Quantity of Electricity Imports/Exports through the Meter.

8.4.1. Correction of Energy where the period can be ascertained.

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, and the period of altering the register of any Meter used for measuring the quantity of electricity imports/exports to any premises or preventing any Meter from duly registering the quantity of electricity imports/ exports through the Meter can be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy imports/exports shall be corrected in respect of such period.

8.4.2. Determination of period for estimating in case of period cannot be ascertained.

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, but the period of altering the register of any Meter used for measuring the quantity of electricity supplied to any premises or preventing any Meter from duly registering the quantity of electricity imports through the Meter cannot be determined by inspection of the Meter reading record(s) or by other means, the recorded Energy imports shall be corrected in respect of the preceding three (3) Billing Periods.

Where any person is convicted of an offense under Section 42 (1) (c) of the Act, but the period of altering the register of any Meter used for measuring the quantity of electricity supplied to the grid or preventing any Meter from duly registering the quantity of net

electricity exports through the Meter cannot be determined by inspection of the Meter reading record(s) or by other means, the recorded net Energy exports shall be corrected in respect of the preceding six (6) Billing Periods.

8.4.3. Estimation of Energy imports/exports

Type 1 Connections:

The prosumer's Energy imports and exports measured and recorded over the first three (3) Billing Periods with the replaced new meter, shall be prorated and applied for the period of estimation. Where applicable the Net exports for the fixed charge shall be the average of the three Billing Periods.

Type 2 Connections:

To determine Energy imports of prosumers with type to connections the methodology mentioned in section 7.4.3 shall be applied.

The prosumer's Energy exports measured and recorded over the first three (3) Billing Periods with the replaced new meter, shall be prorated and applied for the period of estimation.

8.4.4. Adjustment of charges

Where the estimated energy exports of the prosumer for any Billing Period identified according to 8.4.3 above is higher than the recorded Energy exports for the same billing period, the Energy exports for such period shall not be corrected.

Type 1 Connections:

The correct back payment for exports (if actual net exports< recorded net exports) during the estimation period shall be determined in accordance with the tariff rate specified in the signed agreement.

Where the prosumer has been over paid, he/she shall be given a period commencing from the appearance of the adjustment in the bill and equal to that in respect of which his/her recorded net energy exports was corrected. for settlement of related charges, the utility is permitted to deduct the relevant amount from the energy export payments equal to the adjustment period.

The estimated charges for imports (if net actual imports> recorded net imports) during the period of meter altered shall be determined in accordance with the applicable tariffs and charges for the relevant period. The customer's account shall be adjusted accordingly within one billing period.

Type 2 Connections:

Adjustments for the imports meter shall be carried out in accordance with Section 7.4.4.

Where the prosumer has been over paid, he/she shall be given a period commencing from the appearance of the adjustment in the bill and equal to that in respect of which his/her recorded Energy exports was corrected. for settlement of related charges, the utility is permitted to deduct the relevant amount from the energy export payments equal to the adjustment period.

8.4.5. Disposing of Meters

Where any person is convicted of an offence under Section 42 (1) (c) of the Act, and the Meter(s) in respect of which the offence was committed is removed, the Distribution Licensee shall keep the Meter(s) in safe custody until the Commission authorizes the Distribution Licensee to destroy or otherwise dispose of it.

8.5. Estimation of Energy Imports/Exports in the Absence of an Agreement

No prosumer connection shall be provided the absence of an agreement. The agreement between the utility and the prosumer shall require signing in the same date of the grid connection.

8.6 Issuing of Assess Bills due to Distribution Licensee does not have Access to the Meter

In situations where the distribution licensee is unable to access the meter due to practical limitations, as the last resort, the distribution licensee may issue “Assess bills”, estimating energy imports/exports. Following condition shall apply with the issue of “Assess Bills.”

4. Assess bills shall not be issued for more than 3 consecutive billing periods.
5. Following the issue of the first Assess bill, the consumer shall be notified in writing, on the access difficulty and to take necessary actions to ensure easy access.
6. Licensee may take actions on continuation of the electricity supply, if the access issue is not cleared by the consumer, even after 3 billing periods.

8.6.1. Estimation of Energy Imports/ exports

Where access to the prosumer’s connection meter is unavailable, and the meter readings cannot be obtained remotely (applicable solely to meters lacking remote reading capability), the estimation of exported energy shall be done as follows.

Type 1 Connections:

The respective differences of measured energy imports and exports readings shall be, as measured at the initial and final points of access, shall be average over the respective estimated billing period. Where applicable, the net exports used for calculating the fixed charge shall be the average of the estimated billing periods.

