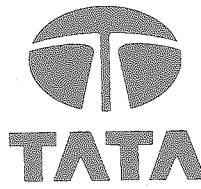


Report as submitted by
TPC - Distribution



29 October 2021
CFI-LRA-LRA-RGWR-LETR-000251

To,
The Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

Dear Sir,

Sub: **Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 – Q2 FY 2021-22**

This is with reference to the information required to be submitted by the Distribution Licensees as per Maharashtra Electricity Regulatory Commission ((Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25th February, 2021.

In compliance with the above, we are hereby submitting the reports for Q2 FY 2021-22 in the prescribed formats.

Further, we would like to submit that the quarterly reports in the prescribed formats is also displayed on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

Swati Mehendale
29/10/21

Swati Mehendale
Chief – Regulatory
The Tata Power Company Limited

TATA POWER

The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021

Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001

CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Annexure III- Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total 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=cd	f	g	h=fg	i=e-h	
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban Rural	264	4,250	4,514	4,039	-	4,039	475	
2	New connection / add. load where supply from existing line.	New Connection Additional Load	23 58	254 143	277 201	204 129	-	204 129	73 72	
3	New connection / add. Load where supply after extension / augmentation.	New Connection Additional Load	6,305 14	1,585 14	7,890 28	1,305 25	-	1,305 25	6,585 3	
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection Additional Load	4,138 -	1,263 -	5,401 -	973 -	-	973 -	4,428 -	
5	Shifting of Meter / service Line	Urban Rural	36 -	12 -	48 -	15 -	-	15 -	33 -	
6	Reconnection of supply after payment of dues.	Urban Rural	0 -	6171 -	6171 -	5925 -	246	6171 -	0 -	Delay due to - The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
7	Change of Name	Urban Rural	991 -	8277 -	9268 -	8331 -	0	8331 -	937 -	
8	Change of category	Urban	4	31	35	23	0	23	12	
9	Fuse off call	Urban Rural	0 -	3906 -	3906 -	3791 -	115	3906 -	0 -	Delay due to - The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
10	Break down of Over head Line	Urban Rural	0 -	11 -	11 -	10 -	1	11 -	0 -	Delay due to - The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees

Annexure III - Standards of Performance Level by the Distribution Licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
11	Underground Cable fault/Bus Riser Fault	Urban	0	7694	7694	7601	93	7694	0	Delay due to - The Case more than stipulated time are Changoover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
		Rural	-	-	-	-	-	-	-	
12	Transformer and Associated Switchgear Failure	Urban	0	3	3	3	0	3	0	
		Rural	-	-	-	-	-	-	-	
13	Meter Reading	Urban	0	0	0	0	0	0	0	
		Rural	3	74	77	76	0	76	1	
14	Replacement of Faulty Meter	Urban	-	-	-	-	-	-	-	
		Rural	-	-	-	-	-	-	-	
15	Replacement of Burnt Meter	Urban	0	172	172	172	0	172	0	
		Rural	-	-	-	-	-	-	-	
16	Billing Complaint	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*									

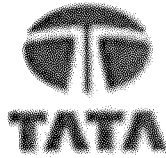
* - The Quality of Supply in line with Regulation 22 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees Including Power Quality) Regulations, 2021 will be monitored after the installation of Quality Meters.

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									
Sr. No.	Complaint No	Date of Filing Complaint/Automatic Compensation	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation		Date of payment of Compensation (DD/MM/YYYY)
							(Rs)		
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							
Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at 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	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	778	6289	7067	5823	1244

Annexure-VI- Report of Installation of Meters										
Format for quarterly return to be submitted to the Commission by the Distribution Licensee										
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
1										

NIL



Annexure-VII

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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-21	14	12.00	168686	168	0.005
2	Jul-21	186	6.11	168686	1137	0.102
3	Jul-21	21	12.00	168686	252	0.006
4	Jul-21	1	13.00	168686	13	0.001
5	Jul-21	69	12.00	168686	828	0.020
6	Jul-21	1	7.00	168686	7	0.000
7	Jul-21	864	18.28	168686	15790	0.761
8	Jul-21	19	12.11	168686	230	0.011
9	Jul-21	2	24.00	168686	48	0.004
10	Jul-21	1	6.00	168686	6	0.000
	Total July 2021	1178	15.68	168686	18479	0.109
	YTD FY-21	45235	15.61	168686	706277	4.186



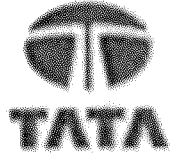
Annexure-VII

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

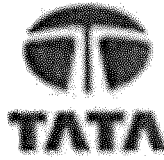
Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	
1	Jul-21	14	14	168686	0.000
2	Jul-21	186	186	168686	0.017
3	Jul-21	21	21	168686	0.000
4	Jul-21	1	1	168686	0.000
5	Jul-21	69	69	168686	0.002
6	Jul-21	1	1	168686	0.000
7	Jul-21	864	864	168686	0.042
8	Jul-21	19	19	168686	0.001
9	Jul-21	2	2	168686	0.000
10	Jul-21	1	1	168686	0.000
	Total July 2021	1178	1178	168686	0.007
	YTD FY-21	45235	45235	168686	0.268



