



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
4th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500 004

Practice Directions No. APERC/01/2017

Date: 30-06-2017

Read the following:

APERC Regulation on Licensees Standards of Performance (Regulation No. 7 of 2004).

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1. Preamble:

In order to improve quality, continuity and reliability of service by Distribution Licensees, the Commission notified Licensees standards of performance (Regulation No. 7 of 2004). Benchmarking reliability indices for SAIFI & SAIDI is to be prescribed by the Commission based on the information provided by the Licensees. The DISCOMs furnished information related to reliability indices namely SAIFI & SAIDI for industrial feeders and requested to specify the benchmarking indices. The data furnished by DISCOMs is shown below:

Table 1 EHT		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APTRANSCO	27	12
	27	12

Table 2 33 kV		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APEPDCL	78	26
APSPDCL	85	30

Table 3 11 kV		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APEPDCL	150	45
APSPDCL	160	55

2. Therefore, in order to effectively implement the provisions of Section 57 & 59 of the Electricity Act, 2003 read with Regulation 7 of the Andhra Pradesh Electricity Regulatory Commission Regulations on Licensees Standards of Performance (Regulation No. 7 of 2004), the Andhra Pradesh Electricity Regulatory Commission hereby issues the following Practice Directions.

3. The Commission examined the information furnished by Distribution companies and arrived at the following benchmarking indices for EHT, 33 kV and 11 kV industrial feeders.

Table 4 EHT		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APTRANSCO	24	10
	24	10

Table 5 33 kV		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APEPDCL	72	20
APSPDCL	72	20

Table 6 11 kV		
DISCOM	SAIFI (in number per annum per consumer)	SAIDI (in hh:mm per annum per consumer)
APEPDCL	144	40
APSPDCL	144	40

Note: Interruptions with 5 minutes and below 5 minutes duration need not be considered to arrive at SAIFI and SAIDI indices.

4. The standards specified in the above tables (table 4 to table 6) shall be the guaranteed standards of performance being the minimum standard of service that a Licensee shall achieve. The Licensees shall put full efforts to meet the standards specified above.

5. The Licensees shall be liable to pay compensation to the affected consumers specified hereunder for Licensee's failure to meet the guaranteed standards specified in the table 4 to table 6 mentioned above.

Reliability indices	EHT	33 kV	11 kV
SAIFI	Rs. 100 per each violation over and above the standard	Rs. 100 per each violation over and above the standard	Rs. 25 per each violation over and above the standard
SAIDI	Rs. 100 per hour over and above the standard	Rs. 100 per hour over and above the standard	Rs. 25 per hour over and above the standard

6. The payment of compensation shall be made by way of adjustment against current and /or future bills for supply of electricity, but not later than 90 days from the date of violation of a guaranteed standard.

7. If the Licensee however fails to dispense the compensation amount as stated above, the aggrieved consumer(s) can approach the Consumer Grievances Redressal Forum (CGRF) to seek such compensation.

8. This order will come into force with effect from 01-07-2017.

(BY ORDER OF THE COMMISSION)

**Hyderabad
30-06-2017**

Sd/-
Dr. A. SRINIVAS
SECRETARY_(I/c)