

THE STATE ELECTRICITY OMBUDSMAN

D.H. Road & Foreshore Road Junction, Near Gandhi Square,
Ernakulam, Kerala-682 016

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**Appeal Petition No. P/028/2026
(Present A. Chandrakumaran Nair)
Dated: 14-07-2026**

Appellant : Sri. K. P. Benny
Kozhippilly House, Villa No- 22,
Green Casa, Ambalapady,
Vempilly Road, Pallikkara,
Ernakulam (dt)- 683565

Respondent : The Assistant Executive Engineer,
Electrical Sub Division, KSE Board Ltd,
Kizhakkambalam, Ernakulam (dt)

ORDER

Background of the case

The appellant Sri. K. P. Benny is a consumer of the Licensee, KSEBL with Consumer No.1155869038077 under the Electrical Section Kizhakkambalam. The connection is a 3 phase domestic connection under the tariff LT 1A with connected load 7.975 kW which was effected on 13/11/2025. The appellant had installed a hybrid 5 kW roof top solar system. The appellant is residing in a home in the villa project named 'Green Casa' Comprising of 38 residential houses in Ambalapady, Pallikkara, Ernakulam. The application for the installation of Hybrid solar panel has been submitted to KSEB only on 02/12/2025. The required technical details were submitted by the appellant on 10/12/2025. The meter for all the residential buildings of this villa complex was placed in a separate panel room which is around 170 m from the residence of the appellant. The licensee had issued a regulation on 25/08/2025 stating that the hybrid solar system should have three meters such as one meter for critical load, second meter for non critical load and the third meter as net meter. The appellant had wired for the provisions of only net meter and non critical load meter. There is also another provision that the display of the meters could be at one place. The consumer is ready to provide the third meter in the residence and the same is not acceptable by the licensee due to the difficulty in taking readings. The road network of the entire complex have been

completed and hence laying any additional cable is not possible. The appellant had filed the petition to CGRF (Central) vide petition number OP/10/25-26 and the order had been issued by the CGRF on completing the procedure on 07/04/2026. This petition has been filed as the appeal petition against the order of CGRF.

Arguments of the Appellant

I am installing the solar system in my house, the work for the solar system start at the time of building construction process. We have completed the wiring of hybrid solar system based on KSEB Regulations at the time. We have install the solar panel, inverter and battery as the completion of my house construction. We are waiting for the house numbering and KSEB (LT) connection. As soon as we had the domestic connection from KSEB we have submitted form for feasibility study, and got it approved. As the next step given for the approval for registration. Now KSEB says the diagram changed and we must change the wiring. At the time of our installation only 2 m were required for hybrid system. Please notice the house and the next meter location of the villa project power room is at 200m distance and unable to provide 3rd meter, where as KSEB insist to keep all the 3 meter in one location. We have only one option to keep Net meter and one energy meter in the power room and the 3rd meter at my house visible for KSEB (for meter reading). The 3rd meter required by KSEB be installed at my house outside. The additional cubing of 400 m to keep all the three meters in the power is not possible as the duct for cabling already full and covered with concrete slab and paver tiles are laid for the road the villa project is completed. We are going to CGRF but we are not satisfied with CGRF. Because they said you need to install wifi meter in the house and the meter reading shows display in the power room. But that option is not proven. Because any other network issue in wifi the reading is not showing in the power room display. So can you please help to install the 3rd meter in outside of my house.

Arguments of the Respondent

Sri. K P Benny, Kozhipillil House, Villa No 22, Green Casa, Ambalampady Vembilly Road, Pallikkara a registered consumer under Consumer No-1155869038077 in the Electrical Section Kizhakkambalam. The service connection was given on 13.11.25 under LT I tariff with 3-phase supply and has connected load of 7975 watts. The premises were installation of the 5 kW hybrid solar system is proposed is situated within a gated villa project by name "Green Casa" comprising 30 residential house. Each villa in the project is provided with a separate and independent energy meter. All such meters are installed at the rear side of the villas on a common meter panel board.

The complainant submitted application for installation of the 5 kw Hybrid Solar System on 02.12.2025 before Assistant Engineer, Electrical Section,

Kizhakkambalam. As instructed by the officials, the complainant submitted documents (required technical details and supporting documents) on 10.12.25. The complainant's residential premises is situated at a distance of approximately 170 meters from the common meter panel board where the individual energy meters of the villas are installed.

The approved hybrid inverter schematic diagram sanctioned by the Chief Engineer (REES & PED) of Kerala State Electricity Board on 29.08.2025 is attached herewith. As per the approved schematic diagram, three meters are required

1. One meter for critical load
2. One meter for non critical load
3. One net meter for net metering purpose

After analyzing the diagram submitted by the consumer, it was informed to the consumer vide Section Office Letter N.DB/Notice/25-26/258 dated 17.12.2025 to modify the wiring arrangement as per the prescribed schematic diagram. It was also informed that the three meters required for the installation shall be installed at a single location. As per the circular No-C.E(REES)/ ESCOT/ AEE6/ Solar-General/ 19-20/1588/ 12.12.2019, the solar meter and net meter should be installed near each other for the purpose of meter reading and unit calculation. However, if a consumer faces difficulty in installing the solar meter near the net meter, they may install the solar meter near the solar system. In such cases, suitable communication facilities shall be provided to display the solar meter reading near the net meter location.

