

Replies to Preliminary observations made by KERC

| Sl No | Directives in Tariff order | Reply to observations made by Hon'ble KERC | | | | | |
|--------------|--|--|--------------|--------------------------|---------------------------|---|------------------------------------|
| 1 | Consumer Interaction meeting at subdivision level: | The Details of the CIM conducted in MESCOM jurisdiction in the format for FY19 and FY-20 (till Sept-19) is annexed in Annexure-P-13 & Annexure-P-14 respectively. | | | | | |
| 2 | Directive on preparation of energy bills on monthly basis by considering 15 minutes time block period. | The month wise details of number of Open Access consumers sourcing power from power exchange, open access units scheduled/consumed in MU and advertently banked energy details is below: | | | | | |
| | | Total No. of Consumers | Month | Total consumption in MUs | OA energy procured in MUs | OA energy consumed in the corresponding time slot | Inadvertently banked energy in MUs |
| | | 1 | 2 | 3 | 4 | 5 | 6 |
| | | 17 | Apr-18 | 39.40 | 15.50 | 13.74 | 1.76 |
| | | 17 | May-18 | 26.18 | 9.46 | 7.94 | 1.52 |
| | | 17 | Jun-18 | 32.35 | 12.06 | 11.66 | 0.40 |
| | | 17 | Jul-18 | 33.11 | 12.76 | 11.05 | 1.71 |
| | | 17 | Aug-18 | 32.65 | 10.99 | 9.27 | 1.72 |
| | | 17 | Sep-18 | 27.49 | 7.37 | 6.08 | 1.29 |
| | | 18 | Oct-18 | 33.80 | 4.98 | 3.43 | 1.55 |
| | | 18 | Nov-18 | 30.99 | 9.52 | 9.38 | 0.14 |
| | | 18 | Dec-18 | 27.53 | 11.02 | 9.81 | 1.21 |
| | | 13 | Jan-19 | 29.37 | 9.28 | 8.80 | 0.48 |
| | | 12 | Feb-19 | 22.16 | 9.81 | 9.58 | 0.23 |
| | | 12 | Mar-19 | 23.06 | 10.50 | 10.31 | 0.19 |
| | | | TOTAL | 358.09 | 123.25 | 111.05 | 12.20 |
| | | During 2018-19, advertently banked energy is 12.20 MUs which is amounting to Rs 8.235 Crores at the Retail tariff of Rs. 6.75/-) | | | | | |
| 3 | Directive on Energy conservation: | The distribution of 9 Watt LED bulbs, LED Tube lights and BEE 5 Star rated Ceiling Fans through M/s Energy Efficiency Services Limited (EESL) is under progress in MESCOM. The progress of distribution is as follows; | | | | | |

| Sl. No | Particulars | Cumulative progress as on 26-12-2019 |
|--------|-------------------------------|--------------------------------------|
| 1 | 9W LED bulbs | 41,90,221 |
| 2 | 20W LED tube lights | 35,278 |
| 3 | BEE 5 Star rated Ceiling Fans | 5,439 |

Action has been taken to intimate consumers in the Power sanction letter while servicing new installation for the usage of energy efficient LEDs, star rated pumps, solar water heaters for energy conservation. In MESCOM offices, action has been taken for the usage of LED lights, star rated pumps for borewells, star rated Air conditioners. Further, the star rated distribution transformers are being installed. In order to create awareness in general public regarding energy conservation, Audio jingles are being announcing in people concentrated area like 19 KSRTC Bus stations in MESCOM jurisdiction.

For taking up the DSM activities, MoU has been signed between BEE, KREDL and MESCOM for implementation of various activities under “Capacity Building of DISCOMs” programme of BEE which includes carrying out load research activity i.e load survey, load research, load strategies by taking field survey etc. and to develop DSM action plan. At present, the load research activity has been initiated by M/s. BEE in MESCOM.

MESCOM is insisting the prospective consumers to install 4/5 star rated distribution transformers wherever works are carried out under Self Execution Works. Also MESCOM has procured 3304 Nos of 4 Star Rated and 981 Nos of 5 Star Rated Distribution Transformer during 2018-19.

