

DO you know

how much to pay for your

POWER CONNECTION?



Torrent Power introduces
‘ Fixed Service Line Charges ’

Introduction

Welcome to hassle-free connections.

Welcome to Torrent Power.

Torrent Power introduces 'Fixed Service Line Charges'. Now you need not go through long procedures for getting new power connection, extension/reduction of load or reconnection.

Read on, this information guide, and discover the benefits. Discover simplicity. Discover our commitment to give you the best.

Getting started: New Connection

Procedure for Low Tension New connection (Up to 100 KW)

General

- 1 The company will provide single-phase connection for:
 - a Installations (other than motive power) up to and inclusive of 6 KW of load.
 - b Motive power installations other than agriculture not exceeding 2 HP in aggregate.
- 2 The company will provide 3-phase connections to applications for non-motive power load more than 6 KW or motive power load more than 2 HP.
- 3 The company may provide 3-phase supply for installations (other than motive power) upto 6 KW of load and for motive power installations upto 2 HP load on specific request from applicants on payment of charges as per **Annexure C (2) on page 21**.

I. Application Registration

- 1 Fill in a Requisition Form (RF) available at all zonal offices or download it from the Company's website www.torrentpower.com.
- 2 Submit relevant documents with respect to ownership / proofs of occupancy (**refer Annexure A on page 17**). The Requisition Form along with documents is to be submitted at our respective zonal offices during working hours

- 3** The following charges are to be paid along with the form:
- a** Registration charges (**Annexure B on page 18**)
 - b** Service line charges (**Annexure C on page 20**)
 - c** Security deposit (**Annexure D on page 25**)
 - d** Test report charges (Rs. 20)

Upon fulfillment of the above procedure, you will be given a receipt along with a unique customer service number. (You are requested to quote this service number for all future correspondence with the company).

2. Site Visit and assessing feasibility

- 1** Representative of the company will visit the site within 7 days of payment of above charges. At the time of site visit you or your representative should be present so that the fixation of the point of entry of supply mains and position of mains cutouts and meters can be decided after consultation.
- 2** After site visit, the company will decide whether supply can be given on existing main(s) or after installation of sub station or upgradation / augmentation of distribution mains / distribution transformer.

In case supply can be given on existing mains, you are required to fulfill the Technical and Commercial compliances and conditions mentioned in **Annexure E Para 1 on page 27**.

Where supply can be given after sub station land and super structure are provided by you, it is required that you fulfill the

Technical and Commercial compliances and conditions mentioned in **Annexure E Para 1 and Para 2 on page 27**.

Note: In case of failure to comply the conditions within stipulated time, application(s) automatically stand(s) cancelled.

3. Execution of work

The execution of work will commence on receipt of compliance as mentioned above (if applicable) and completion of work will be intimated to you.

4. Connection of meter and commencement of supply

- 1** Before commencement of supply, you are required to complete wiring installation. You are also required to submit (if not submitted along with application form) an Installation Test Report from the Licensed Electrical Contractor or by a supervisor holding a certificate of competency issued or recognized by the Government.
- 2** On submission of the above you will be intimated regarding the date and time of meter connection. The Licensed Electrical Contractor or his supervisor shall remain present on site at the time of installation of meter.
- 3** Billing of the service will start after commencement of supply as per the applicable Tariff. The billing period would be 30/60 days. However, the first bill can be for a different period.

Getting an Extension of load

Procedure for Extension of load (up to 100 KW)

General

- 1 The company will provide single-phase service extension for:
 - a Installations (other than motive power) up to and inclusive of 6 KW of load.
 - b For motive power installations other than agriculture not exceeding 2 HP in aggregate.
- 2 The company will provide 3-phase services to applications for non-motive power load more than 6 KW or motive power load more than 2 HP.
- 3 The company may provide 3-phase supply for installations (other than motive power) upto 6 KW of load and for motive power installations upto 2 HP load on specific request from applicants on payment of charges as per **Annexure C (2) on page 21**.

