

Record Notes of Annual Performance Review of TPWODL held on 18.05.2026 at 11:00AM in the office of OERC in the presence of the Commission

Date of Review : 18th May, 2026

Period of Review : April 2025 - March 2026

The performance of TPWODL for the FY 2025-26 was reviewed by the Commission on 18th May, 2026 at 11:00 AM. The CEO, TPWODL presented the performance of TPWODL for the financial year 2025-26 and senior officials of TPWODL were present during the review.

TPWODL started its operation w.e.f. 01.01.2021 through the Vesting Order dated: 28.12.2020 in Case No.-82/2020 of the Commission. The operational area of TPWODL spreads across 48,373 sq.kms. area of western part of Odisha. Distribution network comprises of 332 Nos. of 33/11 kV sub-stations (264 Nos. are SCADA enabled), 726 Nos. of PTRs (3868 MVA), 86,878 Nos. of DTRs (4549 MVA), 6,517 kms. of 33 kV lines, 54,058 kms. of 11 kV lines and 75,167 kms. of LT lines (49,709 kms. of LT AB cable which is around 66%) that caters to a consumer base of 22,37,684 (as on 31.03.2026) covering 9 Nos. of Revenue Districts (5 Circles, 17 Divisions, 57 Sub-Divisions, 201 Sections & 5 GRFs).

In the FY 2025-26, the sale of Energy at EHT, HT and LT levels are 3725.76 MU, 2408.79 MU and 3368.92 MU respectively and total sales is 9503.47 MU. As compared to the sales in the FY 2024-25, there has been a reduction in EHT sales by 12%, the HT sales have not shown any significant change while the LT sales have increased marginally by 3.61%. Overall, there is decrease in sale of energy by about 4%. The consumer base has maintained the growth of 3-4% in FY 2025-26 over the previous financial year 2024-25. The licensee has engaged 3170 numbers of employees thereby reducing employee per 1000 consumer ratio to 1.07 in FY 2025-26 against 1.16 in the FY 2024-25.

From the total consumer base, LT consumers account 99.92% out of which, 21% is urban population and the rest is rural population. This segment of consumers contributes 35% of the energy sales and 28% of the revenue of TPWODL. However, HT and EHT consumers which constitutes merely 0.08% of the consumer base account to 65% of the energy sales and contribute 72% of the revenue of the licensee.

TPWODL has taken various initiatives to reduce the provisional billing to less than 1%. Initiatives include shifting of meters to outside walls of premises & locating at visible heights for easy access by meter readers and revisit of premises in case of house lock conditions. The licensee has provided correct meter to 3.05 lakhs of faulty and unmetered connections in the period under review. Around 97.7% of the metering is done through OCR which is error free and provides digital output.

TPWODL has stated that 137 MW of unauthorised load has been booked in the FY 2025-26 and an amount of Rs. 48.92 Cr. has been recovered under theft assessment. Under de-hooking drive, 23,930 numbers of hooking have been identified and removed in the year under review. Further, around 36,812 numbers of consumers have been regularised and brought under billing fold with an effective addition of 45.57 MVA of contract load. TPWODL has achieved digital payment for 38.9% of total transactions in March 2026 amounting to Rs. 6.65 Lakhs.

TPWODL has submitted that it has completed 87% of energy audit of 11 kV feeders and 100% for 33 kV feeders. Further, compliance of GRF Orders is carried out in all the Divisions, except Bargarh (90%), Bargarh-West (86%), Tentulikhunti (83%) and Nuapada (86%). From safety

aspect, TPWODL has had 31 numbers of human accidents in the FY 2025-26, out of which 5 were TPWODL personnel and rest 26 were general public.

Commission’s Observations/ Directions:

1. The Commission took cognizance of the presentation made by the TPWODL and analysed various performance parameters. The summarized crucial performance parameters for FY 2025-26 presented by TPWODL along with previous years information are given in the table below;