MESCOM is insisting the consumers to use star rated appliances while communicating power sanction. However, MESCOM is finding it difficult to enforce the use of star rated appliances since at the time of service the consumers might not have connected any appliances to the electrical system. Further, inculcating the consumers for use of standardized appliances is also a market driven issue. Unless there is a situation that only standardized appliances are available in the market, the people will inclined to view the low cost appliances, irrespective of the fact whether such appliances are standardized or not, as a money saver. Hence, MESCOM is requesting the Hon’ble Commission to divest it from this directive.

| | | |
|---|---|---|
| 4 | Directive on implementation of Standard of Performance (SoP): | MESCOM has displayed the SoP in the hobli level / taluk level offices i.e., O&M Sections & O&M sub division offices. MESCOM has published the “Hand Book in Kannada on the SoP and distributed among all the subdivisions and sections to easily available for consumers in suitable locations. Consumer Handbook is already uploaded in the website for the information of the consumers. The copy of Hand book is annexed in Annexure-P-15. |
|---|---|---|

| 5 | Directive on use of safety gear by linemen: | 4192 Nos of Power men working in MESCOM. All of them are provided with complete set of safety gears and the same information has also been brought to the notice of Hon'ble commission while furnishing data for ESCOMs review meeting. Presently, MESCOM is contemplating to procure 3700 Nos of hand gloves & 500 Nos of Safety Belts for replacements. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|---|---|----------------------------|--|--|-------|--|----------------------------|--|----------------------------|--|-------------------------|--------|------|--------|------|--------------------|------|-------|------|-------|------------------|-----|-------|-----|-------|----------------|-----|-------|-----|-------|---------------|------|-------|------|-------|-----------------------|-----|-------|-----|-------|---------------------------------|----|--------|----|-------|--------------------------------------|---|--------|---|------|-------------------------------|----|------|---|-------|-------------|--------|--|--------|--|
| 6 | Providing Timer switches to streetlights by ESCOMs: | <p>MESCOM has already requested Municipality authorities and local bodies to provide the existing streetlight control with Timer switches and also provide streetlight control with timer switch in future. MESCOM has given strict instructions to all the field officers to service the streetlight installation with timer switches.</p> <p>Providing streetlights and its maintenance is solely lies with local bodies such as Mahanagar Palike, Municipalities, Town Panchayat, Taluk Panchayat & Gramapanchayat. Hence, MESCOM requesting once again to Hon'ble KERC to drop the this directive.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | Directive on Load shedding: | <p>MESCOM is furnishing day-ahead energy requirement in 96 blocks to SLDC Bangalore before 11 am of previous day on daily basis, duly considering previous 3 years consumption, previous day consumption, present weather conditions and any special occasions etc. Further, SLDC is giving entitlement at 5 pm on same day.</p> <p>For submission of 30 Days power requirements in advance to KERC, MESCOM can consider only previous 3 years consumption data without any adjustment factor relating to weather conditions and any other special occasions which will vary instantly.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Directive on establishing a 24x7 fully equipped centralized consumer service centers: | <p>MESCOM was taken action to reduce average time taken to attend to complaints as at present and the efforts made to reduce the downtime. Comparison of the downtime analysis for FY-18 and FY-19 of MESCOM is as below:</p> <table border="1" data-bbox="491 1189 1453 2031"> <thead> <tr> <th rowspan="2">Nature of Complaints</th> <th colspan="2">FY 17</th> <th colspan="2">FY 18</th> </tr> <tr> <th>No. of Complaints Received</th> <th>Average time taken to resolve in Hours</th> <th>No. of Complaints Received</th> <th>Average time taken to resolve in Hours</th> </tr> </thead> <tbody> <tr> <td>Failure of power supply</td> <td>104299</td> <td>8.06</td> <td>220024</td> <td>7.73</td> </tr> <tr> <td>Voltage complaints</td> <td>4684</td> <td>15.20</td> <td>8609</td> <td>13.06</td> </tr> <tr> <td>Meter complaints</td> <td>215</td> <td>64.65</td> <td>163</td> <td>45.40</td> </tr> <tr> <td>Billing issues</td> <td>251</td> <td>18.83</td> <td>425</td> <td>12.33</td> </tr> <tr> <td>Safety issues</td> <td>1696</td> <td>54.03</td> <td>3202</td> <td>45.97</td> </tr> <tr> <td>Tc failure complaints</td> <td>380</td> <td>92.79</td> <td>227</td> <td>95.28</td> </tr> <tr> <td>New connection/ additional load</td> <td>60</td> <td>159.23</td> <td>31</td> <td>39.90</td> </tr> <tr> <td>Transfer of ownership and conversion</td> <td>5</td> <td>234.80</td> <td>2</td> <td>4.00</td> </tr> <tr> <td>Refund/ issue of certificates</td> <td>10</td> <td>5.90</td> <td>7</td> <td>37.00</td> </tr> <tr> <td>Grand Total</td> <td>111600</td> <td></td> <td>232690</td> <td></td> </tr> </tbody> </table> | Nature of Complaints | FY 17 | | FY 18 | | No. of Complaints Received | Average time taken to resolve in Hours | No. of Complaints Received | Average time taken to resolve in Hours | Failure of power supply | 104299 | 8.06 | 220024 | 7.73 | Voltage complaints | 4684 | 15.20 | 8609 | 13.06 | Meter complaints | 215 | 64.65 | 163 | 45.40 | Billing issues | 251 | 18.83 | 425 | 12.33 | Safety issues | 1696 | 54.03 | 3202 | 45.97 | Tc failure complaints | 380 | 92.79 | 227 | 95.28 | New connection/ additional load | 60 | 159.23 | 31 | 39.90 | Transfer of ownership and conversion | 5 | 234.80 | 2 | 4.00 | Refund/ issue of certificates | 10 | 5.90 | 7 | 37.00 | Grand Total | 111600 | | 232690 | |
| Nature of Complaints | FY 17 | | | FY 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | No. of Complaints Received | Average time taken to resolve in Hours | No. of Complaints Received | Average time taken to resolve in Hours | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Failure of power supply | 104299 | 8.06 | 220024 | 7.73 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Voltage complaints | 4684 | 15.20 | 8609 | 13.06 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meter complaints | 215 | 64.65 | 163 | 45.40 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Billing issues | 251 | 18.83 | 425 | 12.33 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Safety issues | 1696 | 54.03 | 3202 | 45.97 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tc failure complaints | 380 | 92.79 | 227 | 95.28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New connection/ additional load | 60 | 159.23 | 31 | 39.90 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Transfer of ownership and conversion | 5 | 234.80 | 2 | 4.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refund/ issue of certificates | 10 | 5.90 | 7 | 37.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grand Total | 111600 | | 232690 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