All the above limits are after considering the current application.

1. Application Registration

- 1 Fill in a Requisition Form (RF) available at all zonal offices or download it from the Company's website www.torrentpower.com.
 - Requisition forms of Low Tension supply (excluding applications from existing LTMD / HVS customers) can be submitted at the respective zonal offices during working hours.

- Existing LTMD (load more than 15 H.P) / HVS consumers are required to submit the application at our Bulk sales department at Naranpura zonal office.
- 2 You are required to submit last energy bill of the service for which extension of load is required.
- 3 You are also required to pay the following:
 - a Registration charges
 - b Service Line charges (**Annexure C on page 20**)
 - c Security Deposit (**Annexure D on page 25**)
 - d Fee for change of meter, if required
 - e Test Report charges

Upon fulfillment of the above procedure, you will be given a receipt with your existing service number. (You are requested to quote this service number for all future correspondence with the company).

2. **Site Visit and assessing feasibility**

- 1 Representative of the company will visit the site within 7 days of payment of above charges. At the time of site visit you or your representative should be present so that any required change for the fixation of the point of entry of supply mains and position of mains cutouts and meters can be decided after consultation.
- 2 After site visit, the company will decide whether supply can be given on existing main(s) or after installation of sub station or upgradation / augmentation of distribution mains / distribution transformer.

In case supply can be given on existing mains, you are required to fulfill the Technical and Commercial compliances and conditions mentioned in **Annexure E Para 1 on page 27**.

Where supply can be given after sub station land and super structure are provided by you, it is required that you fulfill the Technical and Commercial compliances and conditions mentioned in **Annexure E Para 1 and Para 2 on page 27**.

Note: In case of failure to comply the conditions within stipulated time, application(s) automatically stand(s) cancelled.

3. Execution of work

The execution of work will commence on receipt of compliance as mentioned above (if applicable) and completion of work will be intimated to you

4. Connection of meter with extension of load

1 Before commencement of supply, you are required to complete wiring installation. You are also required to submit (if not submitted along with application form) an Installation Test Report from the Licensed Electrical Contractor or by a supervisor holding a certificate of competency issued or recognized by the Government.

2 On submission of the above you will be intimated regarding the date and time of meter connection. The Licensed Electrical Contractor or his supervisor shall remain present on site at the time of installation of meter.

Change, if any, in the billing of the service will be made effective on extension of load as per the applicable Tariff.

Getting Reduction of load

Procedure for Reduction of load

General

- 1 The company will provide single-phase service for:
 - a Installations (other than motive power) up to and inclusive of 6 KW of load.
 - b For motive power installations other than agriculture not exceeding 2 HP in aggregate.
- 2 The company will provide 3-phase services to applications for non-motive power load more than 6 KW or motive power load more than 2 HP.
- 3 The company may provide 3-phase supply for installations (other than motive power) upto 6 KW of load and for motive power installations upto 2 HP load on specific request from applicants on payment of charges as per **Annexure C (2) on page 21**.

The above limits are after considering the current application.

I. Application Registration

- 1 Fill in a Requisition Form (RF) available at all zonal offices or download it from the Company's website www.torrentpower.com.
 - Requisition forms of Low Tension supply (excluding applications from existing LTMD / HVS consumers) can

be submitted at the respective zonal offices during working hours.

- Existing LTMD (load more than 15 H.P.) / HVS consumers are required to submit the applications at our Bulk sales department at Naranpura zonal office.
- 2 You are required to submit last energy bill of the service for which reduction of load is required.
- 3 You are also required to pay the following (applicable) amount:
 - a Registration Charges
 - b Service Line Charges (**Annexure C on page 20**)
 - c Fee for Change of Meter, if required.
 - d Test Report Charges

Upon fulfillment of the above procedure, you will be given a receipt with your existing service number. (You are requested to quote this service number for all future correspondence with the company).