Annexure-VII

Performance Report regarding Reliability Indices
(3) Customer Average Interruption Duration Index (CAIDI)
(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jul-21	0.00	0.0004	12.00
2	Jul-21	0.10	0.0167	6.11
3	Jul-21	0.01	0.000	12.00
4	Jul-21	0.00	0.0001	13.00
5	Jul-21	0.02	0.0016	12.00
6	Jul-21	0.00	0.0000	7.00
7	Jul-21	0.76	0.0416	18.28
8	Jul-21	0.01	0.001	12.11
9	Jul-21	0.00	0.0002	24.00
10	Jul-21	0.00	0.00	6.00
	Total July 2021	0.11	0.0070	15.68
	YTD FY-21	4.19	0.2682	15.61



Annexure-VII

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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-21	387	10.81	169224	4185	0.20
2	Aug-21	1	11.00	169224	11	0.00
3	Aug-21	262	55.08	169224	14431	0.39
4	Aug-21	2	11.00	169224	22	0.00
5	Aug-21	221	13.52	169224	2989	0.06
6	Aug-21	10	6.00	169224	60	0.00
7	Aug-21	589	21.35	169224	12575	0.30
8	Aug-21	259	13.69	169224	3547	0.08
9	Aug-21	1	42.00	169224	42	0.00
10	Aug-21	31	8.13	169224	252	0.02
11	Aug-21	77	15.44	169224	1189	0.03
12	Aug-21	292	12.80	169224	3737	0.18
13	Aug-21	75	14.00	169224	1050	0.10
14	Aug-21	1	20.00	169224	20	0.00
15	Aug-21	1085	39.26	169224	42594	3.77
	Total August 2021	3293	26.32	169224	86704	0.51
	YTD FY-21	48528	16.34	169224	792981	4.69



Annexure-VII

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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-21	387	387	169224	0.02
2	Aug-21	1	1	169224	0.00
3	Aug-21	262	262	169224	0.01
4	Aug-21	2	2	169224	0.00
5	Aug-21	221	221	169224	0.00
6	Aug-21	10	10	169224	0.00
7	Aug-21	589	589	169224	0.01
8	Aug-21	259	259	169224	0.01
9	Aug-21	1	1	169224	0.00
10	Aug-21	31	31	169224	0.00
11	Aug-21	77	77	169224	0.00
12	Aug-21	292	292	169224	0.01
13	Aug-21	75	75	169224	0.01
14	Aug-21	1	1	169224	0.00
15	Aug-21	1085	1085	169224	0.10
	Total August 2021	3293	3293	169224	0.02
	YTD FY-21	48528	48528	169224	0.29



Annexure-VII

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Aug-21	0.20	0.02	10.81
2	Aug-21	0.00	0.00	11.00
3	Aug-21	0.39	0.01	55.08
4	Aug-21	0.00	0.000	11.00
5	Aug-21	0.06	0.005	13.52
6	Aug-21	0.00	0.00	6.00
7	Aug-21	0.30	0.014	21.35
8	Aug-21	0.08	0.006	13.69
9	Aug-21	0.00	0.000	42.00
10	Aug-21	0.02	0.003	8.13
11	Aug-21	0.03	0.00	15.44
12	Aug-21	0.18	0.014	12.80
13	Aug-21	0.10	0.01	14.00
14	Aug-21	0.00	0.000	20.00
15	Aug-21	3.77	0.10	39.26
	Total August 2021	0.51	0.0195	26.32
	YTD FY-21	4.69	0.2868	16.34



Annexure-VII

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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-21	142	16.86	170416	2394	0.11
2	Sep-21	313	8.11	170416	2538	0.07
3	Sep-21	1	10.00	170416	10	0.00
4	Sep-21	27	19.07	170416	515	0.02
5	Sep-21	67	18.00	170416	1206	0.12
6	Sep-21	334	17.16	170416	5730	0.56
7	Sep-21	106	13.81	170416	1464	0.07
8	Sep-21	1	18.000	170416	18	0.00
9	Sep-21	25	19.00	170416	475	0.02
	Total September 2021	1016	14.12	170416	14350	0.08
	YTD FY-21	49544	16.29	170416	807331	4.74



Annexure-VII

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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	
1	Sep-21	142	142	170416	0.01
2	Sep-21	313	313	170416	0.01
3	Sep-21	1	1	170416	0.00
4	Sep-21	27	27	170416	0.00
5	Sep-21	67	67	170416	0.01
6	Sep-21	334	334	170416	0.03
7	Sep-21	106	106	170416	0.01
8	Sep-21	1	1	170416	0.00
9	Sep-21	25	25	170416	0.00
	Total September 2021	1016	1016	170416	0.01
	YTD FY-21	49544	49544	170416	0.29



Annexure-VII

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Sep-21	0.115	0.01	16.86
2	Sep-21	0.069	0.01	8.11
3	Sep-21	0.001	0.00	10.00
4	Sep-21	0.025	0.001	19.07
5	Sep-21	0.117	0.007	18.00
6	Sep-21	0.556	0.03	17.16
7	Sep-21	0.070	0.005	13.81
8	Sep-21	0.002	0.000	18.00
9	Sep-21	0.023	0.001	19.00
	Total September 2021	0.084	0.0060	14.12
	YTD FY-21	4.737	0.2907	16.29

