

**ODISHA ELECTRICITY REGULATORY COMMISSION
PLOT NO. 4, CHUNOKOLI, SAILASHREE VIHAR
BHUBANESWAR - 751 021**

**No.DIR (T)-369/09/
Dated- .07.2021**

To

C.E.O,
TPWODL, At/P.O. Burla,
Dist. Sambalpur.

Sub: Review of Annual Performance of TPWODL FY 2020-21 (April-March)

Sir,

In inviting a reference to the subject cited above, I am directed to send herewith the aforesaid report for your information and necessary action.

Yours faithfully,

Encl: As above.

SECRETARY

Copy to:

- i) The Principal Secretary, Department of Energy, Govt. of Odisha along with copy of the enclosure for favour of information.
- ii) The MD, OPTCL, Janpath, Bhubaneswar along with copy of the enclosure for favour of information.
- iii) The MD, GRIDCO, Janpath, Bhubaneswar along with copy of the enclosure for favour of information.

Encl: As above.

SECRETARY

Record Note of Annual Performance Review of TPWODL held on 18.06.2021 at 03:00PM through video-conferencing in the presence of the Commission

Date of Review : 18th June, 2021
Period of Review : April 2020-March 2021

The performance of TPWODL for FY 2020-21 was reviewed by the Commission on 18th June, 2021 at 03:00 PM through video conferencing, keeping in view the current pandemic (Covid-19) situation. The senior officials of TPWODL were present during the review.

The details of performance of TPWODL as indicated in their presentation are as follows:-

<u>ANNUAL PERFORMANCE OF TPWODL-As on March-2021</u>				
BULK SUPPLY	2018-19	2019-20	2020-21	OERC Approval for 2020-21
AVG. DEMAND (MVA)	1383.00	1239.00	1422.64	1300.000
Energy input (MU)	7573.27	7523.90	7624.82	8000.00
BST & Tr.Charge bill (Cr.)	2421.45	2461.33	2574.19	
SALE TO CONSUMERS (MU)				
EHT	1556.92	1580.23	1305.30	1450.00
HT	1808.75	1929.55	1772.24	1800.00
LT	2606.64	2604.74	2635.96	3182.00
TOTAL	5,972.31	6,114.52	5,713.50	6,432.00
% of LT Sale	43.65%	42.60%	46.14%	49.47%
DISTRIBUTION LOSS (%)				
HT (Assume)	8.00%	8.00%	8.00%	8.00%
LT	30.05%	26.39%	34.78%	24.70%
HT & LT	26.61%	23.71%	30.24%	23.94%
OVERALL	21.14%	18.73%	25.07%	19.60%
BILLING EFFECIENCY (%)				
HT	92.00%	92.00%	92.00%	92.00%
LT	69.95%	73.61%	65.22%	75.30%
HT & LT	73.39%	76.29%	69.76%	76.1%
OVERALL	78.86%	81.27%	74.93%	80.40%
BILLING TO CONSUMERS (CR.)				
EHT	1105.25	1083.65	920.98	834.17
HT	1049.02	1106.88	1039.81	1024.45
LT	1048.63	1119.36	1134.00	1270.29
TOTAL	3,202.90	3,309.89	3,094.79	3,128.91
COLLECTION RECEIVED (CR.)				
EHT	1015.48	1136.02	1016.78	825.83
HT	1053.10	1096.67	1086.99	1014.21
LT	695.53	676.95	912.51	1257.59
TOTAL	2764.11	2909.65	3016.28	3097.62
COLLECTION EFFICIENCY (%)				
EHT	91.88%	104.83%	110.40%	99.00%
HT	100.39%	99.08%	104.54%	99.00%
LT	66.33%	60.48%	80.47%	99.00%
HT & LT	83.36%	79.67%	91.98%	99.00%
OVERALL	86.30%	87.91%	97.46%	99.00%
AT & C LOSS (%)				
LT	53.60%	55.48%	47.52%	25.46%
HT & LT	38.82%	39.22%	35.84%	24.70%
OVERALL	31.94%	28.56%	26.97%	20.40%

Commission's Observations:

The. C.E.O., TPWODL apprised the Commission about the performance made by TPWODL during FY 2020-21.

The Commission compared the figures relating to business operation of TPWODL for FY 2019-20 with that of FY 2020-21. The key observations are as follows:-

	As on 31.03.2020	As on 31.03.2021	Increase / Decrease	(↑↓)
EHT Sale (MU)	1580.23	1305.30	274.93	↓
HT Sale (MU)	1929.55	1772.24	157.31	↓
LT Sale (MU)	2604.74	2635.96	31.22	↑
Distribution Loss	18.73	25.07	6.34	↑
Billing Efficiency	81.27	74.93	6.34	↓
Collection Efficiency	87.91	97.46	9.55	↑
AT & C Loss	28.56	26.97	1.59	↓