2. Site Visit and assessing feasibility

Representative of the company will visit the site within 7 days of payment of above charges. At the time of site visit, you or your representative should be present so that any required change for the fixation of the point of entry of supply mains and position of mains cutouts and meters can be decided

after consultation.

You are required to fulfill the Technical and Commercial compliances and conditions mentioned in **Annexure E Para I on page 27**.

3. Execution of work (if applicable)

The execution of work will commence on receipt of compliance as mentioned above (if applicable) and completion of work will be intimated to you.

4. Connection of meter with Reduction of load

- 1** Before commencement of supply, you are required to complete wiring installation. You are also required to submit (if not submitted along with application form) an Installation Test Report from the Licensed Electrical Contractor or by a supervisor holding a certificate of competency issued or recognized by the Government.
- 2** On submission of the above you will be intimated regarding the date and time of meter connection. The Licensed Electrical Contractor or his supervisor shall remain present on site at the time of installation of meter.
Change, if any, in the billing of the service will be made effective on reduction of load as per the applicable Tariff.

Planning to change name?

Procedure for Change of Name (Up to 100 KW)

Application Registration

- 1** Fill in a Requisition Form (RF) available at all zonal offices or download it from the Company's website www.torrentpower.com.
 - Requisition forms of Low Tension supply (excluding applications from existing LTMD / HVS consumers) can be submitted at the respective zonal offices during working hours.
 - Existing LTMD (load more than 15 H.P.) / HVS consumers are required to submit the applications at our Bulk sales department at Naranpura zonal office.
- 2** You are required to submit the documents as given below:
 - a** In case of a transfer due to death of the holder of the service connection to the legal heir applying for transfer:
 - Death certificate
 - Affidavit declaring that the Applicant is the sole successor of interest in the Premises, or NOC of other legal heir(s)
 - b** In other cases where the ownership or occupation of the property has changed or transferred:

i Document to support the transfer like registered sale/transfer deed, any order from government/ court or certificate of Registrar of Companies (ROC)

If you are unable to submit the above documents, you should submit the following:

- Unregistered sale/transfer deed.
- Consent in writing of the previous holder of the service for the transfer of service.

ii Indemnity bond indemnifying the Distribution Licensee from any litigation and undertaking to compensate the Licensee in the event of a litigation involving a Distribution Licensee but where the licensee is not an interested party.

3 You are also required to pay the following:

- a** Miscellaneous charges as applicable.
- b** Differential Security Deposit as applicable.

The transferee shall be responsible for payment of running energy bills as well as unpaid dues of energy bills and other amounts relating to the service connection.

Annexure A

List of documents

Note: The documents provided should be for the current year (latest) or should be certified by issuing authority to be valid at the time of application

- 1 7/12 extract
- 2 Tax bill (AMC / AUDA / Respective authority)
- 3 Registered sale deed / Conveyance deed
- 4 Index Copy
- 5 Possession / Allotment Letter / Share certificate of
 - Registered cooperative society
 - GIDC
 - NTC
- 6 Property rights under legal orders
- 7 Copy of Sanad and NOC from GUDA (for applicants in Gandhinagar only)
- 8 Copy of City Survey
- 9 7/12 extract, permission for construction (Raja Chitthi) and Approved Plan (all required for providing supply for construction purpose)
- 10 In case of tenancy, Rent receipt / Rent agreement / Lease agreement along with proof of ownership needs to be submitted.

- 11** Building Use Permission
- 12** In case of applications for industrial purpose, NOC from Gujarat Air and Water Pollution Control Board needs to be submitted (where applicable).

Please collect the leaflet containing the list of documents relevant to your application from any of our zonal offices.

Annexure B

Miscellaneous Charges

Registration Charges for new service connection

No. Particulars	Charges
i Single phase supply for Residential	Rs.40.00
ii Three phase supply for Residential	Rs. 100.00
iii Single phase supply and 3 phase supply for commercial	Rs. 100.00
iv Three phase supply for LT Agricultural	Rs.200.00
v Three phase supply for LT Industrial	Rs.400.00
vi All other LT Categories not enumerated above	Rs. 100.00

Post Service Connection Charges

Registration Charges

The following registration charges would apply to addition/reduction of load and also to cases where a consumer applies for shifting of the connection in the same premises.