Type 2 Connections:

To determine Energy imports of prosumers with type to connections the methodology mentioned in section 7.6 shall be applied.

The respective difference of measured energy exports readings shall be, as measured at the initial and final points of access, shall be average over the respective estimated billing period. Where applicable, the net exports used for calculating the fixed charge shall be the average of the estimated billing periods.

8.6.2. Adjustment of charges

Type 1 Connections:

The correct payment for exports (if net exports are positive) during the estimation period shall be determined in accordance with the tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within 3 billing period.

The estimated charges for imports (if net imports are positive) during the period of meter absence shall be determined in accordance with the applicable tariffs and charges for the relevant period. The customer’s account shall be adjusted accordingly within one billing period.

Type 2 Connections:

Adjustments for the imports meter shall be carried out in accordance with Section 7.6.3.

The correct payment for exports during the estimation period shall be determined in accordance with the tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within 3 billing period.

8.7. Meter Reading Faults made by Licensee

Licensee is required to carry out accurate meter reading at all times. However, if any instance of faulty meter reading by the Licensee is proven, following a thorough investigation, necessary energy imports/exports estimation and correction shall be carried out.

8.7.1. Estimation of Energy imports/exports and Adjustment

8.7.1.1. When the last correct meter reading is known

The last correct meter reading should be identified with the available information from both parties i.e., the prosumer or the licensee or with the relevant evidence.

Type 1 Connections:

The respective differences of correctly measured energy imports and exports readings shall be average over the respective estimated billing period. Where applicable, the net exports used for calculating the fixed charge shall be the average of the estimated billing periods.

Adjustments:

The correct payment for exports (if net exports are positive) during the estimation period shall be determined in accordance with the tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within immediate next billing period.

The estimated charges for imports (if net imports are positive) during the period of meter faulty reading shall be determined in accordance with the applicable tariffs and charges for the relevant period. The customer's account shall be adjusted accordingly, and customer shall be provided with an equal period to settle the additional payment.

Type 2 Connections:

To determine Energy imports of prosumers with type to connections the methodology mentioned in section 7.7.1.1 shall be applied.

The respective difference of correctly measured energy exports reading shall be averaged over the respective estimated billing period. Where applicable, the net exports used for calculating the fixed charge shall be the average of the estimated billing periods.

Adjustments:

Adjustments for the imports meter shall be carried out in accordance with Section 7.7.1.1 The correct payment for exports during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed net metering agreement. The prosumer's account shall be adjusted accordingly within one month from the date of the final access.

8.7.1.2. When the last correct meter reading is unknown

Type 1 Connections:

The prosumer's Energy imports and exports measured and recorded over the first three (3) Billing Periods shall be prorated and applied for 12 past billing periods. Where applicable the Net exports for the fixed charge shall be the average of the three Billing Periods.

Adjustments.

The correct payment for exports (if net exports are positive) during the estimation period shall be determined in accordance with the tariff rate specified in the signed agreement. The prosumer's account shall be adjusted accordingly within immediate next billing period.

The estimated charges for imports (if net imports are positive) during the period of meter absence shall be determined in accordance with the applicable tariffs and charges for the relevant period. The customer's account shall be adjusted accordingly, and customer shall be provided with an equal period to settle the additional payment.

Type 2 Connections:

To determine Energy imports of prosumers with type to connections the methodology mentioned in section 7.7.1.2 shall be applied.

To determine Energy exports of the prosumer with type 2 connections prosumer's Energy exports measured and recorded over the first three (3) Billing Periods shall be prorated and applied for the period of estimation.

Adjustments.

Adjustments for the imports meter shall be carried out in accordance with Section 7.7.1.2

The correct payment for exports during the estimation period shall be determined in accordance with the prevailing tariff rate specified in the signed net metering agreement. The prosumer's account shall be adjusted accordingly within one month billing period.

APPENDICES

Appendix I: Estimated daily Energy consumption where the Consumer has been given a supply of electricity in the absence of a Meter