ANNUAL PERFORMANCE OF TPWODL for FY 2025-26 as on 31.03.2026

| Particulars | 2023-24 | 2024-25 | 2025-26 | OERC approval for FY 2025-26 | Increase/ Decrease in FY26 over FY25 (%) |
|-----------------------------------|------------------|-----------------|-----------------|-------------------------------------|---|
| DEMAND (MVA) | 1701.701 | 1780.34 | 1963.15 | 1904 | 10.27% |
| Energy input (MU) | 12752.411 | 11831.39 | 11165.96 | 12378 | -5.62% |
| SALE TO CONSUMERS (MU) | | | | | |
| EHT | 5411.622 | 4232.73 | 3725.76 | 4203.15 | -11.98% |
| HT | 2425.779 | 2427.38 | 2408.79 | 2600.00 | -0.77% |
| LT | 2806.327 | 3251.62 | 3368.92 | 3712.30 | 3.61% |
| TOTAL | 10,643.73 | 9,911.73 | 9,503.47 | 10,515.45 | -4.12% |
| DISTRIBUTION LOSS (%) | | | | | |
| LT | 35.16% | 28.75% | 24.06% | 24.56% | -16.31% |
| HT & LT | 28.73% | 25.26% | 22.34% | 22.78% | -11.55% |
| OVERALL | 16.54% | 16.23% | 14.89% | 15.05% | -8.24% |
| BILLING EFFECIENCY (%) | | | | | |
| LT | 64.84% | 71.25% | 75.94% | 75.44% | 6.58% |
| HT & LT | 71.27% | 74.74% | 77.66% | 77.22% | 3.90% |
| OVERALL | 83.46% | 83.77% | 85.11% | 84.95% | 1.60% |
| BILLING TO CONSUMERS (CR.) | | | | | |
| EHT | 3366.62 | 2807.02 | 2560.41 | 2691.73 | -8.79% |
| HT | 1495.56 | 1536.05 | 1547.54 | 1633.68 | 0.75% |
| LT | 1423.70 | 1602.50 | 1647.36 | 1822.76 | -6.67% |
| TOTAL | 6,285.88 | 5945.56 | 5755.31 | 6148.17 | 0.29% |
| COLLECTION RECEIVED (CR.) | | | | | |
| EHT | 3452.91 | 2782.71 | 2583.15 | 2664.81 | 9.62% |
| HT | 1506.01 | 1539.55 | 1563.08 | 1617.34 | -0.90% |
| LT | 1404.52 | 1622.66 | 1629.40 | 1804.53 | -6.75% |
| TOTAL | 6363.44 | 5944.92 | 5775.62 | 6086.69 | 1.66% |
| COLLECTION EFFICIENCY (%) | | | | | |
| EHT | 102.56% | 99.13% | 100.89% | 99.00% | 1.89% |
| HT | 100.70% | 100.23% | 101.00% | 99.00% | 2.00% |
| LT | 98.65% | 101.26% | 98.91% | 99.00% | -0.09% |
| HT & LT | 99.70% | 100.75% | 99.92% | 99.00% | 0.92% |
| OVERALL | 101.23% | 99.99% | 100.35% | 99.00% | 1.35% |
| AT & C LOSS (%) | | | | | |
| LT | 36.03% | 27.85% | 24.89% | 25.31% | -3.12% |
| HT & LT | 28.94% | 24.70% | 22.40% | 23.56% | -2.74% |
| OVERALL | 15.51% | 16.23% | 14.59% | 15.90% | -2.81% |

2. From the above table, it is seen that the overall energy sales have reduced in the FY 2025-26 as compared to FY 2024-25 by 4.12%. The major reduction is observed at EHT level due to

reduction in energy sales under TPA mechanism as approved by the Commission and increase in Open Access quantum in the TPWODL operational area. There has also not been any appreciable growth in case of HT sales and LT sales. The distribution loss has reduced by 8.24% in the year under review as compared to the previous financial year. TPWODL has achieved lower distribution loss of 14.89% against the Commission's approval of 15.05%. The overall AT&C loss for the FY 2025-26 is 14.59% as compared to the Commission's approved AT&C loss% of 15.9%. This is very good indicator of network strengthening and augmentation, which will have long term benefit to the consumers of the state in terms of reliability and availability of power supply. However, lot more actions are further required to achieve the ultimate objective of 24x7 quality power supply to all.

3. The TPWODL system has expanded over the years and system improvement can be visible from the details in the table below;

| Particulars | As on 31st March 2023 | As on 31st March 2024 | As on 31st March 2025 | As on 31st March 2026 |
|--------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| No. of Active Consumers | | | | |
| EHT | 43 | 46 | 58 | 62 |
| HT | 1,281 | 1,412 | 1,554 | 1715 |
| LT | 22,78,080 | 20,73,157 | 21,64,902 | 22,35,907 |
| Total | 2,279,404 | 2,074,615 | 2,166,514 | 2,237,684 |
| Network System | | | | |
| No. of PTRs | 670 | 684 | 692 | 726 |
| MVA Capacity of PTRs | 3,477 | 3,566 | 3,671 | 3868 |
| No. of DTRs. | 75,485 | 77,186 | 82,752 | 86,878 |
| MVA Capacity of DTRs | 3,686 | 3,785 | 4,292 | 4,549 |
| Length of 33 KV Line (km.) | 5,358 | 5,632 | 6,168 | 6,517 |
| Length of 11 KV Line (km.) | 50,249 | 51,708 | 52,873 | 54058 |
| Length of LT Line (km.) | 65,141 | 68,558 | 72,788 | 75167 |
| Length of LT AB cable (km) | 38,944 | 42,444 | 47,109 | 49709 |
| Percentage of LT cable (%) | 59.79% | 61.91% | 64.72% | 66.13% |
| Length of HT cable | 720 | 732 | 756 | 776 |
| No. of 33 kV feeders | 371 | 395 | 427 | 440 |
| No. of 11 kV feeders | 1,160 | 1,205 | 1,236 | 1,259 |
| No. of DTRs failure | 3,143 | 3,360 | 2,466 | 2142 |
| No. of PTR failure | 16 | 11 | 4 | 2 |
| Total No. of Human Accidents | - | 103 | 37 | 31 |
| Fatal accidents (human) | 62 | 51 | 20 | 24 |
| Total No. of Animal Accidents | - | 42 | 33 | 14 |

4. As per the data submitted by TPWODL, the length of 11 kV lines (54,058 ckt. kms.) is almost more than 8 times the length of 33 kV lines (5,053 ckt. kms.). Moreover, there are 65 Nos. of 33 kV feeders whose line length is more than 30 ckt. kms and 287 Nos. of 11 kV feeders with line length more than 50 ckt. kms. This constitutes around 15% and 23% of the total number of 33 kV feeders and 11 kV feeders respectively. TPWODL has brought down the numbers of 11 kV feeders with line length more than 50 kms from 316 (in FY 2024-25) to 287 (in the FY 2025-26). TPWODL must endeavour towards reasonable reduction in line length at 33kV & 11kV level as well as limiting LT line length to about 500m in order to address low voltage issues at tail end.

5. System metering plays a crucial role in network planning and loss reduction. As per the current status, only 35% of the Power Transformers (33/11 kV Transformers) and 11% of the Distribution transformers are metered. Further, the DTRs having capacity of less than 63 kVA is 64% which is very high. As compared to the other DISCOMs of the state, TPWODL lacks in necessary action with respect to metering even after 5 years of operation. The metering of all feeders (33kV & 11kV), DTRs of 63kVA & above and 11kV feeders with loss level of 50% and above has to be completed during the FY 2026-27 as directed by the Commission in the order dated 15.05.2026 in Case No. 82/2025 while approving the investment under Capex for the FY 2026-27. This must be carried out on priority basis in order to enable necessary energy audit and to identify high loss areas and to take remedial measures for reduction of losses.
6. The PSS and DSS earthing must be given highest priority with regards to maintaining the system. The protection system works effectively only when proper earthing is available otherwise the fault would reflect at the OPTCL Grid Sub-station, thereby affecting power supply of a larger area. TPWODL has reduced the numbers of PSSs without earthing system to 44 in FY 2025-26 from 80 Nos. in FY 2024-25. However, TPWODL is expected to complete the earthing of all the PSSs and DSS of 63kVA and above capacity by the end of the FY 2026-27.
7. It is observed that some of the divisions such as Rourkela, Rourkela-Sadar, Rajgangpur, Sundergarh and Deogarh, have achieved AT&C loss level of less than 10%. But, the LT Billing efficiency of TPWODL (75.94%) is the lowest across all DISCOMs in the state. The divisions of Bargarh, Bargarh (W), Bolangir and Titlagarh contribute majorly to the distribution losses and have billing efficiency of less than 65%. The collection efficiency is almost 100% in all the divisions, except Divisions mentioned above. Given the fact that TPWODL started its operation with billing efficiency of 66.86% in FY 2021-22, the licensee must further focus on these loss making division and strategically plan for loss reduction & bill collection from the consumers of these divisions. Necessity is felt for consumer awareness and TPWODL may also seek administrative support from the Government in these divisions for metering, billing and collection. It is experienced by other DISCOMs that the adoption of armoured cable for providing service connections to the consumers have resulted in reduction of LT loss. Therefore, such practice must also be followed by TPWODL.
8. Considering the loss levels in the above divisions with high distribution loss, TPWODL should emphasize segregation of agricultural feeders and pursue with effort for pump level and feeder level solarization of agricultural feeders and promote the use of irrigation & pumping during day time only. The support of Government may be requested to promote such action. This would help in reduction of LT loss, cross subsidy burden on subsidizing consumers, promote Demand Side Management and conserve water etc.
9. TPWODL has crossed the AT&C loss% target approved by the Commission (15.9%) and has achieved 14.59% AT&C loss % in the FY 2025-26. However, even though the overall AT&C loss % of the licensee is appreciable, the AT&C loss% at LT level is very high, which is 24.89%. TPWODL must be vigilant to take corrective actions for reducing the technical and commercial losses at HT & LT level. The performance at EHT and HT level is satisfactory but corrective actions is necessary at the HT & LT level for improving the financial stability of the DISCOM and providing better service to the consumers of the state.

