

# Is Your Electricity Bill Really Inflated?

## How Can You Find Out?

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Prayas (Energy Group)

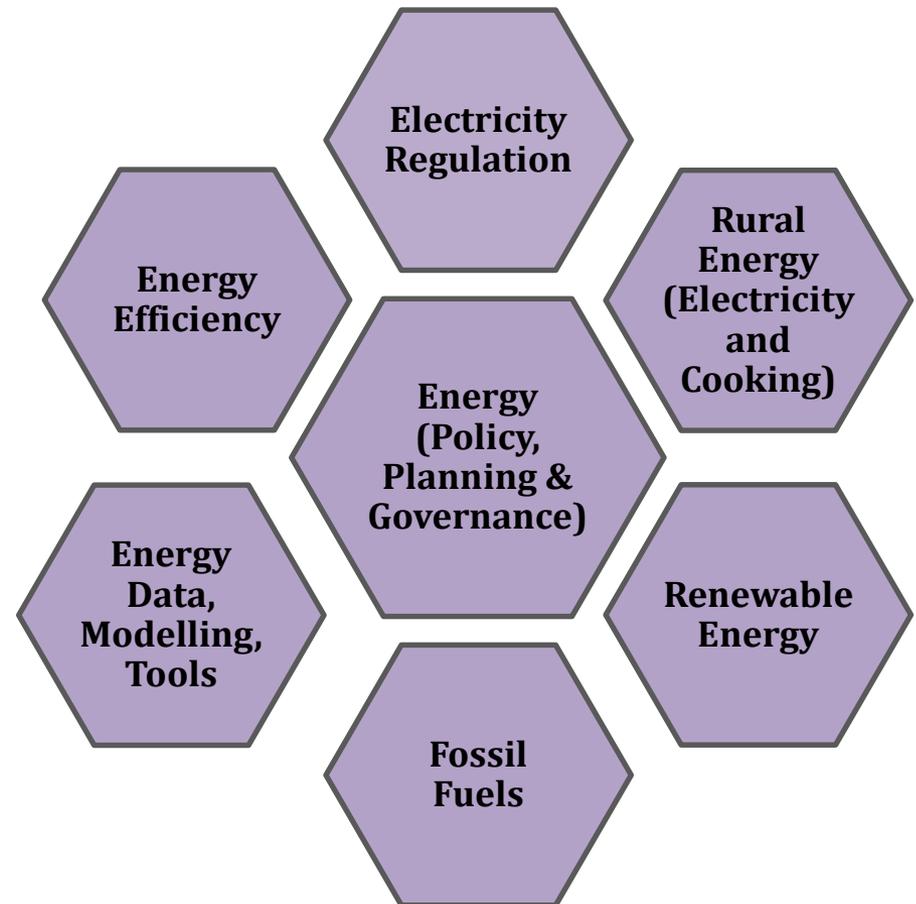
Moneylife Foundation Webinar

13<sup>th</sup> August 2020



# Prayas (Energy Group)

- Not-for-profit organization founded in 1994
- Analysis based policy advocacy for promoting public interest.
- Focus on governance aspects & policy innovation



# Context for today's webinar

- Electricity companies could not undertake meter reading during April, May and June, and issued bills on 'average' basis.
- After relaxation of lockdown companies started issuing bills based on actual meter reading.
- Several consumers received excessive bills, 3X / 5X usual bill, and have doubts about correctness of post-lockdown bills.

# Outline

- Basic concepts about tariff
- Typical complaints and concerns about post-lockdown bills
- How to understand and check post-lockdown bills

# Basic concepts about tariff ....1

- Electricity sector is governed by Electricity Act 2003
  - ‘Cost-plus’, ‘Regulated Returns / Profits’ for DISCOMS
  - Revenue requirement = Prudent cost + Fixed return on equity
- Consumer tariff is determined by Maharashtra Electricity Regulatory Commission (MERC) after extensive process
  - ✓ Scrutinise and publish all cost details from distribution companies
  - ✓ Public hearings at six locations
  - ✓ Detailed tariff order is issued – MSEDCL (~ 700 pgs.)
  - X Discontinued practice of ‘Consumer Representatives’

