

**ODISHA ELECTRICITY REGULATORY COMMISSION
PLOT NO.4, CHUNOKOLI, SAILASHREE VIHAR,
BHUBANESWAR - 751021**

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PUBLIC NOTICE

Sub: Previous publication for amendment of existing OERC (Licensees Standards of Performance) Regulation, 2004.

In exercise of power conferred on it under Section 181 of the Electricity Act, 2003, the Odisha Electricity Regulatory Commission has framed the Orissa Electricity Regulatory Commission (Licensees Standards of Performance) Regulation, 2004 vide Extraordinary Gazette Notification No.711 dt.28.05.2004 with subsequent one amendment in 2011 and is in force. The Forum of Regulators (FOR) constituted under Section 166 (2) of the Electricity Act, 2003 have now proposed a Model Regulation on Power Quality for state – applicable for distribution system. The proposed Regulation lays emphasis on the need for Regulations on Power Quality (PQ) and deals with standards to be set in the Power Quality indices i.e. on long or sustained supply interruptions (SAIDI/SAIFI) per customer and also suggested for fixing the limits for SAIDI & SAIFI. Further, the State Advisory Committee (SAC) in its 18th meeting has also suggested for certain improvements on service delivery by the DISCOMs since the quality of power has improved in the meantime. Hence, there is a requirement for some specific changes on the restoration period in clause-I of Schedule-I and also in the method of computation of distribution system Reliability Indices of clause 1.5 of Schedule II of OERC (Licensees Standards of Performance), Regulation, 2004 in line with SAC and FoR recommendations. To make it compatible with the recommendation of the suggestion of SAC and FOR, the Commission hereby proposes the amendments to the said Regulation i.e. Orissa Electricity Regulatory Commission (Licensees Standards of Performance) Regulation, 2004.

The Commission hereby notifies the amendments of the said Regulations for information of the general public.

The amendments suggested are available in the Commission's website: www.orierc.org. The copies of the proposed amendments may also be obtained from the Commission's office on payment of necessary fees.

Before finalization of the said amendments, the Commission invites opinion through this previous publications u/s 181(3) of the Electricity Act, 2003. Interested persons/institutions/associations may furnish their suggestions/opinions on the said amendments to the undersigned within 30 days of publication of this notice. On receipt of the responses from different quarters, the Commission may, in appropriate cases, bring the modifications, if any, to the proposed amendments and approve the same for publication in the official gazette.

By order of the Commission

**Sd/-
SECRETARY**

ODISHA ELECTRICITY REGULATORY COMMISSION
PLOT NO.4, CHUNOKOLI, SAILASHREE VIHAR,
BHUBANESWAR - 751021

NOTIFICATION

Dated, the 31st August, 2019

No.OERC-Engg.-94/2003(Vol.-IV)/1251– In exercise of power conferred on it under Section 57, 58 read with Section 181 of the Electricity Act, 2003, the Odisha Electricity Regulatory Commission had framed the Orissa Electricity Regulatory Commission (Licensees Standards of Performance) Regulation, 2004 vide Extraordinary Gazette Notification No.711 dt.28.05.2004 with subsequent amendment in 2011.

The Forum of Regulators (FOR) constituted under Section 166 (2) of the Electricity Act, 2003 have now proposed a Model Regulation on Power Quality for state – applicable for distribution system. The proposed Regulation lays emphasis on the need for Regulations on Power Quality (PQ) and deals with standards to be set in the Power Quality indices i.e. on long or sustained supply interruptions (SAIDI/SAIFI) per customer. The said model Regulation also suggested for fixing the limits for SAIDI & SAIFI. A Regulation in this regard i.e. OERC (Licensees Standards of Performance), Regulation, 2004 has been in force in the state. Further, the State Advisory Committee (SAC) in its 18th meeting has also suggested for certain improvements on service delivery by the DISCOMs since the quality of power has improved in the meantime. In this connection, a detailed discussion was held on 25.07.2019 with DISCOMs at Bhubaneswar and 01.08.2019 in FORENS meeting at Kolkota. Hence, there is a requirement to go for some specific changes in the said Regulations, on the restoration period in clause-I of Schedule-I and also in the method of computation of distribution system Reliability Indices of clause 1.5 of Schedule II of OERC (Licensees Standard of Performance), Regulation, 2004 in line with SAC and FoR recommendations. To make it compatible with the recommendation of the suggestion of SAC and FOR, the Commission hereby proposes the amendments to the said Regulations i.e. Orissa Electricity Regulatory Commission (Licensees Standards of Performance) Regulation, 2004.

1. Short title and commencement –

- (1) These Regulations shall be called the Orissa Electricity Regulatory Commission (Licensee’s Standard of Performance) (2nd Amendment) Regulations, 2019.
- (2) It shall come into force on the date of its publication in the Official Gazette.

1. After Regulation 3(8) the following may be added as Regulation 3(9)

“The licensee should maintain complaint registers for different category of complaints (in urban and rural areas) incorporating date and time of registration and resolution of each individual complaint.”

2. Amendments to Clause I of Schedule- I :

- 1.2 In the 3rd line instead of within ‘6 hours’, it shall be read as ‘4 hours’ for Towns and Cities.
In the 4th line instead of ‘24 hours’, it shall be read as ‘18 hours’ for Rural areas.
- 1.3 In the 2nd line instead of ‘12 hours’, it shall be read as ‘8 hours’ for Occurrence of breakdowns in Towns & Cities and instead of ‘24 hours’, it shall be read as ‘20 hours’ in Rural areas.

In the 5th line instead of ‘24 hours’, it shall be read as ‘12 hours’ for major break down in Urban areas and in 6th line instead of ‘48 hours’, it shall be read as ‘36 hours’ in Rural areas.

After clause 1.5 of Clause-I the following note may be added:-

Note: The time limit should not be applied if the entire network in the area is affected by heavy cyclone, flood and earthquake etc. since the assessment of damage & its restoration depend upon actual damage. For this, a relaxation can be made by the Commission on case to case basis.

3. Amendments to Regulation 2.1 (i)(c) of Clause – II of Schedule- I (Quality of Power Supply) :

(c) In case of Extra High Voltage, “+ 10% and – 8 %”

4. Amendments to Clause 1.5 of Schedule- II:

ii) Method to compute Distribution System Reliability Indices

Clause 1.5 (A) SAIFI, (B) SAIDI & (C) MAIFI of Schedule- II shall be replaced as follows :

$$(A) \quad SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 3 minutes) on i^{th} feeder for the month

N_i = Number of Consumers on i^{th} feeder affected due to each sustained interruption;

N_t = Total number of Consumers in the Distribution licensee’s supply area

n = number of 11kV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$(B) \quad SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

$$(C) \quad MAIFI = \frac{\sum_{i=1}^n (C_i * N_i)}{N_t} \quad \text{Where,}$$

C_i = Total number of momentary interruptions (each less than or equal to 3 minutes) on i^{th} feeder for the month

Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) The Licensee shall compute the value of the indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

(ii) Based on the information provided by the licensees, the Commission may notify the target levels for these indices annually.

5. **The following shall be inserted after clause 1.5(C) of Schedule-II**
1.5 (D) The distribution licensee shall maintain the reliability on monthly basis within the limits specified in table below:

| Reliability Indices Limits | |
|----------------------------|-------------------------------|
| SAIDI | 600 Minutes per customer |
| SAIFI | 15 interruptions per customer |

While calculating the given reliability indices, the following types of interruptions shall not be taken into account:

- a) Momentary outages of duration less than three minutes.
- b) Outages due to Force Majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting licensee's installations and activities;
- c) Outages that are initiated by the National Load Despatch Centre/ Regional Load Despatch Centre/State Load Despatch Centre during the occurrence of failure of their facilities;
- d) While calculating the given reliability indices, the interruptions due to scheduled or planned outages shall be taken into account.
- e) The distribution licensee shall capture reliability indices data directly from the feeder monitoring system and there should not be any manual interventions as far as possible.
- f) The Distribution Licensee shall maintain data on the reliability indices specified above for each circle/division/sub-division on a monthly basis.

6. **Amendments to Schedule- III:**

The compensation amount may be revised as per the table annexed herewith.

By order of the Commission

Sd/-
(P.Patanaik)
SECRETARY

SCHEDULE –III
(See Regulations –5)

PROPOSED GUARANTEED STANDARDS OF PERFORMANCE AND LEVEL OF COMPENSATION TO CONSUMER FOR DEFAULT IN EACH CASE

SCHEDULE OF COMPENSATION AND MANNER OF PAYMENT

| Service area | Compensation payable to affected consumer | Manner of payment |
|--|--|--------------------------|
| Normal Fuse-off | | |
| Urban Areas | Rs. 200 in each case of default | Automatic |
| Other Areas | | |
| Line Breakdowns | | |
| Urban Areas | Rs. 200 to each affected consumer | To be Claimed |
| Other Areas | | |
| Distribution Transformer failure | | |
| Urban Areas | Rs. 400 to each affected consumer | To be Claimed |
| Other Areas | | |
| Period of scheduled outages | | |
| Maximum duration in a single stretch | Rs. 400 to each affected consumer | To be Claimed |
| Restoration of supply | | |
| Voltage Variations | | |
| No expansion/enhancement of network is involved | Rs. 400 in each case of default | Automatic |
| Up-gradation of distribution system is required | Rs. 1000 in each case of default | |
| Harmonics | | |
| EHT connections | To be decided by the Commission at appropriate time. | |
| HT connections | | |
| Meter Complaints | | |
| Inspect and check correctness | Rs. 200 in each case of default | To be Claimed |
| Replace slow, creeping or stuck up meters | Rs. 200 in each case of default | Automatic |
| Replace burnt meters if cause not attributable to consumer | Rs. 400 in each case of default | Automatic |
| Replace burnt meters in all other cases | | |
| Network expansion/enhancement required for providing connection | | |
| Release of supply – Low Tension (including agriculture) | Rs. 200 for each day of default | To be Claimed |
| Release of supply – High Tension 11KV supply | Rs. 1000 for each day of default | To be Claimed |
| Release of supply – High Tension 33KV supply | Rs. 1000 for each day of default | Automatic |
| Release of supply – Extra High Tension services | | |
| Erection of Substation required for release of supply | Rs. 2000 for each day of default | Automatic |
| Transfer of ownership and conversion of service | | |
| Title transfer of ownership | Rs. 200 for each day of default | Automatic |
| Change of category | Rs. 200 for each day of default | Automatic |
| Conversion from LT 1-ph to LT 3-ph | | |
| Conversion from LT to HT and vice-versa | Rs. 400 for each day of default | Automatic |
| Resolution of complaints on consumer's bills | | |
| <i>Resolution of complaint.</i> | Rs. 100 for each day of default | Automatic |
| Reconnection of supply following disconnection | | |
| Urban Areas | Rs. 200 for each case of default | Automatic |
| Other Areas | | |