



Consumer Grievance Redressal Forum

FOR BSES YAMUNA POWER LIMITED

(Constituted under section 42 (5) of Indian Electricity Act. 2003

Sub-Station Building BSES (YPL) Regd. Office Karkardooma

Shahdara, Delhi-110032

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SECY/CHN 015/08NK

C A No. 100010945 & 153530409

Complaint No. 331/2025

In the matter of:

Rajesh Gupta

.....Complainant

VERSUS

BSES Yamuna Power Limited

.....Respondent

Quorum:

1. Mr. P.K. Singh, Chairman
2. Mr. P.K. Agrawal, Member (Legal)
3. Mr. S.R. Khan, Member (Technical)

Appearance:

1. Mr. Suraj Aggarwal, Counsel for the complainant
2. Mr. Shivansh for Sanjay Kumar, Mr. Prashant Behra, Mr. R.S. Bisht, Mr. Akshat Aggarwal & Mr. Shiven Mishra, On behalf of BYPL

ORDER

Date of Hearing: 18th December, 2025

Date of Order: 07th January, 2026

Order Pronounced By:- Mr. S.R Khan, Member (Technical)

1. By the way of present complaint the complainant raised issue for refund of excess amount paid by him because of wrong power factor being charged by OP in his electricity bills. The complainant further submitted that two electricity meters vide CA no. 100010945 installed at C-5, Mandoli Industrial Area, Phase-1, Village Saboli Shahdara and 153530409 installed at 5 A, GF, Kh No. 15/6, New Mandoli Industrial Area, Phase-1, (Near Shivani Dharam Kanta), Delhi-110093.

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The complainant also stated that on both the premises he has installed solar power generated plant each on 18.08.2022 and 17.08.2022. He further stated that both these meter's bills showing a power factor of .960 since the bill dated 12.09.2022, whereas at both the factories he has properly functioning power factor of .99 and close to 1.0 which is resulting in a loss of 3 to 4 percent in every bill since 12.09.2022. Therefore, the complainant requested for directions from the Forum for conversion of power factor from .960 to 1.

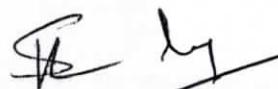
2. The respondent in its reply stated that the complainant is seeking refund of dues to charges in both industrial purpose meters installed at the premises bearing CA No. 100010945 premises no. C-5, Mandoli Industrial Area, Phase-1, Village Saboli, Shahdara (Near Shivani Dharam Kanta) Delhi-110093 and CA No. 153530409 premises no. 5-A, Ground Floor, Kh No. 15/6, New Mandoli Industrial Area, Phase-1 (Near Shivani Dharam Kanta), Delhi-110093 which has been accurately charged by respondent.

It is further stated that the complainant has installed the Solar Power Panels due to which the charged bill cycle is as per the tariff schedule prescribed by the DERC. The respondent has also mentioned the reason for such charges as per DERC:-

- a) As per DERC Average Power Factor means the ratio of kWh (kilo Watt Hour) to the kVAh (kilo Volt Ampere Hour) registered during a specific period.
- b) As per tariff Order, for all categories other than domestic, Fixed Charges are to be levied based on Billing Demand per kW/kVA.
- c) The connection Ca No. 100010945, sanctioned under "Industrial" category with a sanctioned load of 54 kVA with a solar installed capacity 100 kW. As per present tariff order Fixed Charges @ 250 Rs./kVA/month & Energy Charged @ 7.75 Rs./kVAh is applicable along with other charges like PPAC, Deficit Surcharge, PTC, Electricity Tax etc.

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- d) A net metering Connection accounted both Export and Import Power and hence the "Average Power Factor" calculation is not feasible in billing.
- e) The periodic energy bills are prepared accordance to "Billing and Energy Accounting" under DERC Regulations 2014. Due to moderation of units in Net-metering cases, AVG Power factor (i.e. a Standard Power Factor) is taken into consideration.

3. The complainant in its rejoinder refuted all the statements made by the Respondent in its reply. It is stated that As per Regulation 9(3)-(7) of the 2014 Regulations:-

- a) Import and export of electricity must be shown separately.
- b) If export is more than import, the extra units must be carried forward as energy credit.
- c) The bill should be raised only after adjusting such energy credits.
- d) At the end of the year any remaining credit must be paid for by the distribution company.
- e) And when the consumer is billed on kVAh, the Power Factor must be treated as 1 during export of solar energy.

