

Report as submitted by  
AEML - Distribution

Dy. Dir. Harshad Patil (Tech)

Q2 23/24

<b>MERC</b>
Date 23/11/23
No. 4007

Ms. Dhanadev  
A.D.

File



AEML/MERC/SOP Report FY 23-24/Q2  
November 06, 2023

**The Secretary,  
Maharashtra Electricity Regulatory Commission,  
13<sup>th</sup> Floor, Centre No. 1, World Trade Centre,  
Cuffe Parade, Colaba,  
Mumbai - 400005.**

Dear Sir,

**Sub: Submission of SOP Report for second Quarter of FY 2023-24**  
Ref: Regulation 27.1 (Third Proviso) of MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021

Please find enclosed herewith the SOP report for second quarter of FY 2023-24.

Thanking You,  
Yours faithfully,

**Vivek Mishra  
Addl. Vice-President, Business - Regulatory,  
Adani Electricity Mumbai Ltd.**

Encl: As above.

**Annexure-III**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
 Period: Jul-2023 to Sep-2023

Sr.No.	Parameters	Area	Pending complaint Nos. (previous Quarter)	Complaints in current Qtr.	Total cases / complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
	a	b	c	d	e=c+d	f	g	h=f+g	i=e-h	
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	0	0	0	0	0	0	0	Normative charges were applicable to all cases where intimation of charges is to be carried out
2	New connection/ add. load where supply from existing line		3202	18451	21653	18011	623	18634	3019	Connections released beyond stipulated time due to : 1) Structure Wiring Incomplete at applicant's premises - 248 2) Objections by existing consumers, land owner, third party, etc. regarding supply/installation of meter - 35 3) Delay in receiving statutory permits to excavate the road/land -239 4) Structure incomplete at applicant's premises-45 5) No separate entrance for the applicant's premises-25 6) Unable to access the applicant's premises within time- 31
3	New connection/ add. Load where supply after extension / augmentation		135	58	193	62	0	62	131	
4	New connection/ add. load where supply after commissioning of sub-station		0	0	0	0	0	0	0	
5	Shifting of Meter / service Line	Urban	312	611	923	755	0	755	168	No timelines mentioned in SOP Regulations, 2021 for shifting of meters / services
6	Reconnection of supply after payment of dues	Urban	0	24139	24139	24053	86	24139	0	Dealy due to: 1. Objection at site by consumers - 2 cases 2. Meter cabin locked- 62 cases 3. Premises found locked/ consumer not present in premises -17 cases 4. Structure found demolished- 2 cases 5. Vigilance Case-3 cases
7	Change of Name		39	28801	28840	28840	0	28840	0	
8	Change of category		68	1668	1736	1719	0	1719	17	
9	Fuse off call	Urban	0	30252	30252	30098	154	30252	0	Refer Table in Notes below #
10	Breakdown of Overhead Line	Urban								
11	Underground Cable fault / Bus Riser Fault	Urban	0	10284	10284	10169	115	10284	0	Refer Table in Notes below #

Sr.No.	Parameters	Area	Pending complaint Nos. (previous Quarter)	Complaints in current Qtr.	Total cases / complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
12	Transformer and Associated Switchgear Failure	Urban	0	4	4	4	0	0		
13	Meter Reading	Annexure	0	7835051	7835051	7834625	426	7835051	0	Estimated readings due to : 1. Meter cabin locked : 210 2. No Access to meter cabin : 216 (due to reasons such as approach road to meter cabin blocked due construction works, damaged / under repair road etc., refusal of consumers to provide access to meter cabin etc)
14	Replacement of Faulty Meter*	Urban	0	383	383	383	0	383	0	
15	Replacement of Burnt Meter*	Urban	0	1887	1887	1887	0	1887	0	
16	Billing Complaint		34	5753	5787	5757	0	5757	30	
17	Quality of Supply #									
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unbalance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	1	1	1	0	1	0	
e	Number of Short Interruption	Urban	0	0	0	0	0	0	0	
f	Voltage THD (<8% at 11kV)	Urban	0	0	0	0	0	0	0	

**Notes:**

1. \* Faulty meter includes defect in the meters not affecting the customer's supply, however, affecting recording of consumer's consumption and needs immediate replacement. This does not include black spot meters, meters used for reconnection of supply, meters replaced due to change in load of consumer etc. Also the above data represents the replacement of faulty meters after receipt of consumer complaints regarding high billing complaints, meter being damaged or improper recording of meter.

