

**TAMIL NADU ELECTRICITY REGULATORY COMMISSION  
CHENNAI**

**Notification No. TNERC / SPR / 9 / 1 - 4 dated 25.07.2006**

WHEREAS the Tamil Nadu Electricity Regulatory Commission specified and notified in the Tamil Nadu Government Gazette dated the 1<sup>st</sup> September 2004, the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 under section 86 of the Electricity Act 2003 (Central Act 36 of 2003), providing for enforcement of standards with respect to quality, continuity and reliability of service by licensees.

AND WHEREAS the Distribution licensee (Tamil Nadu Electricity Board) expressed certain difficulties in implementing certain provisions of the above regulations.

AND WHEREAS it is considered necessary to issue Amending Regulations to the above Regulations for removing the difficulties and the Amending Regulations providing for the above purposes shall be subject to the condition of the previous publication and accordingly undergone such previous publication.

NOW, THEREFORE, in exercise of the powers conferred on it by section 181 read with section 86 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Amending Regulations to the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 issued under Notification No. TNERC /SPR/9/1 / Dated 21<sup>st</sup> July 2004 and published in Part VI –Section 2 (supplement) of the Tamil Nadu Government Gazette dated the 1st September 2004.

**Amending Regulations**

**1.0. Short Title and Commencement**

(a). These regulations may be called the “**Tamil Nadu Electricity Distribution Standards of Performance (Amendment) Regulations 2006**”

(b). They shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

**(2) In the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004,**

(i) **in regulation 4,** for the existing table along with the note, the following tables shall be substituted, namely:

**“Table I :**

<b>Category</b>	<b>Time Schedule for LT</b>
(a) Involving no extension or improvement work	Preferably within a week but not exceeding 30 days
(b) Involving Extension and Improvement without Power Transformers	60 days
(c) Involving Extension and Improvement with Power Transformers	90 days

**Table II :**

<b>Category</b>	<b>Time Schedule for HT / EHT</b>	
	<b>HT</b>	<b>EHT</b>
(a) Involving Extension & Improvement	60 days	150 days
(b) Involving the enhancement of Power Transformer/Addition of Power Transformer	120 days	180 days
(c) Involving the Commissioning of new substation	180 days	270 days

- (I) **The Licensee shall issue advice slip/notice/letter indicating the prescribed charges payable with proper acknowledgement.**
- (II) **The Consumer shall remit the above charges within the stipulated period but not exceeding fifteen Days from the date of receipt of advice slip/notice/letter.**

- (III) In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer or the person designated for this purpose by the Licensee for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.
- (IV) The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.
- (V) The time schedule is also applicable for additional loads.”

(ii) In regulation 7, the following note shall be added, namely:

**“Note: The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.**

In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer (or the person designated for this purpose by the Licensee) for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.”

(iii) For regulation 10, the following regulation shall be substituted, namely

**“10. Complaints in Billing, etc.**

(i) Any complaints in billing received prior to the due date for payment shall be resolved before the next billing along with refund / adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment.

(ii) **The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.”**

(iv) In **regulation 12**, for the existing table under Clause (II) the following table may be substituted, namely

**“Table**

Interruption Due To	Power Restoration Time			
	Corporation	Urban Municipalities	Rural	Hill Area
HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer Structure or LT Line or Pillar Box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

“

and in the proviso under **sub-regulation (III)** of **regulation 12**, the words **“land slides in hill areas”** shall be added after the word **“cyclone,”**.

(v) In **regulation 13**, for the expression **“uninterrupted, reliable and quality”** the expression **“uninterrupted and reliable”** shall be substituted.

(vi) For **regulation 17**, the following regulation shall be substituted, namely:

**“ 17. Responding to Consumer’s Complaint**

If any consumer makes a complaint in writing to the **Territorial Engineer** of the concerned licensee then, the **Territorial Engineer** concerned shall reply to the consumer within ten days after receipt of the letter. In case the **Territorial Engineer** requires to visit the site or consult any other officer to give a comprehensive reply, the **Territorial Engineer** shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the

name address and telephone number of the Officer dealing with the complaint. The **Territorial Engineer** shall also ensure that a substantive response is sent to the consumer within twenty days of receiving the complaint letter.”

(vii) For **regulation 25**, the following regulation shall be substituted, namely:

**“25. Service Reliability**

The following reliability/outage indices are prescribed by the **Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998**. The Licensee shall compute and report the value of these indices as per the formula and methodology specified below:

- (a) **System Average Interruption Frequency Index (SAIFI)**
- (b) **System Average Interruption Duration Index (SAIDI)**

**Method to compute Distribution System Reliability Indices:**

The Indices shall be computed for the Distribution Licensee as a whole by stacking, for each month, all the 11KV/22KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

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

**A<sub>i</sub> = Total number of sustained interruptions (each longer than 5 minutes) on i<sup>th</sup> feeder for the month**

**N<sub>i</sub> = Connected load of i<sup>th</sup> feeder affected due to each interruption**

**N<sub>t</sub> = Total connected load at 11/22 KV in the Distribution Licensee’s supply area**

**n = number of 11/22 KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)**

2. **SAIDI** = 
$$\frac{\sum_{i=1}^n (B_i * N_i)}{N_i}$$
 **Where,**

**B<sub>i</sub>** = Total duration of all sustained interruptions on i<sup>th</sup> 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 these 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 would notify the target levels for these indices annually.”

(viii) In **regulation 27**, the following may be substituted:

(a) For **clause (I)** the following clause shall be substituted, namely:

**“(I) The standards of performance specified in this regulation shall remain suspended during Force-majeure conditions or cause beyond the control of the Licensee”.**

(b) **Re-number clause (II) as clause (III)** and before the said clause as so re-numbered, the following **clause** may be inserted namely:

**“(II) “Non-compliance of the Standards contained in this regulation by the licensee shall not be treated as violation and the Distribution Licensee shall not be required to pay any compensation to affected consumers if such violation is caused due to grid failure, or a fault on the Transmission Licensee’s network, or on account of the instructions given by the SLDC/SSLDC, over which the Distribution Licensee has no reasonable control”.**

**(By Order of the Tamil Nadu Electricity Regulatory Commission)**

**R.BALASUBRAMAINAN  
SECRETARY**