# Basic concepts about tariff ....2

- Components of residential tariff
    - A ] Fixed charge – (Rs. / Month)
    - Variable charge
      - B ] Energy charge – (Rs. / unit)
      - C ] Wheeling charge – (Rs./ unit)
      - D ] Fuel Adjustment Charge - (Rs./unit)
    - Tax / Duties
      - E ] 16 % on total bill
- Determined by MERC
- Determined by State Government

$$\text{Total bill} = A + B + C + D + E$$

# Basic concepts about tariff ....3

- Variable charges change as per consumption slab

Consumption (Units / Month)	Energy Charge (Rs./unit)
0 - 100	3.46
101 - 300	7.43
301 - 500	10.32
More than 500	11.71

MSEDCL, from 1<sup>st</sup> April 2020

# Typical complaints and concerns ....1

Several cases of very high bills in July / August

Bill in May / June 20

Bill in June / July 20

एकूण थकबाकी/जमा	3.92
देयकाची निव्वळ रक्कम	5,469.91
<b>पूर्णांक देयक(रु.)</b>	<b>5,470.00</b>

एकूण थकबाकी/जमा	-8.99
देयकाची निव्वळ रक्कम	40,708.39
<b>पूर्णांक देयक(रु.)</b>	<b>40,710.00</b>

एकूण थकबाकी/जमा	4.71
देयकाची निव्वळ रक्कम	1,957.55
<b>पूर्णांक देयक(रु.)</b>	<b>1,960.00</b>

एकूण थकबाकी/जमा	1,981.96
देयकाची निव्वळ रक्कम	7,528.90
<b>पूर्णांक देयक(रु.)</b>	<b>7,530.00</b>

देयकाची निव्वळ रक्कम	2,245.93
<b>पूर्णांक देयक(रु.)</b>	<b>2,250.00</b>

देयकाची निव्वळ रक्कम	7,781.92
<b>पूर्णांक देयक(रु.)</b>	<b>7,780.00</b>

DRG:28.20

DRG:400.00

# Typical complaints and concerns ....2

- Am I charged for electricity not used ?
- Am I charged at incorrect tariff rate ?
- Is consumption of all these months clubbed in one, higher slab ?
- Are my previous / average bill payments considered ?

# Understanding and checking bills ...1

1. Confirm meter reading is correct
2. Check for any arrears / unpaid bills
3. Is past payment considered ?

All this information is readily available on the bill.

# Confirm meter reading is correct

बिलिंग युनिट: [REDACTED]  
दर संकेत: 092 /LT-I (B) Residential 3Ph  
पोल क्रमांक: 00000000  
पी.सी./चक्र+मार्ग-क्रम/डि.टी.सी.: [REDACTED]

पुरवठा दिनांक: 29-Jul-06  
मंजूर भार: 8 KW  
सुरक्षा ठेव जमा(रु): 6,358.56

**चालु रिडिंग दिनांक: 03-JUL-20**

मिटर क्रमांक: 00000111750  
रिडिंग ग्रुप: B8

मागील रिडिंग दिनांक: 03-MAR-20

चालु रिडिंग	मागील रिडिंग	गुणक अवयव	युनिट	समा. युनिट	एकूण
80742	76459	01	4283	0	4283

**NORMAL**

Bill Period: 4.07 Month(s) /Old Units upto 31-03-2020 = 985

# Check for arrears and past payment

वीज विक्री कर @ ₹ 0/ युनिट	0.00
वजा सरासरी देयकाची रक्कम	-15,313.88
व्याज	0.00
इतर आकार	0.00
<b>चालू वीज देयक(रु.)</b>	<b>40,717.38</b>
निव्वळ थकबाकी/जमा	49.91
समायोजित रक्कम	-58.90
व्याजाची थकबाकी	0.00
एकूण थकबाकी/जमा	-8.99
देयकाची निव्वळ रक्कम	40,708.39
<b>पूर्णांक देयक(रु.)</b>	<b>40,710.00</b>

DPC:508.97  
After this date: 10-AUG-20  
Pay **Rs. 41220**

[Pay Now](#)

देयक भरणा 16-JUL-20 पर्यंत विचारात घेतला आहे	
मागील पावतीचा दिनांक	17-JUN-20
मागील पावतीची रक्कम	5,420.00

0 Payment History:

# Understanding and checking bills ...2

Download detailed calculations from distribution company website

- [dashboard.bestundertaking.net](https://dashboard.bestundertaking.net)

Contact our concerned ward office. Please enter below mentioned details to check your adjustment amount calculations.