As per Supply Code and SoP Regns, 2021, in case of energy being correctly measured and /or recorded in Meter but communication accessories have failed, then such Meter shall not be treated as faulty. Thus display defective / black spot meters are not faulty meters as per Supply Code and SoP Regns, 2021 and hence replacement of display defective meters/ black spot meters has not been included in the above data.

2. As per Regulation 26.1 (d) of the Supply Code and SoP Regulations, 2021, Distribution Licensees are exempt from performance obligation if non-performance is on account of occurrences beyond the control of Distribution Licensee. AEMIL-D has provided the occurrences where it had failed to meet the standards as per Regulations and these are beyond the control of AEMIL. The Hon'ble Commission is requested to consider these submissions while evaluating SOP compliance.

3. \*Currently PQ meters are installed at 35 power transformers of AEMIL. Hence the power quality parameters presented above pertain to the part of HT network consisting of these 35 power transformers. As and when PQ meters shall be installed for 100% of the power transformers, power quality parameters for entire HT network shall be provided.



# Notes: Fuse off Call, Underground Cable faults

Sr.no	Reasons for delay	6.1 Fuse off call	6.3UG Cable fault
1	In theft prone areas miscreants are tapping wires from AEML's feeder boxes and meter cabins. The overloading due to such unauthorized load results in to interruption of supply. AEML is taking efforts to remove such unauthorized connections from time to time. During any interruption, for safety purpose, AEML needs to first remove such unauthorized connections and then restore the supply. This results in delay in restoration of supply to complainant or even delay repairing of fault. Events related to this reason are specified here.	0	39
2	Adverse site conditions (cable deep/multiple cables at one location/multiple complaints/ road crossing/supply restoration not possible by temporary means/mass objection): AEML's network is developed over 7 decades. Due to road widening, level raising, concerting, etc. cables have gone deep under the roads. It takes time to get all necessary permission and excavation for repair of such faults. Since using temporary cable or wire on such public roads is safety hazard, it is preferred to repair the fault. Mass objections on site is also faced sometimes. Availability of multiple Utilities under ground and makes it difficult to trace/locate the fault. In such cases supply restoration is delayed.	0	20
3	Heavy Rains, Water Logging, water ingress due to side by Nalla: In such conditions it becomes difficult to access installation/cables. In such cases it take more time to attended complaint/fault.	154	39
4	Request from Consumer to attend the fault at later suitable time	0	9
5	Fault at Consumer installation, which consumer needs to rectify. Supply is kept OFF for safety purpose.	0	1
6	Objection from Consumer: Some time consumers in the area take the objection (specially in slums) for excavation or laying of temporary cable or wire. At times it becomes very difficult to convince public and take longer time. Such events are covered here.	0	5
7	Access issue to meter cabin /AEML network equipment: Many times it is found that the access to AEML feeder pillars / meter cabin is blocked due to car or motor cycle parking or by any other means. This requires first removal of such obstructions to get access. It take longer time to search owner to get the site cleared. Once the access is available, repairing work or DG Set connection is initiated. However, this delays the supply restoration. Also rectification took time due to adverse site conditions.	0	2
<b>Grand Total</b>		<b>154</b>	<b>115</b>

**Annexure-IV**  
**Report of individual Complaints where Compensation has been paid**  
**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: Jul-2023 to Sep-2023**

Sr. No.	Complaint No.	Date of filing complaint/Automated Compensation	Consumer No.	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs.)	Date of payment of Compensation (DD/MM/YYYY)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1								
2								
3								
4								
5								
6								
7								
NIL								

**Annexure-V**  
**Report of action on Faulty Meters (1 Phase/ 3 Phase)**  
**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: Jul-2023 to Sep-2023**

Sr.No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at the start of the 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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	AEML	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	0	383	383	383	0

**Note:**

1. Faulty meter includes defect in the meters not affecting the customer's supply, however affecting recording of consumer's consumption and needs immediate replacement. This does not include black spot meters, meters used for reconnection of supply, meters replaced due to change in load of consumer etc. Also the above data represents the replacement of faulty meters after receipt of consumer complaints regarding high billing complaints, meter being damaged or improper recording of meter.
2. As per Supply Code and SoP Regns, 2021, in case of energy being correctly measured and /or recorded in Meter but communication accessories have failed, then such Meter shall not be treated as faulty. Thus display defective / black spot meters are not faulty meters as per Supply Code and SoP Regns, 2021 and hence replacement of display defective meters/ black spot meters has not been included in the above data.

