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ಸರ್ಕಾರದ ಆಯಾ ಇಲಾಖೆಗಳ ಮುಖ್ಯಸ್ಥರ ಮತ್ತು ಸ್ಥಳೀಯ ಪ್ರಾಧಿಕಾರಿಗಳಿಗೆ
ಸಂಬಂಧಿಸಿದ ಅಧಿಸೂಚನೆಗಳು

KARNATAKA ELECTRICITY REGULATORY COMMISSION

No. 16 C-1, Miller Tank Bed Area, Vasanth Nagar, Bengaluru- 560 052

NOTIFICATION

No: KERC/3/DDD/2021-22/996, Bengaluru, dated 10.11.2021

Draft - Karnataka Electricity Regulatory Commission (Electricity Consumers' Rights, Duty to Supply Electricity by the Licensee, Consumers' Complaint Handling Procedure and the Licensees' Standards of Performance) Regulations, 2021.

Preamble:

Under Sub-section (a) to (zp) of the Section 181 (2) of the Electricity Act 2003, the State Electricity Regulatory Commissions are empowered to make Regulations consistent with the Act. The KERC has issued the following Regulations dealing with the Power Supply to Consumer and related issues:

- 1) Conditions of Supply (CoS) of Electricity of Distribution Licensees in the State of Karnataka, 2006 and subsequent amendments notified from time to time.
- 2) KERC (Recovery of Expenditure for Supply of Electricity) Regulations, 2004 and subsequent amendments notified from time to time.
- 3) KERC (Licensees' Standards of Performance) Regulations, 2004.
- 4) KERC (Security Deposit) Regulations, 2007.

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- 5) KERC (Duty of the Licensee to Supply Electricity on Request) Regulations, 2004.
- 6) KERC (Electricity Supply) Code, 2004.
- 7) KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations, 2004 etc.,
- 8) The Karnataka Electricity Regulatory Commission (Consumer Complaints Handling Procedure) Regulations 2004.

The above Regulations were issued during the period 2004 – 2006. These Regulations provide guidelines for arranging supply of electricity to various categories of consumers, specify fee structure for deposits / amounts to be collected, specify regulations on redressal of consumers grievance through Ombudsman and CGRF mechanism, specify guaranteed Standards of Performance, ensuring the minimum Standards of service that a Distribution Licensee shall provide to the individual consumer and overall service standards which the licensee shall seek to achieve, in the discharge of its obligations, as a licensee. The said Conditions / Regulations were amended from time to time to address / incorporate the operational requirements of the Distribution Licensees.

The Government of India, Ministry of Power, has notified the Electricity (Rights of Consumers) Rules, 2020 in the month of December 2020. MoP has further notified two amendments to the said Rules.

These Rules include the following subjects:

- (a) Rights of the consumers and obligations of the Distribution Licensee to supply electricity.
- (b) Release of new connection and modification in existing connection.
- (c) Metering.
- (d) Billing and payment, method of payment of bills, advance payment of bills.
- (e) Disconnection and reconnection.
- (f) Reliability of supply.
- (g) Consumer as prosumer.

- (h) Standards of Performance.
- (i) Compensation mechanism.
- (j) Call center of consumer services and
- (k) Grievance redressal mechanism.

Gol, MoP based on the advanced technology availability and to fulfill the consumer satisfaction levels, has issued the Electricity (Rights of Consumers) Rules, 2020 by incorporating the technological advancement in the power sector across the Globe which has gone through a revolutionary phase due to the application of Information Technology, advancement in metering technology etc., This has resulted in the increasing expectation levels of the consumers.

These Rules also specify automatic payment of compensation by the ESCOMs for their failure to meet the guaranteed standards of performance in respect of certain critical service areas. The automatic payment of compensation mechanism, in respect of certain service areas, is expected to push the ESCOMs to strive for improving their quality of performance and enhancing their service standards.

Therefore, the Regulations issued earlier by the Commission, which were notified long back, require amendments, duly incorporating the provisions of the Electricity (Rights of Consumers) Rules, 2020 along with the amendments wherever necessary.

As prescribed in the said Rules, the Commission has considered it necessary to appropriately notify the Karnataka Electricity Regulatory Commission (Electricity Consumers' Rights, Duty to Supply Electricity by the Licensee, and the Licensees' Standards of Performance) Regulations, 2021.

In this process, the Commission has,

- a) Specified the time frame, as required under the Rules issued by the MoP, by including the same in the respective Regulations which deal with Duty of the Licensee to Supply Electricity on Request, the Licensees' Standards of Performance and Consumer Complaints Handling Procedure Regulations.
- b) Considered repealing the following Regulations;
 - (i) KERC (Duty of the Licensee to Supply Electricity on Request) Regulations, 2004.

(ii) KERC (Licensees' Standards of Performance) Regulations, 2004 with amendments.

(iii) KERC (Consumer Complaints Handling Procedure) Regulations 2004.

These Regulations need to be merged while specifying the timelines as required in the Electricity (Rights of Consumers) Rules, 2020 in order to avoid duplication and redundancy.

The proposed Regulations specify automatic payment of compensation by the ESCOMs for their failure to meet the guaranteed standards of performance in respect of certain critical service areas. In respect of other guaranteed service standards, automatic payment is not contemplated for the present. The automatic payment of compensation mechanism, in respect of certain service areas, is expected to push the ESCOMs to strive for improving their quality of performance and enhancing their service standards.

Therefore, the Regulations issued earlier by the Commission, which were notified long back, require amendments, duly incorporating the provisions of the Electricity (Rights of Consumers) Rules, 2020, wherever necessary.

Hence, the Commission, in exercise of the powers conferred under Section 181 (2), sub-sections (zp) of the of the Electricity Act 2003, and all other powers enabling it, in that behalf, the Karnataka Electricity Regulatory Commission hereby makes the following Regulations.

Hence, the draft regulations- **Karnataka Electricity Regulatory Commission (Electricity Consumers' Rights, Duty to Supply Electricity by the Licensee, Consumers' Complaint Handling Procedure and the Licensees' Standards of Performance) Regulations, 2021** are hereby Notified to invite comments / views / suggestions / objections from the stakeholders, general public and interested persons. The stakeholder's, interested persons are requested to file their comments / views / suggestions / objections, if any, on the proposed Karnataka Electricity Regulatory Commission (Electricity Consumers' Rights, Duty to Supply Electricity by the Licensee, Consumers' Complaint Handling Procedure and the Licensees' Standards of Performance) Regulations, 2021 **within 30 days from the date of publication of the draft in the State Gazette before the Secretary, KERC, # 16C-1, Millers Tank Bed Area, Vasantha Nagar, Bengaluru 560 052.**

Draft Regulations

1. Title and commencement:

- a) These Regulations may be called as the Karnataka Electricity Regulatory Commission (Electricity Consumers' Rights, Duty to Supply Electricity by the Licensee, Consumers' Complaint Handling Procedure and the Licensees' Standards of Performance) Regulations, 2021.
- b) These Regulations shall be applicable to all the Distribution Licensees and the Consumers in the State of Karnataka.
- c) These Regulations shall come into force from the date of its publication in the official Gazette of the State of Karnataka.
- d) The other clauses of the Electricity (Rights of Consumers) