Questions and Answers for Single-Point to MultiPoint Changeover

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1. General Understanding

How do single- and multipoint electricity connections differ?

- **Single-point**: The builder or RWA has one bulk connection; individual flats are sub-metered internally.
- **Multipoint**: Each flat gets an individual connection and meter directly from PVVNL.

How does my electricity bill differ between multipoint and single-point connections?

- In **multipoint**, you are billed directly by PVVNL using standard domestic tariffs.
- In **single-point**, the builder/RWA applies a rate, often higher and less transparent.

Will I get a separate electricity meter for my flat?

- Yes, each unit receives an individual smart meter from PVVNL.

How does the billing process work in a multipoint connection?

- PVVNL bills you directly, similar to standalone homes. You pay only for what you use.

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2. Financial & Cost Implications

What are the charges for switching to a multipoint connection?

- You may pay a **meter cost**, **application fee**, and share of **infrastructure upgrade costs**. As per PVVNL cost is around 20500 including taxes. Billed one time or over time in installments.

Will I need to pay for a new electricity meter?

- Yes, unless PVVNL subsidizes or includes it in connection charges. As above

How will common area maintenance charges be affected?

- Likely to decrease or become more transparent as common area electricity will be billed separately at actual consumption. Presently Builder collects 9Lacks from us every month.

Will common area electricity usage still be charged at a fixed rate per flat, or will it be based on actual consumption?

- It will typically be **based on actual usage** recorded via a separate PVVNL meter for common areas.

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3. Backup Power & Reliability

Will I still have a full-load DG backup after switching?

- Society will have the same backup capacity as provided by the Builder to operate its generator. PVVNL does not provide DG backup.

How will DG backup charges be calculated in a multipoint setup?

- PVVNL Smart meter can measure DG power usage. Charge per unit consumed will be as per Builder Tariffs. Alternatively Existing Builder installed Meter may co-exist.

Will my electricity supply be more reliable with a multipoint connection?

- Yes, because PVVNL maintains infrastructure and resolves faults directly.

For DG power metering, will we still need to use the builder-installed meter, or will this be handled by the smart meter installed by PVVNL?

- **PVVNL meters** may be able to monitor **both Grid and DG Usage. But alternatively** DG measurement can be handled by already installed Meters.

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4. Process & Regulations

What is the procedure for switching from single-point to multipoint?

- Submit an application to PVVNL, along with required documents, get approval, and install new meters and infrastructure.

How long does the transition process take?

- Typically 1–3 months, depending on infrastructure readiness and documentation.

Do I need approval from the builder?

- Yes, especially if infrastructure changes are within builder-controlled premises.

What documents are required for the switch?

- Identity proof, address proof, NOC from RWA/builder, layout plan, and property ownership documents.

Are there any government regulations or policies that mandate this switch?

- Many state utilities encourage or require multipoint connections in new societies for **transparency and fair billing**, but implementation depends on local regulations.

What happens if some residents want to switch while others prefer to stay on a single-point connection?

- Partial switching is complex. Generally, utilities require **entire towers** or blocks to convert to avoid mixed billing systems.

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5. Impact on Residents

Will my electricity tariff change after switching?

- Yes, you'll be billed on **standard domestic rates** by PVVNL, which are usually lower than builder-applied rates.

Will I have more control over my electricity consumption and billing?

- Yes, you get direct access to consumption data and billing.

How will disputes regarding electricity charges be handled in a multipoint setup?

- Through **PVVNL's customer grievance redressal mechanism**, not the builder or RWA.

Will I need to change my electrical wiring or appliances?

- Internal wiring usually remains the same, but **some modifications** may be needed at the main DB (distribution board) or panel.

Will PVVNL provide support in case of issues after the switch?

- Yes, they handle metering, billing, and supply issues.

Apart from 718 total flats, there is a mart under one of the towers with around 8 shops. Will these shops also need to convert to a direct grid connection?

- Yes, **commercial units** also need individual PVVNL meters, typically under a **commercial tariff**.