**Annexure- VI**  
**Report of Installation of Meters**  
**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: Jul-2023 to Sep-2023**

Sr.No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at the start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at the start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meter installed to unmeterd connections during the Quarter.(Nos.)	Unmetered Agriculture Connections at the end of the Quarter (Nos.)	Metered Agriculture Connections at the end of the Quarter (Nos.)	Total Agriculture Connections at the end of the Quarter (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	AEML	43	43	1	0	0	0	0	44	44



**Annexure-VII**  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(1) System Average Interruption Duration Index (SAIDI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: July 2023

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Jul-23	9	27	3146093	243	0.00
2	Jul-23	20	14.01	3146093	280	0.00
3	Jul-23	29	22.66	3146093	657	0.00
4	Jul-23	34	51	3146093	1734	0.00
5	Jul-23	58	32	3146093	1856	0.00
6	Jul-23	60	35	3146093	2100	0.00
7	Jul-23	58	45	3146093	2610	0.00
8	Jul-23	264	10.45	3146093	2759	0.00
9	Jul-23	335	9.45	3146093	3166	0.00
10	Jul-23	182	20	3146093	3640	0.00
11	Jul-23	212	19.94	3146093	4227	0.00
12	Jul-23	211	24	3146093	5064	0.00
13	Jul-23	261	25	3146093	6525	0.00
14	Jul-23	208	34	3146093	7072	0.00
15	Jul-23	322	25	3146093	8050	0.00
16	Jul-23	374	23	3146093	8602	0.00
17	Jul-23	208	46	3146093	9568	0.00
18	Jul-23	412	26	3146093	10712	0.00
19	Jul-23	208	61	3146093	12688	0.00
20	Jul-23	615	21	3146093	12915	0.00
21	Jul-23	556	32.03	3146093	17809	0.01
22	Jul-23	1107	21	3146093	23247	0.01
23	Jul-23	633	40.27	3146093	25491	0.01
24	Jul-23	3898	7.34	3146093	28611	0.01
25	Jul-23	1329	23.63	3146093	31404	0.01
26	Jul-23	2290	16.14	3146093	36961	0.01
27	Jul-23	1705	23	3146093	39215	0.01
28	Jul-23	1234	31.81	3146093	39254	0.01
29	Jul-23	1383	30	3146093	41490	0.01
30	Jul-23	1539	32	3146093	49248	0.02
31	Jul-23	2485	19.82	3146093	49253	0.02
32	Jul-23	8291	6	3146093	49746	0.02
33	Jul-23	1164	50.47	3146093	58747	0.02
34	Jul-23	1202	49	3146093	58898	0.02
35	Jul-23	2995	30.2	3146093	90449	0.03
36	Jul-23	9342	10.27	3146093	95942	0.03
37	Jul-23	3077	33.46	3146093	102956	0.03
38	Jul-23	2393	104.13	3146093	249183	0.08
39	Jul-23	2015	605	3146093	1219075	0.39
40	Jul-23	319	7.18	3146093	2290	0.00
41	Jul-23	90	185.44	3146093	16690	0.01
42	Jul-23	656	68.33	3146093	44824	0.01
43	Jul-23	3013	36.86	3146093	111059	0.04
44	Jul-23	228	6.51	3146093	1484	0.00
45	Jul-23	271	29.73	3146093	8057	0.00
46	Jul-23	268	38.1	3146093	10211	0.00
47	Jul-23	642	32.33	3146093	20756	0.01
48	Jul-23	2451	9.73	3146093	23848	0.01
49	Jul-23	2088	32.13	3146093	67087	0.02
50	Jul-23	2965	42.52	3146093	126072	0.04
51	Jul-23	253	30.61	3146093	7744	0.00
52	Jul-23	1824	38	3146093	69312	0.02
	<b>Total</b>	<b>67786</b>	<b>43.09</b>	<b>3146093</b>	<b>2920882</b>	<b>0.93</b>

Remark :

- 1 Customer served by AEML are 3146093 nos.
- 2 Number of feeders are 1316 Nos.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(1) System Average Interruption Duration Index (SAIDI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: August 2023

