

Report as submitted by
TPC - Distribution



3 February 2023
CFI-LRA-LRA-RGWR-LETR-000633

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 – Q3 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 Q3 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,

Swati Mehendale
3/2/23

Swati Mehendale
Chief – Regulatory
The Tata Power Company Limited

Enclosure: Appendix

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-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	Dec-22	107	13.53	201260	1448	0.10
2	Dec-22	1	16.00	201260	16	0.00
3	Dec-22	165	11.71	201260	1932	0.04
4	Dec-22	2	16.00	201260	32	0.00
5	Dec-22	11	12.00	201260	132	0.00
6	Dec-22	470	9.01	201260	4236	0.37
7	Dec-22	275	11.34	201260	3119	0.06
8	Dec-22	154	8.00	201260	1232	0.03
9	Dec-22	337	10.49	201260	3536	0.06
10	Dec-22	522	14.49	201260	7562	0.66
11	Dec-22	694	13.94	201260	9671	0.41
12	Dec-22	268	10.59	201260	2837	0.06
13	Dec-22	1264	9.22	201260	11652	0.24
14	Dec-22	1002	30.34	201260	30401	1.29
15	Dec-22	195	8.00	201260	1560	0.03
16	Dec-22	4	33.00	201260	132	0.01
Total December 2022		5471	14.53	201260	79498	0.40
YTD FY-23		77866	13.37	201260	1041321	5.17



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	Dec-22	107	107	201260	0.01
2	Dec-22	1	1	201260	0.00
3	Dec-22	165	165	201260	0.00
4	Dec-22	2	2	201260	0.00
5	Dec-22	11	11	201260	0.00
6	Dec-22	470	470	201260	0.04
7	Dec-22	275	275	201260	0.00
8	Dec-22	154	154	201260	0.00
9	Dec-22	337	337	201260	0.01
10	Dec-22	522	522	201260	0.05
11	Dec-22	694	694	201260	0.03
12	Dec-22	268	268	201260	0.01
13	Dec-22	1264	1264	201260	0.03
14	Dec-22	1002	1002	201260	0.04
15	Dec-22	195	195	201260	0.00
16	Dec-22	4	4	201260	0.00
Total December 2022		5471	5471	201260	0.03
YTD FY-23		77866	77866	201260	0.39



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	Dec-22	0.10	0.01	13.53
2	Dec-22	0.00	0.00	16.00
3	Dec-22	0.04	0.00	11.71
4	Dec-22	0.00	0.00	16.00
5	Dec-22	0.00	0.00	12.00
6	Dec-22	0.37	0.04	9.01
7	Dec-22	0.06	0.00	11.34
8	Dec-22	0.03	0.00	8.00
9	Dec-22	0.06	0.01	10.49
10	Dec-22	0.66	0.05	14.49
11	Dec-22	0.41	0.03	13.94
12	Dec-22	0.06	0.01	10.59
13	Dec-22	0.24	0.03	9.22
14	Dec-22	1.29	0.04	30.34
15	Dec-22	0.03	0.00	8.00
16	Dec-22	0.01	0.00	33.00
Total December 2022		0.40	0.03	14.53
YTD FY-23		5.17	0.39	13.37



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	Nov-22	462	14.08	200777	6507	0.57
2	Nov-22	1972	10.92	200777	21541	0.44
3	Nov-22	1	41.00	200777	41	0.00
4	Nov-22	916	15.29	200777	14010	0.25
5	Nov-22	1	12.00	200777	12	0.00
6	Nov-22	175	53.99	200777	9449	0.17
7	Nov-22	189	7.00	200777	1323	0.12
8	Nov-22	26	14.00	200777	364	0.02
9	Nov-22	196	11.00	200777	2156	0.09
10	Nov-22	18	15.00	200777	270	0.01
11	Nov-22	70	8.00	200777	560	0.01
12	Nov-22	1642	13.89	200777	22806	0.47
13	Nov-22	80	12.00	200777	960	0.04
14	Nov-22	59	12.00	200777	708	0.01
15	Nov-22	6	24.50	200777	147	0.01
16	Nov-22	2	11.00	200777	22	0.00
17	Nov-22	18	15.00	200777	270	0.01
18	Nov-22	835	12.63	200777	10548	0.22
Total November 2022		6668	13.75	200777	91694	0.46
YTD FY-22		72395	13.28	200777	961823	4.79



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	Nov-22	462	462	200777	0.04
2	Nov-22	1972	1972	200777	0.04
3	Nov-22	1	1	200777	0.00
4	Nov-22	916	916	200777	0.02
5	Nov-22	1	1	200777	0.00
6	Nov-22	175	175	200777	0.00
7	Nov-22	189	189	200777	0.02
8	Nov-22	26	26	200777	0.00
9	Nov-22	196	196	200777	0.01
10	Nov-22	18	18	200777	0.00
11	Nov-22	70	70	200777	0.00
12	Nov-22	1642	1642	200777	0.03
13	Nov-22	80	80	200777	0.00
14	Nov-22	59	59	200777	0.00
15	Nov-22	6	6	200777	0.00
16	Nov-22	2	2	200777	0.00
17	Nov-22	18	18	200777	0.00
18	Nov-22	835	835	200777	0.02
Total November 2022		6668	6668	200777	0.03
YTD FY-22		72395	72395	200777	0.36