No.	Particulars	Charges
i	Single phase supply for Residential	Rs.40.00
ii	Three phase supply for Residential	Rs. 100.00
iii	Single phase supply and Three phase supply for commercial	Rs. 100.00
iv	Three phase supply for LT Agricultural	Rs.200.00
v	Three phase supply for LT Industrial	Rs.400.00
vi	All other Categories not enumerated above	Rs. 100.00

Note: Above registration charges would also apply to temporary supplies.

Registration Charges for change of Name and Transfer of Agreement:

The application for change of name of existing service and transfer of benefits of agreement executed by the consumer with the supplier for power supply shall be accompanied by non-refundable registration charges as specified below:

No. Particulars	Charges
i Single phase supply for Residential	Rs.20.00
ii Single phase supply for Commercial and Three phase supply for Residential	Rs. 100.00
iii Three phase supply for LT Agricultural	Rs.300.00
iv Three phase supply for LT Industrial and others	Rs.400.00

Annexure C

Service line charges

Table of charges towards Service Line for all applications under 100 KW

Load in KW (Aggregate)	Charges (in Rs.)
Not exceeding 2	3500
Exceeding 2 but not exceeding 6	5000
Exceeding 6 but not exceeding 12	8500
Exceeding 12 but not exceeding 20	14500
Exceeding 20 but not exceeding 40	20000
Exceeding 40 but not exceeding 60	30000
Exceeding 60 but not exceeding 80	60000
Exceeding 80 but not exceeding 100	90000

The company will charge Service Line Charges as per the above table.

Terms and Conditions

- 1** Motive power load (HP load) will be converted to the equivalent load in Kilo watt at $1 \text{ HP} = 0.746 \text{ KW}$
- 2** Rs. 8500/- will be charged if the applicant wishes to have a 3-phase connection:
 - a** For all installations (other than motive power) up to and inclusive of 6 KW of load.
 - b** For motive power installations other than agriculture not exceeding 2 HP in aggregate.
- 3** Where it is necessary to install more than one meter (lighting and motive power), Rs.3000 per additional meter will be charged.
- 4** All fractional loads will be rounded off to the next higher integer for the purpose of calculation of service line charges. E.g. 2.2 KW will be charged at Rs 5000 i.e. as per the "more than 2 KW and less than 6 KW" slab
- 5** Substation land and super structure shall be provided by the applicant/s as per company's requirement at a place decided by the company.
- 6** The applicant is required to ensure that the applied load is equal to the connected load (on site).

If at the time of site visit, the connected load is found to be more than the applied load, the applicant will be liable to pay all the charges leviable under the provisions of the Law.

- 7** Consumers will be reimbursed for providing substation as per the following table

Substation Type	Reimbursement Rs.
a PMT and Switchgear Room	30,000
b Grade II Substation (Kutcha Roof) (15 ft x 30 ft)	50,000
c Grade I Substation {(15 ft x 30 ft single storey) or (15 ft x 18 ft Double storey)}	1,50,000
d Grade I Substation within building*	2,50,000

*Shops/Showroom or a place within the area calculated under the FSI (Floor Space Index).

- 8** In case of extension of load:
- a** Within same phase, differential service line charges for the applicable new slab and the existing slab shall be payable.
 - b** Full charges applicable for corresponding slab of three phase shall be payable if extension is required from single phase to three phase.

- 9** In case of reduction of load:
 - a** Conversion from three phase to single phase, full charges applicable for corresponding slab of single phase shall be payable
 - b** Within the same phase, cost of MCB / cutout shall be payable
- 10** Old reconnections (disconnected for more than 6 months) will be treated as fresh applications and fixed charges based on load would be applicable.

Annexure D

Security Deposit

The applicant is required to pay security deposit as per the following table.

