



**New Connection Inspection of Premises**

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
1	Q1_FY 17-18										149
	Q2_FY 17-18	4.3	New Connection Inspection of Premises	Urban	149	3791	3940	3774	0	3774	166



**Intimation of Charges Where Supply From Existing Lines**

(Regulation 4.4 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
2	Q1_FY 17-18										7
	Q2_FY 17-18	4.4	Intimation of Charges where supply from existing Lines	Urban	7	103	110	108	0	108	2



**Intimation of Charges where supply to dedicated or after extension/augmentation**

(Regulation 4.5 & 4.6 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
3	Q1_FY 17-18										1043
	Q2_FY 17-18	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	1043	3522	4565	4499	0	4499	66



**New Connection where supply from Existing Line**

(Regulation 4.7 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
4	Q1_FY 17-18										50
	Q2_FY 17-18	4.7	New Connection where supply from existing line	Urban	50	128	178	140	0	140	38



**New Connection where supply after extension/augmentation**

(Regulation 4.8 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
5	Q1_FY 17-18										3788
	Q2_FY 17-18	4.8	New Connection where supply after extention/augmentation	Urban	3788	2081	5869	1543	0	1543	4326



**New Connection where supply after commissioning of Sub-Station**

(Regulation 4.9 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
6	Q1_FY 17-18										5293
	Q2_FY 17-18	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	5293	2636	7929	2607	0	2607	5322



### **Shifting of Meter/Service Line**

(Regulation 4.12 of MERC, Standards of Performance Regulations, 2014)

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
7	Q1_FY 17-18										35
	Q2_FY 17-18	4.12	Shifting of Meter/ Service Lane	Urban	35	20	55	16	0	16	39



### Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Month	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Reconnection Requests)	Complaints in Current Qtr (Reconnection Requests)	Total Complaints (Total Reconnection Requests)	No. of Complaints Addressed			Pending complaints at the end of Qtr
								Within standards of Performance	More than stipulated Time	Total Complaints Addressed	
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	July	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	519	519	442	77	519	0
8	August	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	358	358	324	34	358	0
8	September	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	416	416	356	60	416	0





**Change of Name**

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
9	Q1_FY 17-18										565
	Q2_FY 17-18	4.13	Change of Name	Urban	565	5131	5696	5369	0	5369	327



**Change of Category**

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
10	Q1_FY 17-18										102
	Q2_FY 17-18	4.13	Change of Category	Urban	102	194	296	229	0	229	67



**Complaint of Voltage Variation-Local fault**

(Regulation 5.4 (a) of MERC, Standards of Performance Regulations, 2014)

	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
11	5.4 (a)	Complaint of Voltage Variation-Local fault	Class-I Cities/Urban	0	139	139	139	0	139	0



**Complaint of Voltage Variation-Net work**

(Regulation 5.4 (b) of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
12	5.4 (b)	Complaint of Voltage Variation-Net work	Class-I Cities/Urban	0	0	0	0	0	0	0



**Complaint of Voltage Variation-Expansion/Augmentation**

(Regulation 5.4 (c) of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required		0	0	0	0	0	0	0



**Fuse off call**

(Regulation 6.1 of MERC, Standards of Performance Regulations, 2014)

	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
14	6.1	Fuse off call	Class-I Cities/Urban	0	7132	7132	6464	668	7132	0



**Break down of Over head Line**

(Regulation 6.2 of MERC, Standards of Performance Regulations, 2014)

	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	2	2	2	0	2	0



**Underground Cable fault**

**(Regulation 6.3 of MERC, Standards of Performance Regulations, 2014)**

	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
16	6.3	Underground cable fault	Class-I Cities/Urban	0	9091	9091	8655	436	9091	0





### Transformer Failure

(Regulation 6.4 of MERC, Standards of Performance Regulations, 2014)

	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
17	6.4	Transformer Failure	Class-I Cities/Urban	0	208	208	204	4	208	0



### **Meter Reading**

(Regulation 7.2 of MERC, Standards of Performance Regulations, 2014)

Sr. no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
18	7.2	Meter Reading		0	0	0	0	0	0	0



**Replacement of Faulty Meter**

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
19	7.3	Replacement of faulty meter	Class I Cities	0	79	79	76	0	76	3



**Replacement of Burnt Meter**

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous)	Complaints in Current Qtr	Total Complaints	Within Standards of performanc	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	1	223	224	224	0	224	0