10. The expenses incurred by TPWODL for MBC (Metering, Billing and Collection) is very high. Considering the fact that 37% of the consumer base of TPWODL are already with Smart Meters and almost all HT & EHT consumers have AMR/ Smart meters, the MBC cost comes around Rs. 44 per month per meter, which is very high compared to the consumption level of electricity of a poor consumer. Further, there are a large population of consumers whose monthly bill is less than Rs. 100.00. The percentage of consumers opting for e-bill and digital payment is also increasing. Therefore, TPWODL is required to optimize the expenses against MBC. The licensee is directed to submit the monthly expenses incurred by the licensee for MBC activity, to the Commission every month.
11. It has been observed that the distribution system network has multiple levels of direct tapping of the main feeder without proper protection system resulting in interruption of power supply to a large group of consumers in case of fault in any section of the feeder (33kV or 11kV). TPWODL must focus on proper segregation of network infrastructure at 33kV & 11kV level using RMUs, ARs & sectionalisers at identified locations so that the faulty section is segregated from the healthy system network affecting minimum nos. of consumers. Unnecessary power interruption/outage must be avoided. The planned outages must be carried out in such a way that all the pending activities relating to network maintenance, providing new connections, preventive maintenance, tree trimming etc. of that area is completed within that shutdown period. The adequate manpower must be engaged for such simultaneous activities in that area accordingly.
12. The outstanding electricity dues of Distribution licensee for the post-vesting period is on rising trends. As per the information submitted by TPWODL, the arrear of post Vesting period as on 31.03.2026 is Rs. 1,111.67 Crs., out of which Rs. 1063.10 Crs. belongs to LT category of consumers. Even though the licensee has engaged a manpower base of 5601 numbers under Administrative & General (A&G) which is basically for performing MBC activities, the outstanding liability of the company is a matter of concern. TPWODL is required to take necessary steps in this regard, which otherwise is unnecessary burden to the paying consumers of the state.
13. TPWODL has achieved 98% of GIS mapping of distribution system assets and 100% consumer indexing. The consumer indexing need to be verified w.r.t the DTR at site. This will help the O&M team for locating the consumer easily for attending to his complain / addressing any other issue of the consumer faster. The GIS mapping of assets should be integrated with the Gross Fixed Asset Register that would prove beneficial in monitoring of assets and necessary future planning. After completion of asset mapping & integration with asset register through SAP and proper consumer indexing, the TP DISCOMs should showcase their achievement at national level.
14. TPWODL has added 4126 numbers of DTRs with an effective addition of 257 MVA of transformation capacity, implying 63 kVA and above rated DTRs are being added to the distribution network. The DISCOM need to ensure that all new / replaced DTRs are provided with required protection system on either side with metering arrangement. In the process installation of new/ replaced DTRs are complete in all respect. The effort should be made to reduce No. of DTRs of 10KVA, 16KVA & 25KVA capacity, which will help the DISCOM to

operate & maintain the system more effectively reducing transformation loss and failure of DTRs can be reduced to a great extent.