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	Nov-22	0.57	0.04	14.08
2	Nov-22	0.44	0.04	10.92
3	Nov-22	0.00	0.00	41.00
4	Nov-22	0.25	0.02	15.29
5	Nov-22	0.00	0.00	12.00
6	Nov-22	0.17	0.00	53.99
7	Nov-22	0.12	0.02	7.00
8	Nov-22	0.02	0.00	14.00
9	Nov-22	0.09	0.01	11.00
10	Nov-22	0.01	0.00	15.00
11	Nov-22	0.01	0.00	8.00
12	Nov-22	0.47	0.03	13.89
13	Nov-22	0.04	0.00	12.00
14	Nov-22	0.01	0.00	12.00
15	Nov-22	0.01	0.00	24.50
16	Nov-22	0.00	0.00	11.00
17	Nov-22	0.01	0.00	15.00
18	Nov-22	0.22	0.02	12.63
Total November 2022		0.46	0.03	13.75
YTD FY-22		4.79	0.36	13.28



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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	Oct-22	1	18.00	197956	18	0.00
2	Oct-22	235	6.00	197956	1410	0.03
3	Oct-22	1972	6.80	197956	13419	0.28
4	Oct-22	6	15.00	197956	90	0.01
5	Oct-22	27	11.48	197956	310	0.01
6	Oct-22	3	9.00	197956	27	0.00
7	Oct-22	2504	6.73	197956	16854	0.35
8	Oct-22	1	13.00	197956	13	0.00
9	Oct-22	1	0.00	197956	0	0.00
10	Oct-22	2	32.00	197956	64	0.00
11	Oct-22	73	26.29	197956	1919	0.04
12	Oct-22	451	29.55	197956	13325	0.58
13	Oct-22	529	10.41	197956	5506	0.11
14	Oct-22	171	8.67	197956	1483	0.13
15	Oct-22	275	11.31	197956	3109	0.06
16	Oct-22	494	14.49	197956	7160	0.48
17	Oct-22	2	12.00	197956	24	0.00
	Total October 2022	6747	9.59	197956	64731	0.33
	YTD FY-22	65727	13.23	197956	870129	4.40



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	Oct-22	1	1	197956	0.00
2	Oct-22	235	235	197956	0.01
3	Oct-22	1972	1972	197956	0.04
4	Oct-22	6	6	197956	0.00
5	Oct-22	27	27	197956	0.00
6	Oct-22	3	3	197956	0.00
7	Oct-22	2504	2504	197956	0.05
8	Oct-22	1	1	197956	0.00
9	Oct-22	1	1	197956	0.00
10	Oct-22	2	2	197956	0.00
11	Oct-22	73	73	197956	0.00
12	Oct-22	451	451	197956	0.02
13	Oct-22	529	529	197956	0.01
14	Oct-22	171	171	197956	0.01
15	Oct-22	275	275	197956	0.00
16	Oct-22	494	494	197956	0.03
17	Oct-22	2	2	197956	0.00
	Total October 2022	6747	6747	197956	0.03
	YTD FY-22	65727	65727	197956	0.33



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	Oct-22	0.00	0.00	18.00
2	Oct-22	0.03	0.01	6.00
3	Oct-22	0.28	0.04	6.80
4	Oct-22	0.01	0.00	15.00
5	Oct-22	0.01	0.00	11.48
6	Oct-22	0.00	0.00	9.00
7	Oct-22	0.35	0.05	6.73
8	Oct-22	0.00	0.00	13.00
9	Oct-22	0.00	0.00	0.00
10	Oct-22	0.00	0.00	32.00
11	Oct-22	0.04	0.00	26.29
12	Oct-22	0.58	0.02	29.55
13	Oct-22	0.11	0.01	10.41
14	Oct-22	0.13	0.01	8.67
15	Oct-22	0.06	0.00	11.31
16	Oct-22	0.48	0.03	14.49
17	Oct-22	0.00	0.00	12.00
	Total October 2022	0.33	0.03	9.59
	YTD FY-22	4.40	0.33	13.23

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	2486	2486	2430	56	2486	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	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2285197	2285197	2283955	1242	2285197	0	Estimated Readings due to 1. Meter Cabin Locked - 642 2. Meter Cabin not accessible - 600
14	Replacement of Faulty Meter	Urban	0	24	24	24	0	24	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	173	173	173	0	173	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	399	399	0	399	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	398	398	398	0	398	0	
b	In case of other complaints	All Zones	0	1	1	1	0	1	0	
17	Quality of Supply*		0	0	28	0	0	28	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	28	28	28	0	28	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	1152	3565	4717	4679	38

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	Oct-22	6747	9.59	197956	64704	0.33
2	Nov-22	6668	13.75	200777	91685	0.46
3	Dec-22	5471	14.53	201253	79494	0.39
	Total	18886	12.62	599986	238404	0.40

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	Oct-22	6747	6747	197956	0.034
2	Nov-22	6668	6668	200777	0.033
3	Dec-22	5471	5471	201253	0.027
	Total	18886	6295	199995	0.03

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-22	0.33	0.03	9.59
2	Nov-22	0.46	0.03	13.75
3	Dec-22	0.39	0.03	14.53
	Total	0.40	0.03	12.62

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	Oct-22	20	14.05	281	14.05
2	Nov-22	3	21.67	65.01	21.67
3	Dec-22	7	21.00	147.00	21.00
	Total	30	18.91	493	16.43