Customer Type		Contract Demand (A)	Average Consumption * (kWh per day of billing)		Maximum Demand* (kVA)
			Single phase	Three phases	
Domestic (D-1)		15	1.6	N/A	N/A
		30	3.1	9.4	N/A
		60	N/A	18.9	N/A
		100	10.5	31.5	N/A
Religious (R-1)		15	3.1	9.4	N/A
		30	6.3	18.9	N/A
		60	12.6	37.8	N/A
		100	21.0	62.9	N/A
General Purpose-1 (GP-1)		15	4.7	14.2	N/A
		30	9.4	28.3	N/A
		60	18.9	56.6	N/A
Government-1 (GV-1)		15	4.7	14.2	N/A
		30	9.4	28.3	N/A
		60	18.9	56.6	N/A
Hotel-1 (H-1)		15	9.4	28.3	N/A
		30	18.9	56.6	N/A
		60	37.8	113.3	N/A
Industrial 1 (I-1)		15	9.4	28.3	N/A
		30	18.9	56.6	N/A
		60	37.8	113.3	N/A
General Purpose-2 (GP-2)	≤160 kVA	All	Contract Demand (kVA) x 5.7		Contract Demand (kVA) x 0.5
	>160kVA	All	To be decided on case-by-case basis by the Distribution Licensee based on past records		
Government - 2 (GV2)	≤160 kVA	All	Contract Demand (kVA) x 5.7		Contract Demand (kVA) x 0.5

	>160kVA	All	To be decided on case-by-case basis by the Distribution Licensee based on past records	
Hotel-2 (H-2)	≤160 kVA	All	Contract Demand (kVA) x 9.6	Contract Demand (kVA) x 0.5
	>160kVA	All	To be decided on case-by-case basis by the Distribution Licensee based on past records	
Industrial-2 (I-2)	≤160 kVA	All	Contract Demand (kVA) x 10.6	Contract Demand (kVA) x 0.5
	>160kVA	All	To be decided on case-by-case basis by the Distribution Licensee based on past records	

*Note: Energy consumption and maximum demand figures above are calculated based on the factors as provided in the Appendix IV table.

The following formulas have been used for the calculations.

Estimated daily Energy consumption (kWh) =
Contract Demand (kVA) x (Utilization Factor) x (Load factor) x (Power Factor) x (24 hours)

Maximum Demand (kVA) = Contract Demand in (kVA) x (Utilization Factor)

Customer Type	**Contract Demand (A)**	**Average Consumption (kWh per day of billing)**	**Maximum Demand (kVA)**
General Purpose- 3 (GP-3)	All	To be decided on case-by-case basis by the Distribution Licensee	
Government- 3 (GV-3)	All	To be decided on case-by-case basis by the Distribution Licensee	
Hotel-3 (H-3)	All	To be decided on case-by-case basis by the Distribution Licensee	
Industrial3 (I-3)	All	To be decided on case-by-case basis by the Distribution	

Appendix II: Distribution of Energy consumption among the time intervals where the Customer is charged under the time of use Tariff.

Interval	Percentage Consumption*
Day	62%
Peak	23%
Off Peak	15%

*Note: Estimated based on actual consumption recorded from Time of Use consumers in 2023

Appendix III (A): Determination of correction period of Under-registering

Customer Reported	Licensee detected
No back- charge	Charge from the date of detection, for 3 previous billing periods

Appendix III (B): Determination of correction period of Over-registering

		Customer Reported	Licensee detected
Exact period of incorrect registering can be ascertained	**Yes**	Refund for the ascertained period of incorrect registering	
	No	Refund from the date of detection, for 12 previous billing periods	Refund from the date of detection, for not less than 3 previous billing periods

Appendix IV: Applicable Power Factors, Utilization Factors and Load Factors for estimation of energy and maximum demand

Customer Type	Contract Demand (A)	Power Factor	Load Factor	Utilization Factor
Domestic (D-1)	15	0.95	0.2	0.1
	30	0.95	0.2	0.1
	60	0.95	0.2	0.1
	100	0.95	0.2	0.1
Religious (R-1)	15	0.95	0.2	0.2
	30	0.95	0.2	0.2
	60	0.95	0.2	0.2
	100	0.95	0.2	0.2
General Purpose- 1 (GP-1)	15	0.95	0.2	0.3

		30	0.95	0.2	0.3
		60	0.95	0.2	0.3
Government- 1 (GV-1)		15	0.95	0.2	0.3
		30	0.95	0.2	0.3
		60	0.95	0.2	0.3
Hotel-1 (H-1)		15	0.95	0.3	0.4
		30	0.95	0.3	0.4
		60	0.95	0.3	0.4
Industrial-1 (I-1)		15	0.9	0.4	0.5
		30	0.9	0.4	0.5
		60	0.9	0.4	0.5
General Purpose- 2 (GP-2)	≤160 kVA	All	0.95	0.5	0.5
	>160kVA	All	Case by case basis		
Government- 2 (GV-2)	≤160 kVA	All	0.95	0.5	0.5
	>160kVA	All	Case by case basis		
Hotel-2 (H-2)	≤160 kVA	All	0.95	0.6	0.7
	>160kVA	All	Case by case basis		
Industrial-2 (I- 2)	≤160 kVA	All	0.9	0.7	0.7
	>160kVA	All	Case by case basis		

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