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Aug-23	127	6	3148909	762	0.00
2	Aug-23	38	24.95	3148909	950	0.00
3	Aug-23	127	10	3148909	1270	0.00
4	Aug-23	58	31	3148909	1798	0.00
5	Aug-23	106	19	3148909	2014	0.00
6	Aug-23	264	17	3148909	4488	0.00
7	Aug-23	340	23	3148909	7820	0.00
8	Aug-23	605	21	3148909	12705	0.00
9	Aug-23	619	21	3148909	12999	0.00
10	Aug-23	208	63	3148909	13104	0.00
11	Aug-23	802	18	3148909	14436	0.00
12	Aug-23	902	17	3148909	15334	0.00
13	Aug-23	476	33.19	3148909	15798	0.01
14	Aug-23	2116	8.34	3148909	17647	0.01
15	Aug-23	412	50.28	3148909	20715	0.01
16	Aug-23	1328	15.99	3148909	21235	0.01
17	Aug-23	3406	6.43	3148909	21901	0.01
18	Aug-23	2793	8.49	3148909	23713	0.01
19	Aug-23	893	30	3148909	26790	0.01
20	Aug-23	1777	17.07	3148909	30333	0.01
21	Aug-23	1283	31.2	3148909	40030	0.01
22	Aug-23	1502	29.05	3148909	43633	0.01
23	Aug-23	208	235.8	3148909	49046	0.02
24	Aug-23	1674	32	3148909	53568	0.02
25	Aug-23	2716	20.62	3148909	56004	0.02
26	Aug-23	1928	30.99	3148909	59749	0.02
27	Aug-23	4793	17.48	3148909	83782	0.03
28	Aug-23	2994	32.57	3148909	97515	0.03
29	Aug-23	4652	54.32	3148909	252697	0.08
30	Aug-23	3155	165.61	3148909	525655	0.17
31	Aug-23	25	24	3148909	600	0.00
32	Aug-23	1769	26.42	3148909	46737	0.01
33	Aug-23	1373	15	3148909	20595	0.01
34	Aug-23	4953	24.46	3148909	121150	0.04
35	Aug-23	1766	12.02	3148909	21227	0.01
36	Aug-23	863	27.83	3148909	24017	0.01
37	Aug-23	2364	17.1	3148909	40424	0.01
38	Aug-23	4090	11.31	3148909	46258	0.01
	<b>Total</b>	<b>59505</b>	<b>31.06</b>	<b>3148909</b>	<b>1848499</b>	<b>0.59</b>

Remark :

- 1 Customer served by AEML are 3148909 nos.
- 2 Number of feeders are 1320 Nos.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(1) System Average Interruption Duration Index (SAIDI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: September 2023

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Sep-23	2	20.1	3153418	40	0.00
2	Sep-23	4	18	3153418	72	0.00
3	Sep-23	29	21	3153418	609	0.00
4	Sep-23	49	19.57	3153418	959	0.00
5	Sep-23	115	15	3153418	1725	0.00
6	Sep-23	76	27	3153418	2052	0.00
7	Sep-23	128	30	3153418	3840	0.00
8	Sep-23	374	18	3153418	6732	0.00
9	Sep-23	491	20	3153418	9820	0.00
10	Sep-23	362	28	3153418	10136	0.00
11	Sep-23	1139	10	3153418	11390	0.00
12	Sep-23	481	30	3153418	14430	0.00
13	Sep-23	578	25.51	3153418	14745	0.00
14	Sep-23	958	17.17	3153418	16449	0.01
15	Sep-23	875	22	3153418	19250	0.01
16	Sep-23	830	27.27	3153418	22634	0.01
17	Sep-23	737	33	3153418	24321	0.01
18	Sep-23	3818	7	3153418	26726	0.01
19	Sep-23	631	45.64	3153418	28799	0.01
20	Sep-23	2414	14.05	3153418	33917	0.01
21	Sep-23	4258	8.35	3153418	35554	0.01
22	Sep-23	1781	21.55	3153418	38381	0.01
23	Sep-23	4360	12.29	3153418	53584	0.02
24	Sep-23	2915	21.01	3153418	61244	0.02
25	Sep-23	1848	41.22	3153418	76175	0.02
26	Sep-23	4051	22	3153418	89122	0.03
27	Sep-23	5311	18.04	3153418	95810	0.03
28	Sep-23	3306	41.52	3153418	137265	0.04
29	Sep-23	5226	35.97	3153418	187979	0.06
30	Sep-23	446	32.65	3153418	14562	0.00
31	Sep-23	3816	7.26	3153418	27704	0.01
32	Sep-23	1125	40.1	3153418	45113	0.01
33	Sep-23	4	52.5	3153418	210	0.00
34	Sep-23	35	26.19	3153418	917	0.00
35	Sep-23	992	26	3153418	25792	0.01
36	Sep-23	3793	63.37	3153418	240362	0.08
37	Sep-23	7	23.14	3153418	162	0.00
38	Sep-23	2527	7	3153418	17689	0.01
39	Sep-23	3395	21.53	3153418	73094	0.02
	Total	63287	23.22	3153418	1469365	0.47