1. From the above table it is observed that there is decrease in HT & EHT sale by 157.31 MU & 274.93 MU respectively where as LT sale has increased by 31.22 MU only. So the total sale has reduced by 400 MU compared to previous year.
2. TPWODL submitted that 1,78,389 number of consumers have been added during the FY 2020-21. The total number of consumers as on 31.03.2021 is 21,42,094.
3. On Energy Audit, TPWODL submitted that out of 174 nos. of 33 kV feeders, all the feeders are metered and have been audited. Out of 1179 nos. of 11 kV feeders 1009 nos. of 11 kV feeders have been metered. They have audited 467 nos. 11 kV feeders. Out of 67,247 nos. of DTRs, 7475 DTRs are metered and only 230 numbers of DTRs are audited.
4. On enquiry regarding reduction in Billing efficiency, TPWODL officials stated that it is due to Covid-19 impact and meter readers refused to go for meter reading during that period.
5. TPWODL had cleared BSP bills 100%. The Commission enquired regarding the status of the opening of LCs as per the vesting order for payment of BSP bills, transmission charges and SLDC charges. TPWODL submitted that the process of opening three LCs is going on with negotiations with the lending banks. TPWODL assured that this would be done in next 15 days. TPWODL is directed to submit such compliance by 15th of July 2021.
6. On Commission's enquiry regarding Customer Care center TPWODL official stated that they have deputed 20 persons for working in 9 Customer care centers.
7. Presently 67 numbers of WSHGs are engaged in collection activity.
8. The commission was apprised of the Safety initiatives taken by TPWODL in their Distribution jurisdiction and also the public safety awareness Drive and Safety training to newly recruited personnel.

STATUS OF ARREAR (Rs Crores)								
Category	Arrear as on 31-03-1999	Arrear as on 31-03-2020 (Less Adj of Govt Dues of Rs.33.92 (Nov-14) Crs Paid By GoO)	Billing 2020-21 (Apr to Mar)	Collection 2020-21 (Apr to Mar)-Out of Current Billing.	Collection against arrear during 2020-21 (Apr to Mar) against '3'	Total collection	Arrear for the period 2020-21	Arrear as on 31-03-2021
1	2	3	4	5	6	7=5+6	8=4-5	9=3-6+8
LT	180.22	2662.39	1077.49	679.06	144.946	824.01	398.42	2915.87
HT	2.88	54.36	1002.94	1025.09	16.241	1041.33	-22.15	15.97
EHT	0.00	157.20	920.98	1004.40	12.383	1016.79	-83.42	61.40
Govt & PSU LT	0.00	85.03	56.52	41.78	46.724	88.50	14.74	53.05
Govt & PSU HT	0.00	11.51	36.87	30.93	14.74	45.67	5.94	2.71
Total of above	183.10	2970.50	3094.80	2781.27	235.03	3016.30	313.53	3049.00

The Commission enquired about the status of the collection of arrears pertaining to the period prior to 31.03.2020 in terms of the vesting order. The Commission directed TPWODL to submit a compliance report on the same regarding collection of arrear and current status of such arrears within seven days.

10. Metering Status:-

The Commission reviewed the progress in consumer metering. The representatives of TPWODL stated that there are 2,27,000 defective meters and 95,000 consumers without meter and TPWODL is planning to complete meter installation by December 2021. They further stated that DTR metering proposal is there in this year's CAPEX.

11. TPWODL is planning for 100% AMR for 3-phase consumers except OLIC and OAIC consumer in FY 2021-22.

12. Commission expressed concern over high percentage of both DTR burnt and capacity of DTR burnt and asked TPWODL monitor the same.

13. C.E.O., TPWODL informed about the initiative carried by their technical team in 20 high tripping feeders such as load balancing, tree trimming and insulator replacement and as a result they have reduced the tripping in those feeders.

14. C.E.O., TPWODL also informed that tendering of regular preventive maintenance of Grid sub stations is in process.

15. The Commission enquired about the status of the audit of accounts which is to be carried out by WESCO and TPWODL.

16. The Commission enquired about the current status of the current serviceable liabilities which was provisionally indicated in the vesting order.

Directives of the Commission:

1. Commission directed TPWODL to improve billing efficiency to 85-90% and Collection efficiency to 97%, so that the targeted 20% AT & C loss can be achieved.
2. The Commission directed C.E.O., TPWODL to monitor all the DTRs present in their network so that burning of DTR can be reduced.
3. The Commission directed TPWODL to file a status report on the current serviceable liabilities along with the status of fixed deposits and Consumer Security deposits by 20th July 2021.
4. The Commission also observed that the GRIDCO which holds 49% equity in the operating company TPWODL, will be contributing its subsequent equity for CAPEX in the shape of transfer of Government assets available in the area of distribution and which are still in the Government of Odisha books. The Commission is aware that identification of such Government assets in the area has not been completed by the implementing agency OPTCL and DISCOMs. The Commission directed GRIDCO, OPTCL and TPWODL to complete this exercise immediately and submit to the Commission a status report by 30th July 2021.
5. The Commission observed that TPWODL need to relook at the Billing and collection system as there is no perceptible improvement in these important aspects. In order to monitor the same the commission directed TPWODL to submit monthly statement of billing and collection for the past period from the effective date of 01.01.2021.
6. The Commission directed that the audited accounts up to 31.12.2020 signed by the Administrator of WESCO shall be submitted to the Commission by 31st July 2021.
7. The Commission directed C.E.O., TPWODL to separate the arrear from current year collection and to submit recalculated Collection efficiency and AT & C loss in this office.
8. The Commission directed TPWODL to submit monthly report on installation of new meters and replacement of defective meters.