- 1 For lights and fans and appliances in residential premises**
 - i) Upto 1 kW of connected load Rs.200/-
 - ii) For each subsequent 0.5 kW or part thereof Rs. 100/-
- 2 For lights and appliances other than residential**
 - i) Upto 1 kW of connected load Rs.500/-
 - ii) For each subsequent 0.5 kW or part thereof Rs.250/
- 3 For motors and other power appliances per 0.5 brake horse power connected load or part thereof**

NOTE:

- (1) For the purpose of this sub-item, load applied for by the consumer shall be deemed to be the connected load.
- (2) The Company reserves the right to recover higher amount of security deposit in case of disconnection of services due to non payment of company dues, unauthorised use / theft of energy and all other cases deemed fit by the company. The decision of the company shall be final and binding on the consumer.
- (3) The Company shall be at liberty at any time to apply any security deposited towards payment for or satisfaction of any sum which shall become due or owing by the consumer. However, nothing in this clause shall prejudice any other remedy to which the company may be entitled for the recovery of any sum so due or owing.
- (4) Interest on security deposit shall be payable to consumer at the Bank Rate (as on 1st April of every year) notified by Reserve Bank of India or the rate fixed by the Gujarat Electricity Regulatory Commission from time to time.

Annexure E

Technical and commercial compliances:

For New connection / Extension of load / Reduction of load:

The application is subject to following technical and commercial compliances:

I. Supply on Existing Mains

- i** Supply can be given subject to availability of load on existing mains. Otherwise, please refer to para no.2 below.
- ii** If applicant's premise is near/below overhead line, sufficient clearances are required to be maintained as per Indian Electricity Rules, 1956.
- iii** There should be no encroachment on company's assets by the applicant/s.
- iv** There shall not be any outstanding on existing service (or any service in the same name), or from a service where supply is/was used.
- v** The consumer is required to provide permissions from the authorities like GAWPCB/PWD/GHB/NHAI/Railways etc as and when applicable.
- vi** The consumer is required to submit Building Use permission as applicable.

The applicant shall be required to comply with any other condition that may be prevailing at the time of giving supply.

2. Supply to be provided after installation of Distribution Transformer (DTR)

- i** Substation land and super structure shall be provided by the applicant/s as required by the Company in cases where it is not technically feasible to provide supply from existing mains
- ii** The location and type of the sub-station will be decided as per the company's rules and regulations and requirements
- iii** For providing sub-station the consumer shall be paid the amount indicated in clause 7 of annexure C after handing over physical possession of the sub-station and execution of documents in favour of the company.

These conditions are in addition to the conditions mentioned in the above Para I, points ii to vi.

The applicant shall be required to comply with any other condition that may be prevailing at the time of giving supply.

Disclaimer: This document is not a comprehensive document covering all conditions for New connection /Extension of load/Reduction of load. The consumer is advised to refer to the Electricity Supply Code, Licensee's Power to Recover Expenditure incurred in providing supply and other Miscellaneous Charges and other relevant Regulations published by Gujarat Electricity Regulatory Commission for further details.

The Company reserves the right to make any changes without prior notice.



At Torrent Power, we are always trying to introduce services that benefit our customer. That is because we understand the importance of your time and effort. All our services aim at being simple and hassle-free, thereby giving you the best returns for your time and effort invested.

We hope and trust that this information guide has helped you to the maximum. Please feel free to get in touch with us at the nearest zonal office or call 1912 for any kind of information.

Amraiwadi Zonal Office

Near Indira Nagar, Amraiwadi, Ahmedabad 380016

City Zonal Office

Opp. Jubilee House, Shahpur, Ahmedabad 380001

Gandhinagar Zonal Office

Plot No. 283-284, GH 4 ½ Sector 16, Gandhinagar 382016

Naranpura Zonal Office

Sola Road, Naranpura, Ahmedabad 380013

Bulk Sales Department

Naranpura Zonal Office premises, Sola Road
Naranpura, Ahmedabad 380013

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