Thereafter, the consumer approached the Consumer Grievance Redressal Forum (CGRF), and the Forum issued Order No-CGRF-CR/OP No.100/2025-26 dtd 07.04.26 stating that the petitioner shall make necessary arrangements to provide for the installation of the net meter at a feasible location, subject to the condition that an appropriate and reliable display/communication facility is provided to make the net meter reading available at the common metering room. Proper metering arrangement is an essential component of a hybrid solar system and any deviation should not compromise accuracy, transparency, and operational efficiency. Therefore, it is humbly prayed that the Honorable Forum may accept the reply and dismiss the appeal petition.

Counter Arguments of the Appellant

This is a Villa project with 38 individual villas and KSEB provided the common power room for their convenience instead of giving KSEB connection to each villa separately and make meter reading facility at each villa on that case. At present KSEB is success fully taking with 2 meters (one energy meter and one net meter) on the existing hybrid consumers and

it is in operational efficiently and by imposing of the 3rd Energy meter is a hurdle for the consumers and we are getting an anti support from KSEB we feel for the solar system implementation. We make solar power system at our house as per central government program and to support KSEB in its power generation and we do solicit the support and help from KSEB Company to motivate its consumers.

We are obliged to install the said third Energy meter at our solar facility at the convenience of KSEB and as per their direction and appeal to make the physical reading at this location. To provide the said 3rd Energy meter as per KSEB requirement need a cabling of 340 meters which is practically impossible and a considerable energy loss around 10% of the 5 KW solar system a big loss for the consumer and the roads are already constructed and the cable ducts are full. It is practically impossible to put this said 3rd energy meter display together with the other two meters in the Power Room 170 meter away by communicating cabling as the cable ducts are full under the road and construction is over with solid bricks and no permission would be granted to damage the roads of 170 meters.

To provide a display provision of the said solar meter at the power room with WIFI communication facility is also not practical as we do not have a proven system so far and weak internet strength may disrupt the accurate meter reading even the Smart meter installed for major power consumers are suffered of lack of consistent internet strength. As per KSEB direction and requirement of the proper metering of this hybrid solar system and to avoid any deviation without compromising the accuracy transparency and operational efficiency I humbly request your good office to direct KSEB to make a physical reading of this one and only said 3rd Energy meter reading at my solar facility at my house together with all other readings at a distance of hardly 3 meters extra walk from the main road, together with the usual practice of KSEB reading.

Analysis and findings

The hearing of the appeal petition was conducted on 02/07/2026 at 11.00am in the office of the State Electricity Ombudsman, DH Road & Foreshore Road Junction, near Gandhi Square, Ernakulam South. The hearing was attended by the appellant Sri. K. P. Benny and the respondent Smt. Praseedha P., Asst. Executive Engineer, Electrical Sub Division, KSE Board Ltd., Kizhakkambalam, Ernakulam (dt).

The appellant is residing in a house inside a villa project named 'Green Casa' situated at Ambalapady, Pallikara Ernakulam. There are 38 residential houses in the villa project and the power supply to all these houses are distributed from the common panel room. The energy meters of all the houses are also placed in this room. They had obtained power supply from the licensee KESBL on 13/11/2025 under the tariff LT 1A with

connected load 7.975 kW. The appellant had proposed to install a hybrid solar power system of capacity 5 kW. The application for this hybrid solar system are submitted only on 02/12/2025 and the technical details were submitted only on 10/12/2025. This is having battery storage system which is connected to the inverter. The critical load is fed from the hybrid inverter directly and the non critical load is connected through the net meter. The hybrid inverter connected to the critical load as well as to the net meter. The net meter is for recording the import and export. To record the total consumption two energy meters are required which one is to be connected to the critical loads and second is connected to the non critical load.

Then the Billing Units = Import - Export.

The Consumer Consumption = Critical meter reading + Non critical meter reading.

Solar Generation = Critical meter reading + Non critical meter reading + Export - Import.

The requirement of the licensee is that all the meter are to placed in one location which is the panel room. The appellant had wired for net meter as well as non critical meter to the meter room. The licensee insists for either the critical meter or its display also to be provided in the panel room. The distance between the panel room and the residence is around 170 meters. The appellant had explained that the cabling and other works have been executed along with the construction work. Laying an additional cable is not feasible as the road work of the complex have been completed. It is noticed that the appellant had completed the solar panel installation without considering the latest regulations. If it is practically difficult to lay the power supply cable for the third meter up to the panel room, it is possible to provide the display of this meter in the panel room. The display unit cabling which is low voltage control cable could be laid through fibre optic cable or through an internet network. This communication cable could be laid without excavations or damaging the paved surface of the road by cutting a very narrow groove with a help of groove cutting machine or so. It is the responsibility of the consumer to follow the latest guide line which executing the electrical works. All the three meter displays are to be at one place for taking the meter reading.

Decision

On verifying the documents submitted and hearing both the petitioner and respondent and also from the analysis as mentioned above, the following decision are hereby taken.

1. I hereby agree with the decision of CGRF vide their order dtd 07/04/2026
2. No other costs ordered.

ELECTRICITY OMBUDSMAN

No. P/028/2026/_____ dated: 14-07-2026

Delivered to:

1. Sri. K. P. Benny, Kozhippilly House, Villa No- 22, Green Casa, Ambalapady, Vempilly Road, Pallikkara, Ernakulam (dt)- 683565
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Kizhakkambalam, Ernakulam (dt)

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthi bhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, 220 kV Substation Compound, HMT Colony P.O., Kalamassery, Pin- 683503.