Remark:

- 1 Customer served by AEML are 3153418 nos.
- 2 Number of feeders are 1321 Nos.



**Annexure-IV**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(2) System Average Interruption Frequency Index (SAIFI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: July 2023

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Jul-23	9	9	3146093	0.00
2	Jul-23	20	20	3146093	0.00
3	Jul-23	29	29	3146093	0.00
4	Jul-23	34	34	3146093	0.00
5	Jul-23	58	58	3146093	0.00
6	Jul-23	60	60	3146093	0.00
7	Jul-23	58	58	3146093	0.00
8	Jul-23	264	264	3146093	0.00
9	Jul-23	335	335	3146093	0.00
10	Jul-23	182	182	3146093	0.00
11	Jul-23	212	212	3146093	0.00
12	Jul-23	211	211	3146093	0.00
13	Jul-23	261	261	3146093	0.00
14	Jul-23	208	208	3146093	0.00
15	Jul-23	322	322	3146093	0.00
16	Jul-23	374	374	3146093	0.00
17	Jul-23	208	208	3146093	0.00
18	Jul-23	412	412	3146093	0.00
19	Jul-23	208	208	3146093	0.00
20	Jul-23	615	615	3146093	0.00
21	Jul-23	556	556	3146093	0.00
22	Jul-23	1107	1107	3146093	0.00
23	Jul-23	633	633	3146093	0.00
24	Jul-23	3898	3898	3146093	0.00
25	Jul-23	1329	1329	3146093	0.00
26	Jul-23	2290	2290	3146093	0.00
27	Jul-23	1705	1705	3146093	0.00
28	Jul-23	1234	1234	3146093	0.00
29	Jul-23	1383	1383	3146093	0.00
30	Jul-23	1539	1539	3146093	0.00
31	Jul-23	2485	2485	3146093	0.00
32	Jul-23	8291	8291	3146093	0.00
33	Jul-23	1164	1164	3146093	0.00
34	Jul-23	1202	1202	3146093	0.00
35	Jul-23	2995	2995	3146093	0.00
36	Jul-23	9342	9342	3146093	0.00
37	Jul-23	3077	3077	3146093	0.00
38	Jul-23	2393	2393	3146093	0.00
39	Jul-23	2015	2015	3146093	0.00
40	Jul-23	319	319	3146093	0.00
41	Jul-23	90	90	3146093	0.00
42	Jul-23	656	656	3146093	0.00
43	Jul-23	3013	3013	3146093	0.00
44	Jul-23	228	228	3146093	0.00
45	Jul-23	271	271	3146093	0.00
46	Jul-23	268	268	3146093	0.00
47	Jul-23	642	642	3146093	0.00
48	Jul-23	2451	2451	3146093	0.00
49	Jul-23	2088	2088	3146093	0.00
50	Jul-23	2965	2965	3146093	0.00
51	Jul-23	253	253	3146093	0.00
52	Jul-23	1824	1824	3146093	0.00
<b>Total</b>		<b>67786</b>	<b>67786</b>	<b>3146093</b>	<b>0.02</b>

Remark :

- 1 Customer served by AEML are 3146093 nos.
- 2 Number of feeders are 1316 Nos.