9

Directive on Energy Audit:

City/Town Audit is being carried out regularly in MESCOM and the loss levels of all city/towns except Chikkamagaluru are below 10%. Details of city/town energy audit for FY-20 (Upto AUG-19) is submitted to KERC.

| Name of the City/Town | Energy Input in MU | Energy Sold in MU | % Distribution Losses |
|-----------------------|--------------------|-------------------|-----------------------|
| Mangaluru | 469.33 | 449.94 | 4.13 |
| Udupi | 153.14 | 144.85 | 5.41 |
| Shivamogga | 141.14 | 130.33 | 7.66 |
| Bhadravathi | 76.55 | 72.66 | 5.08 |
| Sagar | 15.96 | 13.90 | 12.91 |
| Chikamagaluru | 34.89 | 31.93 | 8.46 |
| Bantwala | 19.52 | 17.45 | 10.60 |
| Belthangady | 2.96 | 2.82 | 4.70 |
| Puttur | 33.42 | 30.69 | 8.16 |
| Sullya | 11.52 | 11.10 | 3.64 |
| Karkala | 12.64 | 11.86 | 6.16 |
| Kundapura | 11.59 | 11.00 | 5.07 |
| Thirthahalli | 5.68 | 5.32 | 6.34 |
| Shikaripura | 7.81 | 7.45 | 4.65 |
| Soraba | 4.59 | 4.17 | 9.03 |
| Hosanagar | 2.10 | 1.98 | 5.68 |
| Kadur | 17.11 | 15.72 | 8.14 |
| Tarikere | 10.88 | 9.93 | 8.75 |
| Mudigere | 4.35 | 4.20 | 3.38 |
| Koppa | 2.87 | 2.75 | 4.22 |
| Sringeri | 1.65 | 1.59 | 3.84 |
| N.R.Pura | 3.23 | 3.09 | 4.35 |

Further the following actions are being taken to reduce these distribution losses.

