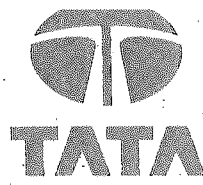


Report as submitted by
TPC - Distribution



26 April 2022

CFI-LRA-LRA-RGWR-LETR-000389

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 – Q4 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 Q4 FY 2021-22 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,

for

Swati Mehendale
Chief – Regulatory
The Tata Power Company Limited
26/04/22

msathe
26/4/2022
OFFICE OF THE
CHIEF ELECTRICITY
COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005.

Enclosure:

TATA POWER

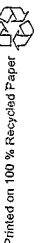
The Tata Power Company Limited

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



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SOP Report for Q4 FY22 - January 2022 to March 2022										
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 complaints 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	
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban Rural	666 0	14,858 0	15,524 0	15,019 0	0 0	15,019 0	505	
2	New connection / add. load where supply from existing line.	New Connection Additional Load	79 72	212 14	291 86	219 70	0 0	219 70	72 16	
3	New connection / add. load where supply after extension / augmentation.	New Connection Additional Load	7,816 59	11,094 70	18,910 129	10,136 49	0 0	10,136 49	8,774 80	
4	New connection / add. load where supply after commissioning of sub-station.	New Connection Additional Load	4,177 2	2,307 3	6,484 5	2,171 0	0 0	2,171 0	4,313 5	
5	Shifting of Meter / service Line	Urban Rural	59 0	29 0	88 0	55 0	0 0	55 0	33 0	
6	Reconnection of supply after payment of dues.	Urban Rural	0 0	12,812 0	12,812 0	11,778 0	1,034 0	12,812	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	745 0	9,213 0	9,958 0	9,449 0	0 0	9,449	509	
8	Change of category	Urban	20	75	95	85	0	85	10	
9	Fuse off call	Urban Rural	0 0	2,885 0	2,885 0	2,773 0	112 0	2,885	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 0	527 0	527 0	527 0	0 0	527	0	

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		
	a	b	c	d	e=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable faulty/Bus Riser Fault	Urban	0	3995	3995	3931	64	3995	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
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	1	1	1	0	1	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading	Urban	0	0	0	0	0	0	0	
		Rural	0	34	34	34	0	34	0	
14	Replacement of Faulty Meter	Urban	0	0	0	0	0	0	0	
		Rural	0	235	235	235	0	235	0	
15	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0	
		Rural	0	706	706	706	0	706	0	
16	Billing Complaint	All Zones	0	0	0	0	0	0	0	
a	About electricity bills regarding non receipt of bill or inadequate time for	All Zones	0	0	0	0	0	0	0	
b	In case of other complaints	All Zones	0	0	0	0	0	0	0	
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	11	11	11	0	11	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 35% 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	
							(Rs)	Date of payment of Compensation (DD/MM/YY)
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.)	Faulty Meters pending at end of Quarter. (Nos.)
						Meters rectified/ replaced (Nos.)
1	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and Sop Regns, 2021	136	2640	2776	373

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.)	Metered 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.)

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	Jan-22	5997	22.10	174309	132533.7	0.76
2	Feb-22	6578	15.02	175623	98801.56	0.56
3	Mar-22	3517	16.21	177151	57010.57	0.32
	Total	5364.00	17.78	175694.33	95354.04	0.54

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	Jan-22	5997	5997	174309	0.034
2	Feb-22	6578	6578	175623	0.037
3	Mar-22	3517	3517	177151	0.020
	Total	5364	5364	175694	0.031

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-22	0.76	0.03	22.10
2	Feb-22	0.56	0.04	15.02
3	Mar-22	0.32	0.02	16.21
	Total	0.54	0.03	17.78

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	Jan-22	11	45.91	505.01	45.91
2	Feb-22	26	17.62	458.12	17.62
3	Mar-22	3	13.00	39.00	13.00
	Total	13	25.51	340.13	25.51