**Annexure-VII**  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(2) System Average Interruption Frequency Index (SAIFI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: August 2023

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Aug-23	127	127	3148909	0.00
2	Aug-23	38	38	3148909	0.00
3	Aug-23	127	127	3148909	0.00
4	Aug-23	58	58	3148909	0.00
5	Aug-23	106	106	3148909	0.00
6	Aug-23	264	264	3148909	0.00
7	Aug-23	340	340	3148909	0.00
8	Aug-23	605	605	3148909	0.00
9	Aug-23	619	619	3148909	0.00
10	Aug-23	208	208	3148909	0.00
11	Aug-23	802	802	3148909	0.00
12	Aug-23	902	902	3148909	0.00
13	Aug-23	476	476	3148909	0.00
14	Aug-23	2116	2116	3148909	0.00
15	Aug-23	412	412	3148909	0.00
16	Aug-23	1328	1328	3148909	0.00
17	Aug-23	3406	3406	3148909	0.00
18	Aug-23	2793	2793	3148909	0.00
19	Aug-23	893	893	3148909	0.00
20	Aug-23	1777	1777	3148909	0.00
21	Aug-23	1283	1283	3148909	0.00
22	Aug-23	1502	1502	3148909	0.00
23	Aug-23	208	208	3148909	0.00
24	Aug-23	1674	1674	3148909	0.00
25	Aug-23	2716	2716	3148909	0.00
26	Aug-23	1928	1928	3148909	0.00
27	Aug-23	4793	4793	3148909	0.00
28	Aug-23	2994	2994	3148909	0.00
29	Aug-23	4652	4652	3148909	0.00
30	Aug-23	3155	3155	3148909	0.00
31	Aug-23	25	25	3148909	0.00
32	Aug-23	1769	1769	3148909	0.00
33	Aug-23	1373	1373	3148909	0.00
34	Aug-23	4953	4953	3148909	0.00
35	Aug-23	1766	1766	3148909	0.00
36	Aug-23	863	863	3148909	0.00
37	Aug-23	2364	2364	3148909	0.00
38	Aug-23	4090	4090	3148909	0.00
Total		59505	59505	3148909	0.02

Remark :

- 1 Customer served by AEML are 3148909 nos.
- 2 Number of feeders are 1320 Nos.

**Annexure-VII**  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(2) System Average Interruption Frequency Index (SAIFI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: September 2023

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Sep-23	2	2	3153418	0.00
2	Sep-23	4	4	3153418	0.00
3	Sep-23	29	29	3153418	0.00
4	Sep-23	49	49	3153418	0.00
5	Sep-23	115	115	3153418	0.00
6	Sep-23	76	76	3153418	0.00
7	Sep-23	128	128	3153418	0.00
8	Sep-23	374	374	3153418	0.00
9	Sep-23	491	491	3153418	0.00
10	Sep-23	362	362	3153418	0.00
11	Sep-23	1139	1139	3153418	0.00
12	Sep-23	481	481	3153418	0.00
13	Sep-23	578	578	3153418	0.00
14	Sep-23	958	958	3153418	0.00
15	Sep-23	875	875	3153418	0.00
16	Sep-23	830	830	3153418	0.00
17	Sep-23	737	737	3153418	0.00
18	Sep-23	3818	3818	3153418	0.00
19	Sep-23	631	631	3153418	0.00
20	Sep-23	2414	2414	3153418	0.00
21	Sep-23	4258	4258	3153418	0.00
22	Sep-23	1781	1781	3153418	0.00
23	Sep-23	4360	4360	3153418	0.00
24	Sep-23	2915	2915	3153418	0.00
25	Sep-23	1848	1848	3153418	0.00
26	Sep-23	4051	4051	3153418	0.00
27	Sep-23	5311	5311	3153418	0.00
28	Sep-23	3306	3306	3153418	0.00
29	Sep-23	5226	5226	3153418	0.00
30	Sep-23	446	446	3153418	0.00
31	Sep-23	3816	3816	3153418	0.00
32	Sep-23	1125	1125	3153418	0.00
33	Sep-23	4	4	3153418	0.00
34	Sep-23	35	35	3153418	0.00
35	Sep-23	992	992	3153418	0.00
36	Sep-23	3793	3793	3153418	0.00
37	Sep-23	7	7	3153418	0.00
38	Sep-23	2527	2527	3153418	0.00
39	Sep-23	3395	3395	3153418	0.00
Total		63287	63287	3153418	0.02

Remark :

- 1 Customer served by AEML are 3153418 nos.
- 2 Number of feeders are 1321 Nos.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(3) Customer Average Interruption Duration Index (CAIDI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: July 2023

