

Report as submitted by
TPC - Distribution



31 July 2022

CFI-LRA-LRA-RGWR-LETR-000470

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 – Q1 FY 2022-23**

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 Q1 FY 2022-23 in the prescribed formats as Appendix.

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,

-Sd/-

Swati Mehendale
Chief – Regulatory
The Tata Power Company Limited

Enclosure: Appendix

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=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser Fault	Urban	0	9564	9564	9278	286	9564	0	Cases more than stipulated time are Changeover Consumers.
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	2	2	2	0	2	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	0	0	0	0	0	0	
14	Replacement of Faulty Meter	Urban	0	21	21	21	0	21	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	178	178	178	0	178	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0		0	0			
a	About electricity bills regarding non receipt of bill or inadequate time for	All Zones	0	623	623	623	0	623	0	
b	In case of other complaints	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*		0	0		0	0			
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	9	9	9	0	9	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	

As per Regulation 22.14 of the MERC (Supply Code and SoP including Power quality) Regulations, 2021, the Distribution Licensee shall install Power Quality (PQ) Meter on the secondary (LV) side of the Power Transformer in a phased manner within three years covering at least 33% of the 33kV substations in the first year and 33% each in subsequent two years. The power quality parameters presented above pertain to the meters installed as on today. As and when PQ meters shall be installed for 100% of the power transformers, power quality parameters pertaining to all meters shall be provided.

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
							(Rs)	(DD/MM/YYYY)
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	373	3150	3523	2957	566

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)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i th feeder.	Ri= Restoration time for each interruption event on i th 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	Apr-22	15720	13.54	186909	212848.80	1.14
2	May-22	12280	10.60	188731	130217.12	0.69
3	Jun-22	15081	12.35	191400	186250.35	0.97
	Total	43081	12.16	191400	529316.27	2.77

2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i th 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	Apr-22	15720	15720	186909	0.084
2	May-22	12280	12280	188731	0.065
3	Jun-22	15081	15081	191400	0.079
	Total	43081	43081	191400	0.225

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Apr-22	1.14	0.08	13.54
2	May-22	0.69	0.07	10.60
3	Jun-22	0.97	0.08	12.35
	Total	2.77	0.23	12.29

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

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	Apr-22	11	45.91	505.01	45.91
2	May-22	26	17.62	458.12	17.62
3	Jun-22	3	13.00	39.00	13.00
	Total	13	25.51	340.13	25.51



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	Apr-22	392	9.46	186909	3708	0.08
2	Apr-22	284	10.07	186909	2860	0.22
3	Apr-22	261	3.20	186909	834	0.04
4	Apr-22	4774	20.37	186909	97264	2.22
5	Apr-22	234	10.00	186909	2340	0.05
6	Apr-22	176	12.00	186909	2112	0.05
7	Apr-22	506	13.81	186909	6989	0.16
8	Apr-22	471	5.31	186909	2502	0.19
9	Apr-22	82	26.15	186909	2144	0.10
10	Apr-22	10	13.00	186909	130	0.00
11	Apr-22	4524	9.07	186909	41017	0.94
12	Apr-22	775	19.67	186909	15246	0.70
13	Apr-22	58	23.40	186909	1357	0.03
14	Apr-22	29	13.00	186909	377	0.01
15	Apr-22	27	15.00	186909	405	0.01
16	Apr-22	56	10.00	186909	560	0.04
17	Apr-22	378	10.20	186909	3854	0.07
18	Apr-22	3	11.00	186909	33	0.00
19	Apr-22	450	13.08	186909	5884	0.27
20	Apr-22	661	7.26	186909	4800	0.11
21	Apr-22	345	14.00	186909	4830	0.11
22	Apr-22	68	19.01	186909	1293	0.12
23	Apr-22	173	15.00	186909	2595	0.06
24	Apr-22	6	6.00	186909	36	0.00
25	Apr-22	234	13.03	186909	3050	0.07
26	Apr-22	712	9.00	186909	6408	0.15
27	Apr-22	29	8.00	186909	232	0.00
28	Apr-22	2	32.00	186909	64	0.00
	Total April 2022	15720	13.54	186909	212924	1.14
	YTD FY-23	15720	13.54	186909	212924	1.14