It is further stated the respondent admits that it applies an average or standard power factor instead of treating it as unity which is against Regulation 9(6). It increases the billed units unfairly, which leads to overcharging the consumer. It is further stated that Regulation 10 clearly states that net-metering consumers are exempted from charges like wheeling, banking, cross-subsidy, and other charges for 5 years from installation. And adding on charges like PPAC, Deficit Surcharge, or PTC goes against regulation 10 and results in double billing.

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4. Respondent submitted additional submissions, stating therein that power factor is defined as the ratio of Real Energy (kWh) to apparent energy (kVAh) : Power factor = kWh/kVAh. In non net metering connections, PF displayed in the bill represents the average power factor calculated directly from actual import kWh and kVAh recorded by the meter during the billing period. However, the same principle cannot be applied in net metering connections, due to inherent technical and regulatory constraints.

Under net metering, billing is based on the net difference of import and export energy. Since import and export kWh are netted, and kVAh values do not get proportionately netted in the same manner, the derived Power Factor is calculated from net values, which do not represent the actual operating PF of the consumer premises.

In several scenarios, the calculated PF may appear artificially low, negative, or un-defined; despite the consumer maintain a normal or even unity power factor at the installation level.

This phenomenon is a mathematical outcome of energy netting and not a reflection of metering error or incorrect billing.

OP also submitted that power factor is not used for billing purposes in net-metering connections. No surcharge or penalty is levied on account of power factor.

No incentive or rebate is extended based on power factor in such cases.

Accordingly, the power factor displayed in the bill has no commercial implication and does not affect the monthly energy charges payable by the complainant in any manner.

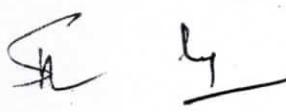
5. Arguments of both the parties were heard.



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6. The Regulation 9(6) of DERC (Net metering for renewable energy) Regulations 2014, which is narrated below:

Billing and energy Accounting

(6) The surplus energy measured in kilo-watt hour shall be utilized to offset the consumption measured in kilo-watt hour only unless otherwise allowed by the commission from time to time. In case the consumer is billed on kVAh, during injection of surplus energy to the grid, the power factor shall be assumed equal to unity.

7. From the narration of facts and material placed before us, we find that the grievance of the complainant is application of power factor 1, in his electricity bills instead of .960 whereas he has properly functioning power factor of .99 and close to 1.0. We also find that on record OP itself has placed one communication of theirs dated 19.07.2019, where they have asked for making necessary changes in SAP for displaying actual power factor in energy bill.

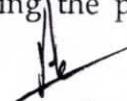
We also find that the additional submissions submitted by OP clearly states that "power factor is not used for billing purposes in net-metering connections.

No surcharge or penalty is levied on account of power factor.

No incentive or rebate is extended based on power factor in such cases.

Accordingly, the power factor displayed in the bill has no commercial implication and does not affect the monthly energy charges payable by the complainant in any manner."

8. In view of the above, we are of considered opinion that, when power factor displayed in the bill has no commercial implication and does not affect monthly energy charges payable, then why OP not changing the power factor of the complainant's connections from .960 to 1.



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As per the above stated Regulation, it is clearly mentioned that during injection of surplus energy to the grid, the power factor shall be assumed equal to unity".

The mail placed on record by OP also, shows that this conversion of power factor to unity is under their knowledge since long and OP is not taking any action for correction of the same.

9. Therefore, we are of considered opinion that the power factor against both the connections of the complainant having CA no. 100010945 and 153530409 should be converted to unity instead of .960.

ORDER

The complaint is allowed. OP is directed to change the power factor in the electricity bills of the complainant having CA no. 100010945 and 153530409 effective from the date of this order from .960 to unity.

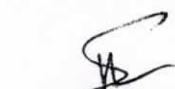
OP is further directed to file compliance report within 21 days of the action taken on this order.

If the Order is not appealed against within the stipulated time, the same shall be deemed to have attained finally.

Any contravention of these Orders is punishable under Section 142 of the Electricity Act 2003.



(P.K. AGRAWAL)
MEMBER (LEGAL)



(S.R. KHAN)
MEMBER (TECH.)



(P.K. SINGH)
CHAIRMAN

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