15. So far around 98% of the consumers are metered with correct meters. There are 39,706 Nos. of consumers with defective meters and 10,776 Nos. of consumers are still without meters. Provisional billing of TPWODL has also dropped to below 1%. However, effort must be made to replace the defective meters at the earliest as per regulatory provisions. Further, there should not be any consumer connection without a correct meter. The metering of all existing connections must be completed by December 2026. In case of streetlight connections, effort must be put for completion of metering and actual billing of such consumption and no new street light supply should be given without installation of a meter (preferably pre-paid smart meters).
16. The Distribution licensees of the state must facilitate ease of doing business for new upcoming industries or commercial consumers. Accordingly, the TP DISCOMs must work in coordination with OPTCL in planning and development/upgradation of Transmission & Distribution infrastructure to facilitate hassle free power supply to industrial and commercial consumers, which will increase the energy consumption level as well as revenue of the DISCOMs and support the state's economy.
17. As per the information provided by TPWODL, around 17 lakhs of consumers (out of 22.37 lakhs of consumers) have registered their mobile numbers for electricity connection. Again about 10 lakhs of consumers have WhatsApp facility. Given the ease of providing e-bill, digital payment facility and delivery of important messages through WhatsApp, the company must strive to sensitise other consumers for the use of WhatsApp facility to receive electricity bill (to avail rebate of Rs.10 for e-bill), digital payment (to avail 4% rebate) and for sharing of important information like planned shutdown or breakdown etc.
18. During the FY 2025-26, 2 Nos. of PTRs and 2142 Nos. of DTRs have failed in TPWODL operational area due to various reasons. The failure of DTRs, because of over loading, aging, poor maintenance and absence of proper protection system including non-availability of Surge Arrester, have become a matter of concern. It adds financial loss worth hundreds of crores to the licensees affecting power supply to consumers and ultimately a tariff burden to the consumers of the state. The discom is directed to take all required measures mentioned above to reduce the failure of PTRs & DTRs including replacement of old and aged PTRs/DTRs in phased manner.
19. The licensee is directed to submit the status of number of existing un-electrified households in its area of operation and action being taken by the licensee for electrification of such households to the Commission by July 31st, 2026.
20. TPWODL is directed to identify the 11 kV feeders with loss level of 50% or more. Necessary strategic planning and investment must be done to bring down the loss level of such feeders to less than 25%. The licensee is directed to assign responsibility of each such feeder to one officer of the company for achieving loss reduction target of the respective feeder. Necessary monthly update and compliance of the same must be submitted to the Commission.
21. The SAIFI and SAIDI of TPWODL as per their submission are 331 Nos. and 272 Hrs. for the FY 2025-26. But in the absence of complete digitization/ metering of all the DTRs, the data of

SAIDI and SAIFI cannot be relied upon. In the last performance review for FY 2024-25, the Commission had directed to install at least 3 to 4 Smart Meters in every Village, if not available, to get the true picture of availability of power supply in rural area & remote villages in the operation area of the Discom. The licensee is directed to submit status report on implementation of Smart meters in each village of the state by July 31st, 2026.

22. The number of fatal and non-fatal accidents (human beings including the personnels of licensee & animal) in the area of operation of TPWODL is a matter of concern. 45 Nos. of fatal & non-fatal accidents have occurred during the last FY 2025-26 which includes 5 personnels of the licensee. Out of the 31 Nos. of human accidents, 24 Nos. of accidents have resulted in loss of human life. Rigorous training and sensitization programs must be conducted to integrate safe practices among the field level personnel. Thus, TPWODL must endeavour to take all necessary measures to create an accident-free environment in its area of operation.
23. TPNODL has initiated an effort to create and declare a trip free area in its area of operation. About 15 sq. kms. of area in Balasore has been identified as a pilot project and the Commission has already approved required capital expenditure for this project along with similar pilot project in Keonjhar area likely to be implemented by the end of current financial year (FY 2026-127). The completion of pilot project in Balasore area is expected by December 2026. Similar action needs to be taken up by other three (3) DISCOMs (TPCODL, TPWOLD and TPSODL) and declare trip free area in their operating area. The DISCOMs can identify and declare such area, if such area is already in existence in their area of operation due to systematic capital investment during last five years. Such area needs to be identified or expanded/increased every financial year. Accordingly, the declaration of trip free area achieved/ likely to be achieved shall form part of submission of annual capital investment plan of each DISCOM along with date of achievement/ timeline to achieve.
24. The Distribution licensee shall have to take necessary actions strictly in line with the Directions issued by the Commission in RST order of DISCOMs for the FY 2026-27 and the order issued for approval of investment under CAPEX for the FY 2026-27 for strengthening and augmentation of existing distribution network for improving reliability and availability of power supply to the consumers at remote corner of the state. The electricity bills of all category of consumers must indicate Power on hours by the end of this year as directed earlier without further delay.