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	Apr-22	392	392	186909	0.01
2	Apr-22	284	284	186909	0.02
3	Apr-22	261	261	186909	0.01
4	Apr-22	4774	4774	186909	0.11
5	Apr-22	234	234	186909	0.00
6	Apr-22	176	176	186909	0.00
7	Apr-22	506	506	186909	0.01
8	Apr-22	471	471	186909	0.04
9	Apr-22	82	82	186909	0.00
10	Apr-22	10	10	186909	0.00
11	Apr-22	4524	4524	186909	0.10
12	Apr-22	775	775	186909	0.04
13	Apr-22	58	58	186909	0.00
14	Apr-22	29	29	186909	0.00
15	Apr-22	27	27	186909	0.00
16	Apr-22	56	56	186909	0.00
17	Apr-22	378	378	186909	0.01
18	Apr-22	3	3	186909	0.00
19	Apr-22	450	450	186909	0.02
20	Apr-22	661	661	186909	0.01
21	Apr-22	345	345	186909	0.01
22	Apr-22	68	68	186909	0.01
23	Apr-22	173	173	186909	0.00
24	Apr-22	6	6	186909	0.00
25	Apr-22	234	234	186909	0.01
26	Apr-22	712	712	186909	0.02
27	Apr-22	29	29	186909	0.00
28	Apr-22	2	2	186909	0.00
	Total April 2022	15720	15720	186909	0.08
	YTD FY-23	15720	15720	186909	0.08



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	Apr-22	0.08	0.01	9.46
2	Apr-22	0.22	0.02	10.07
3	Apr-22	0.04	0.01	3.20
4	Apr-22	2.22	0.11	20.37
5	Apr-22	0.05	0.00	10.00
6	Apr-22	0.05	0.00	12.00
7	Apr-22	0.16	0.01	13.81
8	Apr-22	0.19	0.04	5.31
9	Apr-22	0.10	0.00	26.15
10	Apr-22	0.00	0.00	13.00
11	Apr-22	0.94	0.10	9.07
12	Apr-22	0.70	0.04	19.67
13	Apr-22	0.03	0.00	23.40
14	Apr-22	0.01	0.00	13.00
15	Apr-22	0.01	0.00	15.00
16	Apr-22	0.04	0.00	10.00
17	Apr-22	0.07	0.01	10.20
18	Apr-22	0.00	0.00	11.00
19	Apr-22	0.27	0.02	13.08
20	Apr-22	0.11	0.01	7.26
21	Apr-22	0.11	0.01	14.00
22	Apr-22	0.12	0.01	19.01
23	Apr-22	0.06	0.00	15.00
24	Apr-22	0.00	0.00	6.00
25	Apr-22	0.07	0.01	13.03
26	Apr-22	0.15	0.02	9.00
27	Apr-22	0.00	0.00	8.00
28	Apr-22	0.00	0.00	32.00
	Total April 2022	1.14	0.08	13.54
	YTD FY-23	1.14	0.08	13.54



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	Jun-22	52	15.00	191400	780	0.05
2	Jun-22	1	17.00	191400	17	0.00
3	Jun-22	18	12.00	191400	216	0.01
4	Jun-22	860	18.08	191400	15552	1.09
5	Jun-22	150	10.07	191400	1510	0.14
6	Jun-22	8928	10.37	191400	92591	1.72
7	Jun-22	25	10.00	191400	250	0.01
8	Jun-22	1972	9.50	191400	18734	0.40
9	Jun-22	78	9.00	191400	702	0.01
10	Jun-22	212	17.03	191400	3610	0.08
11	Jun-22	144	11.00	191400	1584	0.03
12	Jun-22	722	7.18	191400	5184	0.11
13	Jun-22	5	19.00	191400	95	0.01
14	Jun-22	127	14.00	191400	1778	0.16
15	Jun-22	3	18.00	191400	54	0.00
16	Jun-22	1274	27.00	191400	34398	0.74
17	Jun-22	510	18.17	191400	9265	0.42
	Total June 2022	15081	12.35	191400	186320	0.97
	YTD FY-22	43081	12.29	191400	529469	2.77



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	Jun-22	52	52	191400	0.00
2	Jun-22	1	1	191400	0.00
3	Jun-22	18	18	191400	0.00
4	Jun-22	860	860	191400	0.06
5	Jun-22	150	150	191400	0.01
6	Jun-22	8928	8928	191400	0.17
7	Jun-22	25	25	191400	0.00
8	Jun-22	1972	1972	191400	0.04
9	Jun-22	78	78	191400	0.00
10	Jun-22	212	212	191400	0.00
11	Jun-22	144	144	191400	0.00
12	Jun-22	722	722	191400	0.02
13	Jun-22	5	5	191400	0.00
14	Jun-22	127	127	191400	0.01
15	Jun-22	3	3	191400	0.00
16	Jun-22	1274	1274	191400	0.03
17	Jun-22	510	510	191400	0.02
	Total June 2022	15081	15081	191400	0.08
	YTD FY-22	43081	43081	191400	0.23



