

## Proposed Switchover Protocol subject to MERC deciding on laying of network by multiple Distribution Licensee

Existing Changeover Protocol	Proposed changes for Switchover Protocol	Remarks
<b>1. Procedures for Changeover</b>	<b>1. Procedures for Switchover</b>	
<b>1.1 Information for the benefit of the Consumer</b>	<b>1.1 Information for the benefit of the Consumer</b>	
i. Both the Distribution Licensees shall give wide publicity to the choice of supplier available to consumers in their license areas.	To be deleted	The option of Switchover shall be available to only those consumers decided by Hon'ble Commission.
ii. Both the Distribution Licensees shall provide the following at their respective consumer service centers and websites:	ii. <del>Both</del> All the Distribution Licensees shall provide the following at their respective consumer service centers and websites:	As the Protocol shall be applicable to all Distribution Licensees.
– Changeover application forms;	– <del>Changeover</del> Switchover application forms;	Protocol is for Switchover.
– Detailed procedure for Changeover;	– Detailed procedure for <del>Changeover</del> Switchover;	Protocol is for Switchover.
– Specifications of meters and indicative sources from where the consumer can purchase meters, if they opt for their own meters;	– Specifications of meters and indicative sources from where the consumer can purchase meters, if they opt for their own meters;	-
– Agreements (for consumers with load greater than or equal to 50 KW);	– Agreements (for consumers with load greater than or equal to 50 KW);	-
– Frequently asked questions related to Changeover; and	– Frequently asked questions related to <del>Changeover</del> Switchover; and	Protocol is for Switchover.
– Any other relevant information which helps consumer make an informed decision regarding Changeover	– Any other relevant information which helps consumer make an informed decision regarding <del>Changeover</del> Switchover	Protocol is for Switchover.
<b>1.2 Application for Changeover</b>	<b>1.2 Application for Switchover</b>	
i. The Distribution Licensees shall make available application form for Changeover free of cost to the consumer.	i. The Distribution Licensees shall make available application form for <del>Changeover</del> Switchover free of cost to the consumer.	Protocol is for Switchover.
ii. No Consumer who has been disconnected for payment default will be allowed Changeover without clearing dues of the Existing Distribution Licensee.	ii. No Consumer who has been disconnected for payment default will be allowed <del>Changeover</del> Switchover without clearing dues of the Existing Distribution Licensee.	Protocol is for Switchover.

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-	ii a. Where both the Distribution Licensee's network exits (with last mile connectivity), consumer can exercise switchover option only once for tariff and service quality.	New clause to be added. To prevent the operational issues in multiple switching options.
iii. The Consumer shall attach a copy of the last bill served by the Existing Distribution Licensee, proof of its payment and other relevant documents as required under ESC.	iii. The Consumer shall attach a copy of the last bill served by the Existing Distribution Licensee, proof of its payment and proof of payment of any outstanding of existing Wire Distribution Licensee (WDL) and other relevant documents as required under ESC.	Consumer should clear his outstandings before migrating to other Distribution Licensee (Other DL).
iv. The Consumer shall not be required to obtain the No-objection certificate (NOC) from the Existing Distribution Licensee.	iv. The Consumer shall not be required to obtain the No-objection certificate (NOC) from the Existing Distribution Licensee.	-
v. The Application for Changeover shall be submitted by the Consumer to the New Distribution Licensee.	v. The application for <del>Changeover</del> Switchover shall be submitted by the consumer to the <del>new WDL</del> Other Distribution Licensee for Network	As the Other DL will be sole interface
vi. The Consumer shall pay application processing fees as per Schedule of Charges approved by the Commission as per the Supply code.	vi. The Consumer shall pay application processing fees and new connection charges as per Schedule of Charges approved by the Commission as per the Supply code.	As reasonable network cost is allowed to be recovered.
vii. The Consumer shall indicate her/his choice in terms of the meter i.e.	vii. The Consumer shall indicate her/his choice in terms of the meter i.e.	-
- Meter provided by the Existing Distribution Licensee to be continued or	To be deleted	This is not required as choice of meter shall be applicable only if consumer is supplied by licensee other than the one with whom the consumer is connected which is already covered under changeover protocol.
- Meter to be provided by the New Distribution Licensee or	- Meter to be provided by the Other Distribution Licensee or	-
- Consumer to purchase own meter	- Consumer to purchase own meter	-
viii. The consumer shall not be permitted to change his/ her name or the purpose or the classification category at the time of Changeover.	viii. The consumer shall not be permitted to change his/ her name or the purpose or the classification category at the time of <del>Changeover</del> Switchover.	Protocol is for Switchover.