Enter Consumer Number:	<input type="text"/>
Enter Bill Month:	2020 <input type="text"/> 08 <input type="text"/> Year Month
	<input type="button" value="SUBMIT"/>



- <https://billcal.mahadiscom.in/consumerbill/>

**Bill details during lock down period**  
(For residential consumers)

Consumer Number :	<input type="text"/>	<input type="button" value="Get Consumer Details"/>
Powered by Maharashtra State Electricity Distribution Company Ltd		

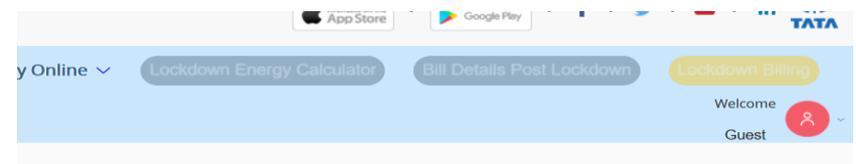
- <https://www.adanielectricity.com/BillAmendmentDetails>

## Bill Amendment Details

To understand your billing details based on actual readings post the COVID-19 lockdown, please download this document:

Enter your Account Number \*

- <https://www.tatapower.com/>



# Overview of detailed bill calculations from the website (pdf)

# How slab wise consumption is calculated ? ...1

## Part B of detailed calculations

Electricity Charge Jul-2020 computation as per tariff plan					
Bill period of old tariff	0.94	3rd March to 31st March			
	Units		Rate	Amount	
OLD TARIFF UNITS	985	0.94 months consumption out of 4.07 months			
Total consumption of the month is split in different slabs	1ST SLAB (0-100)	94	0.94 * 100 units per month	3.05	286.7
	2ND SLAB (101-300)	188		6.95	1306.6
	3RD SLAB (301-500)	188		9.9	1861.2
	4TH SLAB (501-1000)	470		11.5	5405
	5TH SLAB (>1000)	45		12.5	562.5
<b>Total (A)</b>					<b>9422</b>

# How slab wise consumption is calculated ? ...2

## Part B of detailed calculations

Total consumption of the month is split in different slabs

<b>Bill period of new tariff</b>	<b>3.13</b>	4.07 months less 0.94 months		
<b>NEW TARIFF UNITS</b>	3298			
1ST SLAB (0-100)	313	3.13 months * 100 units per month	3.46	1082.98
2ND SLAB (101-300)	626		7.43	4651.18
3RD SLAB (301-500)	626		10.32	6460.32
4TH SLAB (501-1000)	1565		11.71	18326.15
5TH SLAB (>1000)	168		11.71	1967.28
<b>Total (B)</b>				<b>32487.91</b>
<b>Total Electricity Charges (A)+(B)</b>	<b>478</b>			<b>41909.91</b>

मात		रु. पैसे.
त	स्थिर आकार	350.00
	बीज आकार	41,909.91
	वहन आकार @ ₹ 1.45/ युनिट	6,842.38

# How is previous bill payment considered ?

## Part G of detailed calculations

(G) Average Bill Adjustment					
	APR 2020	MAY 2020	JUN 2020	JUL 2020	TOTAL
(B)Electricity Charges	3457.2	3668.96	3668.96	0	10795.12
(C)Wheeling Charges	611.84	693.1	693.1	0	1998.04
(D)FAC	408.46	0	0	0	408.46
Electricity Duty 16 % of (B+C+D)	716.4	697.93	697.93	0	2112.26
<b>Total previous average bill credit</b>	<b>5193.90</b>	<b>5059.99</b>	<b>5059.99</b>	<b>0.00</b>	<b>15313.88</b>

वीज विक्री कर @ २०% युनिट	0.00
वजा सरासरी देयकाची रक्कम	-15,313.88
व्याज	0.00
इतर आकार	0.00