- Various system improvement works like re-conducting of HT/LT lines, bifurcation of feeders, construction of link lines, adding of Distribution Transformers etc. and
- replacement of old/mechanical meters by static meters are being carried out to reduce the losses.
- Periodical maintenance on distribution lines and DT centers is also being carried out regularly.

DTCs Energy Audit :

1. MESCOM is submitting the following data on metering of DTCs as at the end of NOV-19

| No of DTCs existing in MESCOM | No of DTCs metered | No of DTCs yet to be metered |
|-------------------------------|--------------------|------------------------------|
| 79808 | 44971 | 34837 |

2. Action is being taken to meter the remaining DTC's in phased manner depending on the capex proposed /approved by the Commission.

The DTCs audited in MESCOM (AUG-19) is as shown below.

| No of DTCs audited | No of DTCs with energy loss <5% | No of DTCs with energy loss 5% to 10% | No of DTCs with energy loss 10% to 15% | No of DTCs with energy loss 15% to 20% | No of DTCs with energy loss > 20% |
|--------------------|---------------------------------|---------------------------------------|--|--|-----------------------------------|
| 14005 | 6280 | 4037 | 2896 | 559 | 233 |

3. All the field staff are directed to carry out DTC wise tagging of installations and to submit energy audit of all metered DTCs every month.
4. All circle SEEs have been instructed to review energy audit in monthly review meeting and to analyze the data and to take necessary action in this regard.
5. Action has been taken to replace MNR meters/faulty meters and faulty CT/PTs so as to get the accurate DTCs consumption.

10 Implementation of NJY:

MESCOM has taken up Feeder Segregation works in Shivamogga District covering Shivamogga, Bhadravathi, Soraba & Shikaripura taluqs and in Chikkamagaluru District covering Kadur & Tarikere taluqs under DDUGJY scheme.

As on November-2019, the progress of feeder segregation work under DDUGJY against the target of 124 feeders as per survey are as below;

| Particulars | Number of Feeders |
|---|-------------------|
| Work completed & commissioned on New Breaker | 32 |
| Work completed & commissioned on Existing breaker | 22 |
| Work completed & yet to be commissioned | 13 |
| Work under Progress | 53 |
| Work to be taken up | 4 |

With this, out of 124 feeders target, 67 feeder works are completed and 53 feeder works are under progress. M/s. REC has extended the time lines for completion of said work till March-2020, considering the huge scope of work, procedural delays in Railway crossing, KPTCL approvals, forest clearances, RoW issues etc.

| | | |
|----|--|---|
| | | Hence all measures have been taken to complete this Feeder Segregation work by March-2020. |
| 11 | Directive on Implementation of Financial Management Framework. | Details of Implementation of Financial Management Framework was furnished upto 2 nd quarter of 2019-20 while submission of Tariff filing. Further, MESCOM will submit the details in every quarter in future. |
| 12 | Prevention of electrical accidents: | <p>The balance 253 identified hazardous locations are rectified. Identifying and rectifying hazardous locations is a continuous process which MESCOM is ensuring with utmost priority.</p> <p>Based on the report submitted by Electrical Inspectorate analyses are being done by MESCOM and actions are being taken to prevent electrical accidents in future.</p> <ul style="list-style-type: none"> • Providing suitable size of fuse wire for LT protection kit and HG fuse units of the affected DTCs. • In order to maintain vertical safe clearance between line & ground in the distribution network, provided intermediate pole for HT/LT line and tightening of guy set wherever necessary. • Replacement of deteriorated conductor by good conductor in the distribution network. • Replacement of earthing for Distribution Transformer Center wherever required. |