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ix. The Changeover application shall mention that any Changed-over consumer who proposes to change name, purpose, category at a later date to continue to abide by the conditions of Changeover even after change of his/ her name or the purpose or the classification category.	ix. The <del>Changeover</del> Switchover application shall mention that any <del>Switched</del> -over consumer who proposes to change name, purpose, category at a later date to continue to abide by the conditions of <del>Changeover</del> Switchover even after change of his/ her name or the purpose or the classification category.	Protocol is for Switchover.
<b>1.3 Pre-Changeover Activities</b>	<b>1.3 Pre-Switchover Activities</b>	
i. The New Distribution Licensee shall inform the Existing Distribution Licensee on a daily basis (in the agreed format) information regarding completed application forms received.	i. The <del>New</del> Other Distribution Licensee shall inform the <del>Existing Distribution Licensee</del> existing WDL on a daily basis (in the agreed format) information regarding completed application forms received.	Switchover acceptance may require to conduct site visit.
ii. The Existing Distribution Licensee shall share with the New Distribution Licensee information relating to any arrears/disputes/court cases, etc. for consumers proposing to Changeover within 3 days of receipt of information from the New Distribution Licensee.	ii. The <del>Existing Distribution Licensee</del> existing WDL shall share with the <del>New</del> Other Distribution Licensee information relating to any arrears/disputes/court cases, <del>insufficient Security Deposit (SD)</del> , etc. for consumers proposing to <del>Changeover</del> Switchover within <del>3</del> 7 days of receipt of information from the <del>New</del> Other Distribution Licensee.	To include time for site visit
-	ii (a). Other Distribution Licensee shall not initiate Switchover if existing WDL reports that – - there are arrears, - insufficient SD, - consumer is not eligible pursuant to MERC directions, - legal dispute, & - vigilance proceedings.	New clause to be added to protect dues of existing WDL and to ensure consumers with pending disputes do not take undue advantage of the Switchover Protocol.
	ii (c). Subject to satisfying ii(a) above, existing WDL shall carry out site inspection within 7 days of receipt of information to ensure and report to Other Distribution Licensee on – -Any interference with own installation, and -Any safety related issues	Since installation and safety of its own installation and of the other consumers is to be ensured, site inspection is required.

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iii. The New Distribution Licensee shall inspect the consumer premises to confirm classification, connected load, technical issues, if any, etc. within the timeframe as stipulated under SoP.	iii. The <del>New</del> Other Distribution Licensee shall inspect the consumer premises to confirm classification, connected load, technical issues, if any, etc. within the timeframe as stipulated under SoP.	-
iv. The New Distribution Licensee shall estimate the security deposit to be provided by consumer as per ESC and intimate the same to the Consumer.	iv. The <del>New</del> Other Distribution Licensee shall estimate the security deposit to be provided by consumer as per ESC and intimate the same to the Consumer.	-
v. The Consumer shall pay such security deposit amount to the New Distribution Licensee.	v. The Consumer shall pay such security deposit amount to the <del>New</del> Other Distribution Licensee.	-
vi. In case of sanctioned load equal to or higher than 50 KW, the Consumer shall have to enter into an agreement with the New Distribution Licensee at the time of Changeover.	vi. In case of sanctioned load equal to or higher than 50 KW, the Consumer shall have to enter into an agreement with the <del>New</del> Other Distribution Licensee at the time of <del>Changeover</del> Switchover.	-
<b>1.4 Changeover</b>	<b>1.4 Switchover</b>	
i. The Changeover shall coincide with the next scheduled meter reading date of the Existing Distribution Licensee subject to minimum 7 working days from receipt of intimation from the New Distribution Licensee.	i. The <del>Changeover</del> Switchover shall be <del>be -coincide with the next scheduled meter reading date of the</del> by Existing Other Distribution Licensee subject to minimum 7 working days <del>from receipt of from the</del> day clearance is given by intimation from the New existing Wire Distribution Licensee.	Minimum 7 days advance notice required to existing WDL to plan disconnection and removal of meter in coordination with Other DL so that consumers are not inconvenienced at the time of Switchover.
ii. In any case the Changeover can not take more than 30 days from the receipt of completed Changeover application by the New Distribution Licensee. The Wheeling Distribution Licensee and the New Distribution Licensee to agree on a suitable date for Changeover within 30 day period, if next meter reading date falls beyond such period.	ii. In any case the <del>Changeover</del> Switchover can not take more than 30 days from the receipt of completed <del>Changeover</del> Switchover application by the <del>New</del> Other Distribution Licensee. <del>The existing Wheeling Distribution Licensee and the New Other Distribution Licensee to agree on a suitable date for Changeover Switchover within 30 day period, if next meter reading date falls beyond such period.</del>	

