



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

Vidyuut Niyantrana Bhavan, Adjacent to 220/132/33 kV AP Carbides SS,

Dinnedevarapadu Road, Kurnool - 518 002, Andhra Pradesh.

Phones: 08518 - 294823,24,25,26

APERC- Regulation on Licensees Standards of Performance (Regulation No. 7 of 2004) - Practice Directions - Issued - Reg

=====
Proced. No. Engg/AD(Tr.)/04/2026

Date: 20.05.2026

Read the following:

Order:

Preamble

APERC issued Regulation 7 of 2004, which prescribes guaranteed and overall standards of performance and compensation for guaranteed standards of performance, under section 57 of the Electricity Act, 2003. Inter alia, the Regulation specified the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI) as reliability indices.

The Electricity (Rights of Consumers) Rules, 2020, issued by the Ministry of Power, Government of India, state that Distribution Licensees shall supply power 24×7 to all consumers, although State Electricity Regulatory Commissions (SERCs) may specify lower hours for categories such as agriculture. The Rules also state that SERCs shall specify reliability parameters, such as the System Average Interruption Duration Index (SAIDI) and the System Average Interruption Frequency Index (SAIFI), and prescribe trajectory-based targets to ensure a reliable 24×7 power supply in towns with a population of over 1 lakh.

The Ministry of Power, Government of India, vide letter dated 09.10.2025, requested all State Electricity Regulatory Commissions to ensure compliance with the above Rules.

Accordingly, the Commission obtained information from the Distribution Licensees regarding:

- Details of towns with a population above 1,00,000
- Year-wise SAIDI and SAIFI data for the last five financial years
- Proposed trajectory of SAIDI and SAIFI for future years.

As per Section 181 (1) of the Electricity Act, 2003, the SERC Regulations shall be generally consistent with the Rules. Therefore, after careful examination of the data furnished by the DISCOMS, in exercise of powers under clause 7 of APERC Regulation 7 of 2004, in addition to and continuation of the APERC

practice directions dated 30.06.2017, the Commission is inclined to issue the following practice directions.

1. **24x7 Power Supply:** The Distribution Licensees shall provide 24x7 power supply to all categories of consumers, except agriculture consumers. In respect of agricultural consumers, the DISCOMs shall supply power for the number of supply hours/timings as specified by the GoAP from time to time.
2. **Cities/Towns having Population above 1 Lakh:** Based on the information furnished by the Distribution Licensees and the Census 2011 data, the following cities/towns fall under the category of population above one lakh:

APEPDCL	APCPDCL	APSPDCL
• Visakhapatnam • Kakinada • Rajamahendravaram • Vizianagaram • Eluru	• Gudivada • Machilipatnam • Chirala • Ongole • Guntur • Tenali • Narasaraopet • Vijayawada • Mangalagiri • Chilakaluripeta	• Ananthapur • Kadapa • Proddatur • Kurnool • Nandyal • Nellore • Tirupati

3. **Trajectory for SAIFI and SAIDI**

The DISCOM-wise trajectory for SAIFI and SAIDI for 33/11kV feeders (other than industrial) supplying power to towns/cities with a population above one lakh, as mentioned in the previous paragraph, is as follows.

Discom	Reliability Indices	FY26-27	FY27-28	FY28-29	FY29-30	FY30-31
APSPDCL	SAIDI in (HH:MM:SS)	25:15:00	25:00:00	24:50:00	24:40:00	24:30:00
	SAIFI in Nos	49	43	38	36	33
APCPDCL	SAIDI in (HH:MM:SS)	26:00:00	25:45:00	25:35:00	25:25:00	25:15:00
	SAIFI in Nos	47	43	39	35	31
APEPDCL	SAIDI in (HH:MM:SS)	23:56:00	23:55:00	23:54:00	23:53:00	23:51:00
	SAIFI in Nos	67	66	65	64	63

4. **Compensation**

The DISCOMS shall be liable to pay compensation to the affected consumers as specified in the practice directions dated 30.06.2017.

5. **General**

- a. The DISCOMS shall undertake the necessary system-strengthening measures, infrastructure augmentation, and deployment of adequate skilled manpower and technology to comply with the reliability indices. The capital expenditure (Capex) proposals shall be in accordance with the investment guidelines approved by the Commission from time to time.
- b. The DISCOMS shall include compliance reports on these directions, along with the Standards of Performance (SoP) information, furnished to the Commission in each quarter.

6. **These** directions shall take effect from the date of this Order.

(BY ORDER OF THE COMMISSION)

Kurnool
20-05-2026


Commission Secretary i/c