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Jul-23	0.00	0.00	27.00
2	Jul-23	0.00	0.00	14.01
3	Jul-23	0.00	0.00	22.66
4	Jul-23	0.00	0.00	51.00
5	Jul-23	0.00	0.00	32.00
6	Jul-23	0.00	0.00	35.00
7	Jul-23	0.00	0.00	45.00
8	Jul-23	0.00	0.00	10.45
9	Jul-23	0.00	0.00	9.45
10	Jul-23	0.00	0.00	20.00
11	Jul-23	0.00	0.00	19.94
12	Jul-23	0.00	0.00	24.00
13	Jul-23	0.00	0.00	25.00
14	Jul-23	0.00	0.00	34.00
15	Jul-23	0.00	0.00	25.00
16	Jul-23	0.00	0.00	23.00
17	Jul-23	0.00	0.00	46.00
18	Jul-23	0.00	0.00	26.00
19	Jul-23	0.00	0.00	61.00
20	Jul-23	0.00	0.00	21.00
21	Jul-23	0.01	0.00	32.03
22	Jul-23	0.01	0.00	21.00
23	Jul-23	0.01	0.00	40.27
24	Jul-23	0.01	0.00	7.34
25	Jul-23	0.01	0.00	23.63
26	Jul-23	0.01	0.00	16.14
27	Jul-23	0.01	0.00	23.00
28	Jul-23	0.01	0.00	31.81
29	Jul-23	0.01	0.00	30.00
30	Jul-23	0.02	0.00	32.00
31	Jul-23	0.02	0.00	19.82
32	Jul-23	0.02	0.00	6.00
33	Jul-23	0.02	0.00	50.47
34	Jul-23	0.02	0.00	49.00
35	Jul-23	0.03	0.00	30.20
36	Jul-23	0.03	0.00	10.27
37	Jul-23	0.03	0.00	33.46
38	Jul-23	0.08	0.00	104.13
39	Jul-23	0.39	0.00	605.00
40	Jul-23	0.00	0.00	7.18
41	Jul-23	0.01	0.00	185.44
42	Jul-23	0.01	0.00	68.33
43	Jul-23	0.04	0.00	36.86
44	Jul-23	0.00	0.00	6.51
45	Jul-23	0.00	0.00	29.73
46	Jul-23	0.00	0.00	38.10
47	Jul-23	0.01	0.00	32.33
48	Jul-23	0.01	0.00	9.73
49	Jul-23	0.02	0.00	32.13
50	Jul-23	0.04	0.00	42.52
51	Jul-23	0.00	0.00	30.61
52	Jul-23	0.02	0.00	38.00
Total		0.93	0.02	43.09

Remark :

- 1 Customer served by AEML are 3146093 nos.
- 2 Number of feeders are 1316 Nos.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
(3) Customer Average Interruption Duration Index (CAIDI)

Name of Distribution Licensee: Adani Electricity Mumbai Limited  
Period: August 2023

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Aug-23	0.00	0.00	6.00
2	Aug-23	0.00	0.00	24.99
3	Aug-23	0.00	0.00	10.00
4	Aug-23	0.00	0.00	31.00
5	Aug-23	0.00	0.00	19.00
6	Aug-23	0.00	0.00	17.00
7	Aug-23	0.00	0.00	23.00
8	Aug-23	0.00	0.00	21.00
9	Aug-23	0.00	0.00	21.00
10	Aug-23	0.00	0.00	63.00
11	Aug-23	0.00	0.00	18.00
12	Aug-23	0.00	0.00	17.00
13	Aug-23	0.01	0.00	33.19
14	Aug-23	0.01	0.00	8.34
15	Aug-23	0.01	0.00	50.28
16	Aug-23	0.01	0.00	15.99
17	Aug-23	0.01	0.00	6.43
18	Aug-23	0.01	0.00	8.49
19	Aug-23	0.01	0.00	30.00
20	Aug-23	0.01	0.00	17.07
21	Aug-23	0.01	0.00	31.20
22	Aug-23	0.01	0.00	29.05
23	Aug-23	0.02	0.00	235.80
24	Aug-23	0.02	0.00	32.00
25	Aug-23	0.02	0.00	20.62
26	Aug-23	0.02	0.00	30.99
27	Aug-23	0.03	0.00	17.48
28	Aug-23	0.03	0.00	32.57
29	Aug-23	0.08	0.00	54.32
30	Aug-23	0.17	0.00	166.61
31	Aug-23	0.00	0.00	24.00
32	Aug-23	0.01	0.00	26.42
33	Aug-23	0.01	0.00	15.00
34	Aug-23	0.04	0.00	24.46
35	Aug-23	0.01	0.00	12.02
36	Aug-23	0.01	0.00	27.83
37	Aug-23	0.01	0.00	17.10
38	Aug-23	0.01	0.00	11.31
<b>Total</b>		<b>0.59</b>	<b>0.02</b>	<b>31.06</b>