### Billing Complaint

(Regulation 7.6 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP Regulation No.	Parameters	Area	Pending Complaint nos. (Previous Quarter)	Complaints in current Quarter (Q3)	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standards of Performance	More than stipulated time	Total Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	30	30	30	0	30	0



**Annexure-III**

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for quarterly return to be submitted to the Commission by the Distribution Licensee  
(MERC, Standards of Performance Regulations, 2014)

Sr. no.	Name Of Distribution Licensee	Ref. to overall standards	Faulty meters at start of quarter (Nos.)	Faulty meters added during quarter (Nos.)	Total Faulty Meters (Nos.)	Meters rectified/ replaced (Nos.)	Faulty meters pending at end of quarter (Nos.)
1	Tata Power		19	4598	4617	4509	108



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	7
1	Jul-17	332	12.12	111093	4025	0.136
2	Jul-17	147	17.00	111093	2499	0.101
3	Jul-17	397	12.18	111093	4837	0.164
4	Jul-17	1602	13.76	111093	22048	0.747
5	Jul-17	318	10.27	111093	3266	0.111
6	Jul-17	20	10.00	111093	200	0.024
7	Jul-17	4578	30.90	111093	141465	4.571
8	Jul-17	500	51.00	111093	25500	0.824
9	Jul-17	17	6.00	111093	102	0.003
10	Jul-17	1769	12.04	111093	21307	1.343
	<b>Total July - 17</b>	<b>9680</b>	<b>23.26</b>	<b>111093</b>	<b>225249</b>	<b>2.020</b>
	<b>YTD FY-18</b>	<b>32200</b>	<b>22.72</b>	<b>111093</b>	<b>731772</b>	<b>6.580</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Jul-17	332	332	111093	0.011
2	Jul-17	147	147	111093	0.006
3	Jul-17	397	397	111093	0.013
4	Jul-17	1602	1602	111093	0.054
5	Jul-17	318	318	111093	0.011
6	Jul-17	20	20	111093	0.002
7	Jul-17	4578	4578	111093	0.148
8	Jul-17	500	500	111093	0.016
9	Jul-17	17	17	111093	0.001
10	Jul-17	1769	1769	111093	0.111
	<b>Total July - 17</b>	<b>9680</b>	<b>9680</b>	<b>111093</b>	<b>0.087</b>
	<b>YTD FY-18</b>	<b>32200</b>	<b>32200</b>	<b>111093</b>	<b>0.290</b>





