

CHAPTER 4

ENERGY METER INSTALLATION

4.1 GENERAL

This chapter covers installation of energy meters at the premises of consumers of all categories receiving electric power from the **MEPCO**.

The **MEPCO** shall provide the appropriate metering equipment at the cost of the consumer for all types of consumer categories. However, in case of non-availability of meter with the **MEPCO**, the consumer may procure the equipment according to the laid down specifications of the **MEPCO** for the metering equipment as per the Grid Code/Distribution Code.

4.2 METER LOCATIONS

- (a) It shall be the responsibility of the consumer to provide a safe and accessible location to the **MEPCO** for the installation of the metering equipment.
- (b) The meters shall be installed at a reasonable height from the ground level or at a level from where the meter reading is possible without using climbing devices.
- (c) For multi-occupancy buildings, the metering equipment of all the consumers residing in that building shall be installed at one location at the boundary of the building.
- (d) The **MEPCO** shall have the right at any time to change the place and position of the metering equipment to conform with the provision of the Schedule of Tariffs in force from time to time and Consumer Eligibility Criteria, 2003.
- (e) Should the consumer at any time requires the metering equipment to be shifted to another place or position within the same premises, he shall give not less than 7 days notice to the **MEPCO**, giving reasons also. The **MEPCO** after its satisfaction may shift the metering equipment upon receipt of such a request upon deposit of such shifting charges by the consumer as demanded through a demand notice by the **MEPCO**.

4.3 METER INSTALLATION

- (a) The **MEPCO** shall make its best endeavor to install the meters in accordance with the latest industry standards and workmanship.
- (b) All meters shall be installed on a non flammable boards in a true vertical position in a manner that will prevent water from entering the meters or meter cabinets.

- (c) When metering equipment is installed in a multiple-occupancy building (two or more occupants), the meter connection devices shall be labeled, tagged, or stenciled showing the complete address and location of the area served such as the apartment, office, or store in the building and account no of the consumer for which the metering equipment is being installed.
- (d) Conduit or wire connections to a meter connection device other than that for a single-phase 230 Volt self-contained meter shall be made below the meter terminal block.
- (e) The metering equipment shall be installed with permanent attachment to a rigid, vibration-free wall or structure. When such facilities are installed indoors, the consumer shall provide and install a mounting board in accordance with the **MEPCO's** specification.
- (f) In the case of multiple-position or grouped meter connections, conductors from the source of supply shall be continuous to the last meter and connected to the meter connection terminals in accordance with the **MEPCO's** requirements.

4.4 Meter Replacement

- (a) In case of replacement of a meter, the consumer's account shall not be liable to any adjustment on the basis of any discrepancy detected in the impugned metering equipment where the discrepancy is not attributable to any act or omission of the consumer.
- (b) Should the **MEPCO** at any time, doubt the accuracy of any metering equipment, the **MEPCO** may after informing the consumer, install another duly calibrated and tested metering equipment (check metering equipment) in series with the impugned metering equipment to determine the difference in consumption or maximum demand recorded by the check metering equipment and that recorded by the impugned metering equipment during a fixed period. If on such comparative test being made the impugned metering equipment should prove to be in-correct, the impugned metering equipment shall be removed from the premises with the written consent of the consumer, and the **MEPCO** in the absence of any interference or alteration in the mechanism of the impugned metering equipment being detected by the **MEPCO**, shall install a "correct meter" without any further delay.
- (c) Where it is not possible for the **MEPCO** to install check metering equipment of appropriate capacity (due to non availability of such equipment or otherwise) in

series with the impugned metering equipment, to check the accuracy of the impugned metering equipment as described above, the **MEPCO** shall, after informing (in writing) the consumer, test the accuracy of the impugned metering equipment at site by means of Rotary Sub-Standard or digital power analyzer. If on such test being made, the impugned metering equipment should prove to be in-correct, the impugned metering equipment shall be removed and immediately replaced with a correct meter. The impugned metering equipment shall be removed upon settlement / payment of assessed amount. In case if a correct meter is not available then the multiplying factor shall be charged accordingly till the replacement with correct meter.

- (d) Where a consumer is not satisfied with the accuracy of the meter, he may inform the **MEPCO** of his desire for the said metering apparatus be checked at site in his presence. Upon receiving such a request, the **MEPCO** will issue a demand notice as meter challenge fees for the checking of the said meter and will check the accuracy of the said meter within SEVEN working days from the date of receipt of payment of such challenge fees by installing a duly calibrated check meter in series with the impugned meter or in the absence of a check meter, through a Rotary Sub Standard or digital power analyzer accompanied by an engineer of the **MEPCO's** metering and testing laboratory. If upon checking the meter is found to be recording beyond the permissible limits, the meter shall be changed immediately and due credit be given for excessive units charged by **MEPCO** w.e.f. date of request filed by the consumer with **MEPCO**.
- (e) The charging of consumers on the basis of defective code, where the meter has become defective and is not recording the actual consumption will not be more than TWO billing cycles. The basis of charging will be 100% of the consumption recorded in the same month of previous year or average of the last 11 months which ever is higher. Only Authorized employee of the **MEPCO** will have the power to declare a meter defective. However the consumer has a right to challenge the defective status of the energy meter and the **MEPCO** will get the meter checked at site with a check meter or a Rotary Sub Standard or digital power analyzer accompanied, by an engineer of the metering and testing laboratory free of cost.

Where any consumer gives a notice in writing to the **MEPCO** and informs of having requested the Electric Inspector/(POI) to check the accuracy of the

MEPCO's metering equipment installed at his premises or the status of the meter regarding it being defective or otherwise, the **MEPCO** shall not remove or take off the impugned metering equipment from the consumer's premises until the Electric Inspector has conducted a test of the impugned metering equipment at site, in the presence of **MEPCO's** authorized representative, by means of a duly calibrated check meter installed in series with the impugned meter or through a Rotary Sub-Standard or digital power analyzer and has given the result of his test.

The charging of consumers on the basis of type of defect or fault, where the meter has become defective and is not recording the actual consumption, will be as per table below:

Type of Fault/defect	Cost of replacement of meter	Mode of Determination of consumption	Competent Authority	Appellate Authority	Period of Loss	Remarks
Defective / damaged/burnt meter not due to consumer fault	Cost to be borne by MEPCO	As given above at 4.4(e)	The competent Authority to determine type of fault/defect shall be the respective load sanctioning authority	On meter being declared as defective—Next higher office, Review Committee, POI, NEPRA in the order of appearance	Defective charging to a maximum of two billing cycles for regular bills. No previous charging on defective code.	----NIL----
Slowness owing to age / other reasons not related to illegal abstraction / stealing.	Cost to be borne by MEPCO	Through previous consumption data- Check, meter-Slowness through check/Rotary Substandard, Grid meter/power analyzer	-do-	-do-	-do-	Test check Performa to be got signed by the consumer / his authorized representative or POI at the time of inspection
Meter defective / damaged / burnt due to Consumer's fault including over loading, internal wiring defect.	Consumer To pay	Verification of load, Check meter, Rotary Substandard, another meter in Series, OR at Grid meter / power analyzer.	-do-	-do-	-do-	-do-

NOTE: See the matrix at Annexure-VIII