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iii. In case, a consumer opts for the New Distribution Licensee's meter or own meter – the same shall be tested by the New Distribution Licensee at its laboratory and installed at the consumer's premises. The Existing Distribution Licensee to remain present at the time of such testing.	To be deleted	As it is governed by provisions of other Regulations.
iv. In case of meters provided by the Existing Distribution Licensee, such meters will be tested jointly on-site as per agreed schedule between the Existing Distribution Licensee and the New Distribution Licensee, ideally at the time of Changeover.	To be deleted	This provision not required in switchover.
v. In case metering involves CT/PT, then there shall be a joint schedule for verification of CT/PT ratios.	To be deleted	This provision not required in switchover.
vi. All meters and cutouts for Changeover consumers shall be safe-guarded against unauthorized access by way of sealing. For the New Distribution Licensee and consumer meter, sealing shall be done by the New Distribution Licensee and for the Existing Distribution Licensee provided meter, sealing shall be by the Existing Distribution Licensee. The cutout in all cases shall be sealed by the Existing Distribution Licensee.	To be deleted	This provision not required in switchover.

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<p>vii. The meter reading on Changeover date shall be taken jointly by EDL &amp; NDL. The consumer may remain present at the time of joint meter reading if so desired by the consumer and if it is practicable. Such meter reading shall be the final meter reading of the Existing Distribution Licensee and opening meter reading of the New Distribution Licensee, irrespective of the choice of meter by the consumer. Such meter reading shall be counter-signed by the Existing Case No. 50 of 2009 Page 19 of 28 Distribution Licensee, New Distribution Licensee and the consumer, if present at the time of joint meter reading.</p>	<p>vii. The meter reading on <del>Changeover</del> Switchover date shall be taken jointly by <del>EDL &amp; NDL</del> Other Distribution Licensee and existing WDL. The consumer may remain present at the time of joint meter reading if so desired by the consumer and if it is practicable. Such meter reading shall be the final meter reading of the Existing Wire Distribution Licensee and opening meter reading of the new meter of New Other Distribution Licensee, irrespective of the choice of meter by the consumer. Pre-defined Switchover form will be signed by representatives of both the licensees. <del>Such meter reading shall be counter-signed by the Existing Case No. 50 of 2009 Page 19 of 28 Distribution Licensee, New Distribution Licensee and the consumer, if present at the time of joint meter reading.</del></p>	<p>In switchover there will be meter replacement. To acknowledge the switchover, both distribution licensee need to sign the prescribed form for record purpose.</p>
<p>viii. The Existing Distribution Licensee shall raise the final bill based on final meter reading. The Consumer shall pay the Existing Distribution Licensee's final bill on or before the due date.</p>	<p>viii. The Existing Wire Distribution Licensee shall raise the final bill based on final meter reading. The Consumer shall pay the Existing Wire Distribution Licensee's final bill on or before the due date.</p>	
<p>ix. The Existing Distribution Licensee may adjust the security deposit (with the Existing Distribution Licensee) in the event of payment default with the prior notice, if any, and refund the balance security deposit within 7 working days from the due date for final bill</p>	<p>ix. The Existing Wire Distribution Licensee may adjust the security deposit (with the Existing Distribution Licensee) in the event of payment default with the prior notice, if any, and refund the balance security deposit within 7 working days from the due date for final bill</p>	

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x. In case of any non-payment or partial payment of final bill of the Existing Distribution Licensee (after adjusting security deposit, if any) by the Changedover consumer, provisions of Section 56 (Disconnection of supply in default of payment) of EA 2003 shall apply.	x. In case of any non-payment or partial payment of final bill (after adjusting security deposit, if any) by the customer, existing WDL shall send such unpaid amount to Other Distribution Licensee, who will include the same in consumer's current months bill and collect the same. On collection, the amount will be passed on to existing WDL. Non-payment of such amount by consumer, Other Distribution Licensee shall recover such amount as per provisions of Section 56 (Disconnection of supply in default of payment) of EA 2003.	Protection from any unpaid dues by consumer to existing WDL.
<b>1.5 Meter reading</b>	<b>To be deleted</b>	Not applicable
<b>1.6 Energy Accounting</b>	<b>To be deleted</b>	Not applicable
<b>1.7 Billing and Collection</b>	<b>To be deleted</b>	Not applicable
<b>1.8 Wheeling Charges</b>	<b>To be deleted</b>	Not applicable
<b>1.9 Disconnection for non-payment</b>	<b>To be deleted</b>	Not applicable
<b>1.10 Customer service and interface</b>	<b>To be deleted</b>	Not applicable
<b>1.11 Thefts and Inspection</b>	<b>To be deleted</b>	Not applicable
<b>1.12 Standards of Performance</b>	<b>To be deleted</b>	Not applicable

#### Terminology:

**Other Distribution Licensee:** The licensee on whose network consumer is allowed to get connected after the Switchover.

**Existing WDL:** WDL on whose network the consumer is connected before the Switchover.