#### Annexure-IV

Performance Report regarding Reliability Indices  
(3) Customer Average Interruption Duration Index (CAIDI)  
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jul-17	0.136	0.0112	12.12
2	Jul-17	0.101	0.0060	17.00
3	Jul-17	0.164	0.0134	12.18
4	Jul-17	0.747	0.0542	13.76
5	Jul-17	0.111	0.0108	10.27
6	Jul-17	0.024	0.0024	10.00
7	Jul-17	4.571	0.1479	30.90
8	Jul-17	0.824	0.0162	51.00
9	Jul-17	0.003	0.0005	6.00
10	Jul-17	1.343	0.1115	12.04
	<b>Total July - 17</b>	<b>2.020</b>	<b>0.0871</b>	<b>23.26</b>
	<b>YTD FY-18</b>	<b>6.580</b>	<b>0.2898</b>	<b>22.72</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	7
1	Aug-17	80	20.00	112727	1600	0.05
2	Aug-17	8198	7.00	112727	57386	1.84
3	Aug-17	1780	16.48	112727	29336	0.98
4	Aug-17	199	12.00	112727	2388	0.09
5	Aug-17	1841	9.00	112727	16569	0.53
6	Aug-17	425	14.84	112727	6309	0.21
7	Aug-17	6551	12.54	112727	82124	2.64
8	Aug-17	1	19.00	112727	19	0.00
9	Aug-17	1	27.00	112727	27	0.00
10	Aug-17	670	74.69	112727	50039	1.61
11	Aug-17	157	13.00	112727	2041	0.07
12	Aug-17	24	13.00	112727	312	0.01
	<b>Total Aug - 17</b>	<b>19927</b>	<b>12.45</b>	<b>112727</b>	<b>248150</b>	<b>2.20</b>
	<b>YTD FY-18</b>	<b>52127</b>	<b>18.79</b>	<b>112727</b>	<b>979922</b>	<b>8.69</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Aug-17	80	80	112727	0.00
2	Aug-17	8198	8198	112727	0.26
3	Aug-17	1780	1780	112727	0.06
4	Aug-17	199	199	112727	0.01
5	Aug-17	1841	1841	112727	0.06
6	Aug-17	425	425	112727	0.01
7	Aug-17	6551	6551	112727	0.21
8	Aug-17	1	1	112727	0.00
9	Aug-17	1	1	112727	0.00
10	Aug-17	670	670	112727	0.02
11	Aug-17	157	157	112727	0.01
12	Aug-17	24	24	112727	0.00
	<b>Total Aug - 17</b>	<b>19927</b>	<b>19927</b>	<b>112727</b>	<b>0.18</b>
	<b>YTD FY-18</b>	<b>52127</b>	<b>52127</b>	<b>112727</b>	<b>0.46</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
(3) Customer Average Interruption Duration Index (CAIDI)  
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Aug-17	0.05	0.0026	20.00
2	Aug-17	1.84	0.2631	7.00
3	Aug-17	0.98	0.0594	16.48
4	Aug-17	0.09	0.0078	12.00
5	Aug-17	0.53	0.0591	9.00
6	Aug-17	0.21	0.0142	14.84
7	Aug-17	2.64	0.2102	12.54
8	Aug-17	0.00	0.0001	19.00
9	Aug-17	0.00	0.0001	27.00
10	Aug-17	1.61	0.0215	74.69
11	Aug-17	0.07	0.0052	13.00
12	Aug-17	0.01	0.0008	13.00
	<b>Total July - 17</b>	<b>2.20</b>	<b>0.1768</b>	<b>12.45</b>
	<b>YTD FY-18</b>	<b>8.69</b>	<b>0.4624</b>	<b>18.79</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	7
1	Sep-17	213	56.33	114019	11998	1.321
2	Sep-17	1	41.00	114019	41	0.005
3	Sep-17	19	19.58	114019	372	0.041
4	Sep-17	3	20.00	114019	60	0.007
5	Sep-17	215	12.68	114019	2726	0.168
6	Sep-17	136	6.00	114019	816	0.027
7	Sep-17	39	23.00	114019	897	0.099
8	Sep-17	106	22.55	114019	2390	0.263
9	Sep-17	238	15.00	114019	3570	0.393
10	Sep-17	197	11.60	114019	2286	0.076
11	Sep-17	150	13.95	114019	2093	0.069
12	Sep-17	19	15.16	114019	288	0.032
	<b>Total Sep - 17</b>	<b>1336</b>	<b>20.61</b>	<b>114019</b>	<b>27537</b>	<b>0.242</b>
	<b>YTD FY-18</b>	<b>53463</b>	<b>18.84</b>	<b>114019</b>	<b>1007459</b>	<b>8.830</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Sep-17	213	213	114019	0.0235
2	Sep-17	1	1	114019	0.0001
3	Sep-17	19	19	114019	0.0021
4	Sep-17	3	3	114019	0.0003
5	Sep-17	215	215	114019	0.0133
6	Sep-17	136	136	114019	0.0045
7	Sep-17	39	39	114019	0.0043
8	Sep-17	106	106	114019	0.0117
9	Sep-17	238	238	114019	0.0262
10	Sep-17	197	197	114019	0.0065
11	Sep-17	150	150	114019	0.0050
12	Sep-17	19	19	114019	0.0021
	<b>Total Sep - 17</b>	<b>1336</b>	<b>1336</b>	<b>114019</b>	<b>0.0117</b>
	<b>YTD FY-18</b>	<b>53463</b>	<b>53463</b>	<b>114019</b>	<b>0.4689</b>



#### Annexure-IV

Performance Report regarding Reliability Indices  
(3) Customer Average Interruption Duration Index (CAIDI)  
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Sep-17	1.321	0.0235	56.33
2	Sep-17	0.005	0.0001	41.00
3	Sep-17	0.041	0.0021	19.58
4	Sep-17	0.007	0.0003	20.00
5	Sep-17	0.168	0.0133	12.68
6	Sep-17	0.027	0.0045	6.00
7	Sep-17	0.099	0.0043	23.00
8	Sep-17	0.263	0.0117	22.55
9	Sep-17	0.393	0.0262	15.00
10	Sep-17	0.076	0.0065	11.60
11	Sep-17	0.069	0.0050	13.95
12	Sep-17	0.032	0.0021	15.16
	<b>Total Sep - 17</b>	<b>0.242</b>	<b>0.0117</b>	<b>20.61</b>
	<b>YTD FY-18</b>	<b>8.830</b>	<b>0.4689</b>	<b>18.84</b>