Remark :

- 1 Customer served by AEML are 3148909 nos.
- 2 Number of feeders are 1320 Nos.



**Annexure-VII**  
**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee  
**(3) Customer Average Interruption Duration Index (CAIDI)**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: September 2023**

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Sep-23	0.00	0.00	20.10
2	Sep-23	0.00	0.00	18.00
3	Sep-23	0.00	0.00	21.00
4	Sep-23	0.00	0.00	19.57
5	Sep-23	0.00	0.00	15.00
6	Sep-23	0.00	0.00	27.00
7	Sep-23	0.00	0.00	30.00
8	Sep-23	0.00	0.00	18.00
9	Sep-23	0.00	0.00	20.00
10	Sep-23	0.00	0.00	28.00
11	Sep-23	0.00	0.00	10.00
12	Sep-23	0.00	0.00	30.00
13	Sep-23	0.00	0.00	25.51
14	Sep-23	0.01	0.00	17.17
15	Sep-23	0.01	0.00	22.00
16	Sep-23	0.01	0.00	27.27
17	Sep-23	0.01	0.00	33.00
18	Sep-23	0.01	0.00	7.00
19	Sep-23	0.01	0.00	45.64
20	Sep-23	0.01	0.00	14.05
21	Sep-23	0.01	0.00	8.35
22	Sep-23	0.01	0.00	21.55
23	Sep-23	0.02	0.00	12.29
24	Sep-23	0.02	0.00	21.01
25	Sep-23	0.02	0.00	41.22
26	Sep-23	0.03	0.00	22.00
27	Sep-23	0.03	0.00	18.04
28	Sep-23	0.04	0.00	41.52
29	Sep-23	0.06	0.00	35.97
30	Sep-23	0.00	0.00	32.65
31	Sep-23	0.01	0.00	7.26
32	Sep-23	0.01	0.00	40.10
33	Sep-23	0.00	0.00	52.50
34	Sep-23	0.00	0.00	26.19
35	Sep-23	0.01	0.00	26.00
36	Sep-23	0.08	0.00	63.37
37	Sep-23	0.00	0.00	23.14
38	Sep-23	0.01	0.00	7.00
39	Sep-23	0.02	0.00	21.53
<b>Total</b>		<b>0.47</b>	<b>0.02</b>	<b>23.22</b>

Remark :

- 1 Customer served by AEML are 3153418 nos.
- 2 Number of feeders are 1321 Nos.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**  
**Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee**

**(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: July 2023**

Sr.No.	Month	Ni = Number of HT consumers who experienced a sustained interruption	Ri = Restoration time for each interruption event of HT Consumers	Sum(Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
(1)	(2)	(3)	(4)	(5)	(6)
1	Jul-23	13	25.00	325	25.00

Note: CAIDI for HT consumers provided in this report has been calculated based on meter reading data.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**  
**Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee**

**(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: August 2023**

Sr.No.	Month	Ni = Number of HT consumers who experienced a sustained interruption	Ri = Restoration time for each interruption event of HT Consumers	Sum(Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
(1)	(2)	(3)	(4)	(5)	(6)
1	Aug-23	8	27.25	218	27.25

Note: CAIDI for HT consumers provided in this report has been calculated based on meter reading data.

**Annexure-VII**  
**Performance Report regarding Reliability Indices**  
**Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee**

**(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers**

**Name of Distribution Licensee: Adani Electricity Mumbai Limited**  
**Period: September 2023**

Sr.No.	Month	Ni = Number of HT consumers who experienced a sustained interruption	Ri = Restoration time for each interruption event of HT Consumers	Sum(Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
(1)	(2)	(3)	(4)	(5)	(6)
1	Sep-23	20	22.90	458	22.90

Note: CAIDI for HT consumers provided in this report has been calculated based on meter reading data.