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	Jun-22	0.05	0.00	15.00
2	Jun-22	0.00	0.00	17.00
3	Jun-22	0.01	0.00	12.00
4	Jun-22	1.09	0.06	18.08
5	Jun-22	0.14	0.01	10.07
6	Jun-22	1.72	0.17	10.37
7	Jun-22	0.01	0.00	10.00
8	Jun-22	0.40	0.04	9.50
9	Jun-22	0.01	0.00	9.00
10	Jun-22	0.08	0.00	17.03
11	Jun-22	0.03	0.00	11.00
12	Jun-22	0.11	0.02	7.18
13	Jun-22	0.01	0.00	19.00
14	Jun-22	0.16	0.01	14.00
15	Jun-22	0.00	0.00	18.00
16	Jun-22	0.74	0.03	27.00
17	Jun-22	0.42	0.02	18.17
Total June 2022		0.97	0.08	12.35
YTD FY-22		2.77	0.23	12.29



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	May-22	151	13.13	188731	1983	0.14
2	May-22	70	13.00	188731	910	0.04
3	May-22	448	7.00	188731	3136	0.07
4	May-22	3	36.00	188731	108	0.01
5	May-22	1	30.00	188731	30	0.00
6	May-22	278	11.00	188731	3058	0.07
7	May-22	66	17.02	188731	1123	0.05
8	May-22	1	8.00	188731	8	0.00
9	May-22	1	15.00	188731	15	0.00
10	May-22	90	7.17	188731	645	0.05
11	May-22	9	10.00	188731	90	0.00
12	May-22	44	10.00	188731	440	0.03
13	May-22	637	13.55	188731	8632	0.39
14	May-22	10	17.00	188731	170	0.00
15	May-22	657	14.39	188731	9451	0.18
16	May-22	3	20.00	188731	60	0.00
17	May-22	9	7.22	188731	65	0.00
18	May-22	4	32.50	188731	130	0.01
19	May-22	196	14.00	188731	2744	0.13
20	May-22	19	28.00	188731	532	0.02
21	May-22	1	16.00	188731	16	0.00
22	May-22	416	10.18	188731	4236	0.31
23	May-22	2	10.00	188731	20	0.00
24	May-22	152	14.00	188731	2128	0.20
25	May-22	8928	10.00	188731	89280	1.70
26	May-22	81	14.11	188731	1143	0.05
27	May-22	3	24.00	188731	72	0.01
	Total May 2022	12280	10.60	188731	130225	0.69
	YTD FY-22	28000	12.25	188731	343149	1.82



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	May-22	151	151	188731	0.01
2	May-22	70	70	188731	0.00
3	May-22	448	448	188731	0.01
4	May-22	3	3	188731	0.00
5	May-22	1	1	188731	0.00
6	May-22	278	278	188731	0.01
7	May-22	66	66	188731	0.00
8	May-22	1	1	188731	0.00
9	May-22	1	1	188731	0.00
10	May-22	90	90	188731	0.01
11	May-22	9	9	188731	0.00
12	May-22	44	44	188731	0.00
13	May-22	637	637	188731	0.03
14	May-22	10	10	188731	0.00
15	May-22	657	657	188731	0.01
16	May-22	3	3	188731	0.00
17	May-22	9	9	188731	0.00
18	May-22	4	4	188731	0.00
19	May-22	196	196	188731	0.01
20	May-22	19	19	188731	0.00
21	May-22	1	1	188731	0.00
22	May-22	416	416	188731	0.03
23	May-22	2	2	188731	0.00
24	May-22	152	152	188731	0.01
25	May-22	8928	8928	188731	0.17
26	May-22	81	81	188731	0.00
27	May-22	3	3	188731	0.00
	Total May 2022	12280	12280	188731	0.07
	YTD FY-22	28000	28000	188731	0.15



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	May-22	0.14	0.01	13.13
2	May-22	0.04	0.00	13.00
3	May-22	0.07	0.01	7.00
4	May-22	0.01	0.00	36.00
5	May-22	0.00	0.00	30.00
6	May-22	0.07	0.01	11.00
7	May-22	0.05	0.00	17.02
8	May-22	0.00	0.00	8.00
9	May-22	0.00	0.00	15.00
10	May-22	0.05	0.01	7.17
11	May-22	0.00	0.00	10.00
12	May-22	0.03	0.00	10.00
13	May-22	0.39	0.03	13.55
14	May-22	0.00	0.00	17.00
15	May-22	0.18	0.01	14.39
16	May-22	0.00	0.00	20.00
17	May-22	0.00	0.00	7.22
18	May-22	0.01	0.00	32.50
19	May-22	0.13	0.01	14.00
20	May-22	0.02	0.00	28.00
21	May-22	0.00	0.00	16.00
22	May-22	0.31	0.03	10.18
23	May-22	0.00	0.00	10.00
24	May-22	0.20	0.01	14.00
25	May-22	1.70	0.17	10.00
26	May-22	0.05	0.00	14.11
27	May-22	0.01	0.00	24.00
	Total May 2022	0.69	0.07	10.60
	YTD FY-22	1.82	0.15	12.25