# Comparison with last year

Last part of detailed calculations

Comparison of consumption pattern of previous and current year										
Month	APR 2019	APR 2020	MAY 2019	MAY 2020	JUN 2019	JUN 2020	JUL 2019	JUL 2020	Total(Apr 2019 - Jul 2019)	Total(Apr 2020 - Jul 2020)
Units	683	1052	1041	1052	865	1052	992	1127	3581	4283
Bill Amount	8275.59	5565.1	14304.92	5465.99	11329.11	5465.99	13463.56	40717.38	47373.18	57214.46

Receipts paid after bill issue date 17-APR-2020 of First average bill Apr-2020 in lock down period

## Summary Analysis

	Consumption	Bill	Rate
	Units	Rs.	Rs./ Unit
Last year	3581	47374	13.23
Current year	4283	57217	13.36
Difference	702	9843	0.13
<b>% Difference</b>	<b>19.6%</b>	<b>20.8%</b>	<b>1.0%</b>

# Few other examples

BEST consumer – April to July 20 consumption less than last year, but July bill is Rs. 9800 whereas June bill was of Rs. 2500 / -

	Consumption	Bill	Rate
	Units	Rs.	Rs./ Unit
Last year	2371	19598	8.27
Current year	2091	17061	8.16
Difference	-280	-2537	-0.11
% Difference	-11.8 %	-12.9 %	-1.3 %

MSEDCL consumer – April to June 20 consumption less than last year, but June bill is Rs. 5500 whereas May bill was of Rs. 1950/ -

	Consumption	Bill	Rate
	Units	Rs.	Rs./ Unit
Last year	1018	10437	10.25
Current year	946	9441	9.98
Difference	-72	-996	-0.27
% Difference	-7 %	-9.5 %	-2.6 %

# Why is July bill much higher than earlier bills?

1. Bills of April, May and June were issued based on average consumption of earlier months (Dec – Feb or Jan – March), during which consumption is typically low compared to April, May and June. This resulted in understatement of consumption for these three months.
  2. Due to lock down, longer stay at home, work from home, in many cases, consumption during April, May and June has been higher than last year.
- As a result, effect of higher consumption in three months, and hence, higher bill, is reflected in single month's bill.
  - This bill can be paid in three monthly instalments, without any late fee or interest.
  - Methodology used by all utilities as per the Maharashtra Electricity Regulatory Commission orders.

# Further resources .....1

- Useful links regarding lockdown billing
  - MSEDCL - <https://www.mahadiscom.in/billing-faqs/>
  - BEST - <http://dashboard.bestundertaking.net/Images/HighBillInformationdocument.pdf>
  - Adani Electric - <https://www.adanielectricity.com/BillAmendmentDetails>
  - Tata Power [https://cp.tatapower.com/sap/bc/ui5\\_ui5/sap/ztatapowerserv/index.html#/Writetocustomermercure/CP](https://cp.tatapower.com/sap/bc/ui5_ui5/sap/ztatapowerserv/index.html#/Writetocustomermercure/CP)

# Further resources ....2

- In case of billing issues, meter reading issues, consumers can approach discom call centers or Consumer Grievance Redressal Forums (CGRFs) which are formed and function as per MERC Regulations
- As per MERC regulations details of call centre and CGRF are provided on every electricity bill
- Prayas booklet –  
Consumer's Guide For Electricity Services in English and Marathi

Due date valid only for current bill amount		Inter
<b>Important Contact Details</b>	Fuse Control/Off Supply	Billing Complaints
	24954242  8828847567	24146262 Extn:551
<b>Internal Grievances Redressal Cell</b>		<b>Cosumer Grievances Redressal Forum</b>
Assistant Admin.Manager, Customer Care `G/S` Ward, 4th floor, Ancilliary Building, Tilak Road Extension, Wadala Depot, Mumbai-400031. Tel no:24157277; 24190728.		Ground Floor, Multistoried Annex Bldg, Accomodation Road, Colaba, Mumbai - 400001  <b>Visit :</b> www.cgrfbest.org.in <b>Email :</b> decgrf@bestundertaking.com
<b>Email :</b> igrcccgsward@bestundertaking.com		

<https://www.prayaspune.org/peg/publications/item/417>

Thank you

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[prayaspune.org/peg](http://prayaspune.org/peg)

[prayaspune.org/peg/resources/consumer-information.html](http://prayaspune.org/peg/resources/consumer-information.html)