## Report as submitted by TPC - Distribution



11<sup>th</sup> February 2025 CFI-LRA-LRA-RGWR-0012486

Secretary Maharashtra Electricity Regulatory Commission 13<sup>th</sup> Floor, Centre No 1, World Trade Centre Cuffe Parade, Colaba Mumbai 400 005

Dear Sir,

## Sub: <u>Compliance to MERC (Electricity Supply Code and Standards of Performance of</u> <u>Distribution Licensees including Power Quality)</u> Regulations, 2021 – Q3 FY 2024-25

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 25<sup>th</sup> February, 2021.

In compliance with the above, we are submitting the reports for Q3 FY 2024-25 in the prescribed formats as **Appendix**. Further, we would like to submit that the quarterly report in the prescribed formats would also be displayed on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

(Vidyadhar Wagle) Chief – Regulatory

**Enclosure:** Appendix

с. Х. Х. Х.

-				SOP Repo	rt for Q3_FY25 -0	Oct-24 To Dec-24				
	N		Anne	kure III- Standards	of Performance Lev	el by the Distributi	on Licensee			
	Turner	(	Format for Qua	rterly Return to b	e submitted to the	Commission by the	Distribution Licen	see		
			Pending			No. d	of complaints addr	essed	Pending	
Sr. No.	Parameters	Area/Type (pre	complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.	Remork
	3	b	¢	d	e=c+d			h=f+g	i= e-h	
1	Intimation of charges where supply to dedicated or after extension /	Urban	0	0	0	o	0	o	O	
	augmentation	Rural	0	o	0	o	0	o	o	
2	New connection / add. load where	New Connection	5	1,874	1,879	1,851	0	1,851	28	
2	supply from existing line.	Additional Load	4	47	51	47	0	47	4	
3	New connection / add. Load where supply after extension /	New Connection	17,335	2,408	19,743	2,736	0	2,736	17,007	
Ĵ	augmentation.	Additional Load	305	127	432	100	0	100	332	-
4	New connection / add. Load where supply after commissioning of sub- station.	New Connection	0	0	0	0	0	0	0	
-		Additional Load	2	0	2	2	0	2	o	
5	Shifting of Meter / service Line	Urban	254	55	309	10	0	10	299	
	sinting of meter 7 service time	Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment	Urban	0	9,298	9,298	9,298	0	9,298	0	
	of dues.	Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	329	9,048	9,377	9,050	D	9,050	327	
8	Change of category	Urban	41	91	132	87	9	87	45	
9	Fuse off call	Urban	0	3,348	3,348	3,339	9	3,348		9 Complaints are of Welcome Consumers of all Zones for Q3 of FY-25
		Rural	0	o	0	D	0	0	0	· · ·
10	Break down of Over head Line	Urban	0	0	D	0	0	0	0	
10		Rural	0	0	0	0	o	0	0	

Appendix

			Anne	xure III- Standards	of Performance Lei	vel by the Distribut	lon Licensee			
			Format for Qu	rterly Return to b	e submitted to the	Commission by the	Distribution Licen	see		
			Pending			No. of complaints addressed			Pending	
Sr. No.	Parameters	Area/Type	complaint nos. Complaints in (previous current Qtr. Quarter)	Total complaints V	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.	Remark	
	3	b	C	ď	e=c+d	f	8	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser Fault	Urban	0.	7153	7153	7120	33	7153		33 Complaints are of Welcome Consumers of all Zones for Q3 of FY-25
	rauit	Rural	0	0	o	0	0	0	0	
12	Transformer and Associated	Urban	0	0	0	0	0	0	0	
	Switchgear Failure	Rural	0	0	0	o	0	0	0	
13	Meter Reading		0	2350010	2350010	2350010	0	2350010		Estimated Readings due to 1. Meter Cabin Locked - 992 2. Meter Cabin not accessible - 529
14	Replacement of Faulty Meter	Urban	0	28	28	28	0	28	0	
	,	Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	214	214	214	0	214	0	
13	Replacement of burnt Weter	Rural	0	0	0	0	0	0	0	
16	Billing Complaint	Ail Zones	O	367	367	367	0	367	0	
	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	339	339	339	o	339	0	
b	In case of other complaints	Ali Zones	0	28	28	28	0	28	0	
17	Quality of Supply*		0	151	151	151	٥	151	0	
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
ь	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unblance Voltage	Urban	0	0	0	0	٥	0	0	
d	Number of Voltage Dips	Urban	0	151	151	151	0	151	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	٥	0	

	Annexure-IV-Repor	rt of individual Con	nplaints where Co	mpensation has bi	en paid		
	Format for quarterly ret	um to be submitte	d to the Commissi	on by the Distribu	tion Licensee		
Sr. Compleint No	Dete of Filing Complaint/Automatic	Consumer No	Name and address of	Nature of	Reference Standard of	Amount of Compensation	Date of payment of Compensation
No.	Compensation	donatine, ne	Consumer	Complaint	Performance	(Rs)	(DD/MM/YYYY)
			Nil				

		Annexure-V- Report	of action on Faulty	Meters (1 Phase/ :	3 Phase),		
	Format fo	r quarterly return to be	submitted to the C	ommission by the	Distribution Licen:	ee	
Sr. No,	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter. (Nos.)	added during		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	78	3813	3891	3813	78

			Format for gu	Annexure- arterly return to be	and the second s	allation of Meters Commission by the	Distribution Licen	see		
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture	New Metered Agriculture Connectionsrelea sedduring the Quarter(Nos.)	Unmetered Agriculture	New Unmetered Agriculture Connections	Meters installed to unmetered connections	Unmetered Agriculture Connections at end of the Quarter	Metered Agriculture Connections at end of the Quarter (Nos.)	of the Quarter (Nos.)
1					Nil					

τ.

1) System Average Interruption Duration Index (SAIDI)										
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	Ri= Restoration time for each interruption event on i <sup>th</sup> feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders )	SAIDI={6}/(5) (minutes)				
1	2	3	4	5	6	7				
1	Oct-24	8738	17.56	239622	153439.28	0.64				
2	Nov-24	4155	11.35	244215	47159.25	0.19				
3	Dec-24	17083	12.60	245571	215279.97	0.88				
	Total	29976	13.87	245571	415878.50	1.69				

2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> 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-24	8738	8738	239622	0.04
2	Nov-24	4155	4155	244215	0.02
3	Dec-24	17083	17083	245571	0.07
	Total	29976	29976	245571	0.12

Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	• 5
1	Oct-24	0.64	0.04	17.56
2	Nov-24	0.19	0.02	11.35
3	Dec-24	0.88	0.07	12.60
	Total	1.69	0.12	13.76

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) (minutes)
1	2	3	4	5	6
1	Oct-24	13	15.23	198	15.23
2	Nov-24	3	22.33	67	22.33
3	Dec-24	21	11.71	246	11.71
	Total	37	16.43	511	16.43

Sr. No.	Month	No = Number of interruptions	Ni = Number of consumers who experienced a sustained interruption on ith feeder	CAIFI = 3/4
				· · · · · · · · · · · · · · · · · · ·
1	Oct-24	19	8738	0.002
2	Nov-24	15	4155	0.004
3	Dec-24	30	17083	0.002

MAIFI										
Sr. No.	Month	of momentary interruptions (< 5 min)		Ct=Total number of consumers in the feeders in the circle/area	MAIFI =(3*4)/5					
1	Oct-24	27	20029	239622	0.08					
2	Nov-24	22	21502	244215	0.09					
3	Dec-24	17	17078	245571	0.07					

*.*