

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson  
2. Sri. Sanjeev Koshy,Executive Engineer, Member II  
3. Sri.C.K.Harikumar, Advocate,Member III

Friday 14<sup>th</sup> March,2025

**OP No.67/2024**

Between

Petitioner: Sri. P.K.Gopinathan  
Pillaveetil Kadayil Veedu  
Koonthalloor, Chirayinkil  
PIN-605304.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Kadakkavur.  
  
(2) The Assistant Engineer,  
Electrical Section, Chirayinkeezhu.

**ORDER**

**1. Grievance of the petitioner**

The petitioner, P.K,Gopinathan is a prosumer under Electrical Section Chirayinkeezhu. having an electric connection under domestic tariff bearing consumer number 1145297009161. The petitioner availed the said connection in the name of his late wife Leena M.P. and it was changed in his name on April 2024. In addition to this,a roof top Solar panel having a 10 KW was installed in his premises,after executing an agreement with the licensee. Since then,the panel generated electricity more than his necessary and the excess energy was exported to the grid of the licensee. Now he is aggrieved by an exorbitant bill amounting to Rs.11,056/- for the consumption of 1068 units. As the settlement period was between October 1 to September 30, there was sufficient banked units of electricity reserve in his account for adjusting the excess electricity used by the consumption on succeeding months. But the licensee has billed for 1068 units without

adjusting the banked units. Aggrieved by this bill he lodged a complaint with the licensee. As the complaint yielded no resolution, the petitioner approached the forum for relief.

## **2. Version of the respondent**

The respondent states that the petitioner is a consumer under Electrical Section Chirayinkeezhu having an electric connection in domestic tariff bearing consumer number 1145297009161. The service connection is primarily an ongrid 10KW three phase solar panel functioning from 2021 onwards. The solar plant is installed under Soura Model-II subsidy scheme, and thereafter the petitioner was brought under monthly billing.

The respondent argues that for the month of April is the beginning of a new settlement period and there is no banked units for the month of April 2024 in his account. In addition to this, the electricity supplied by the licensee to the consumer exceeds the electricity injected into the grid by the prosumer from his solar plant. The export was recorded as 630 and its corresponding import was 1698 units and therefore he was billed for 1068 units by the respondent.

The respondent also pointed that the banked unit of the prosumer as on 31/03/2024 was 5772 units and it was set aside in Orumanet software for paying to the consumer for the net electricity balance in his account at the average power purchase cost(APPC) approved by the commission. The same has been processed and credited to his account on 05/09/2024.

For the aforementioned facts and circumstances, the invoices amounting to Rs.11,056/- is accurate and legally sustainable. The petitioner is liable to remit the same.

Hence it is prayed before the Forum to dismiss the petition.

## **3 Analysis and Findings**

The hearing of the case was conducted on 31/01/2025 Both the petitioner and respondent were present and heard the matter in detail. On examining the petition, the counter statement of the respondent, the documents attached and arguments made during the hearing and considering all the facts and circumstances of the case, this forum comes to the following findings and conclusions leading to the decision thereof.

During the course of hearing both the petitioner and the respondent reiterated their arguments as previously stated. The petitioner contends that the billing of 1068 units is without adjusting the banked unit reserved in his account. On the contrary the respondent argues that there is no banked unit for the month of April 2024 in his account and it necessitated the licensee to bill for 1068 units during the month of April.

On analyzing the records, the forum observed that the excess energy units banked in the account of the consumer is 5772 units as on 31/03/2024., However as per the order of honorable KSERC, dated 23/02/2023, **the new settlement period of all the prosumers and captive consumers in the state , irrespective of their date of installation, shall be from first day of April in a Gregorian calendar year to the thirty first day of March in the next calendar year;** Based on the above order licensee has issued Board Order FTD 144/2023/KSEB/trac/AEEZ/68 dated 23/03/2023 for changing the settlement period. The billing software of KSEB, Orumanet was changed accordingly. Therefore the new settlement year begins from 01/04/2024 onwards and excess unit that had been banked in the credit of the consumer number has been made zero balance for making payment to the consumer . Further more, during this month the export was recorded as 630 units and import was 1698. Since there was no banked unit in the credit of consumer, the respondent has billed for 1068 units.

**Regulation 21(3) Netmetering, Energy Accounting, Banking and Settlement.- KSERC (Renewable Energy and Net Metering Regulations,) 2020.**

**In case the electricity supplied by the distribution licensee during any billing period exceeds the electricity injected in to the grid by the prosumer from his renewable energy system, the distribution licensee shall raise a bill for the net electricity consumption at the prevailing tariff, after adjusting any excess electricity banked from the previous billing period;**

**(5) The licensee shall pay to the prosumer for the net electricity balance in his account at the end of the settlement period, at the Average Power Purchase Cost (APPC) approved by the Commission.**

Here in this case what is done by the respondent is in accordance with the aforementioned regulations and the bill issued is legally sustainable. Therefore the forum dismissed the petition .

**DECISION**

- 1.The petitioner is liable to remit the electricity charges amounting to Rs.11,056/- .issued by the licensee on 02/05/2024.
2. No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order.

The address of the Electricity Ombudsman is furnished below.

‘The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488’.

Sd/-  
C .K.HARIKUMAR  
ADVOCATE  
MEMBER III

Sd/-  
SANJEEV KOSHY  
EXECUTIVE ENGINEER  
MEMBER II

Sd/-  
LAILA.N.G  
DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

Sd/-  
CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No. 67/2024/ 727

Dated :19/03/2025

Delivered to:

1. Sri. P.K.Gopinathan, Pillaveettil Kadayil Veedu, Koonthalloor, Chirayinkil PIN -605304.
2. The Assistant Executive Engineer, Electrical Sub Division, Kadakkavur
3. The Assistant Engineer, Electrical Section, Chirayinkeezhu

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.
3. The Executive Engineer, Electrical Division, Attingal.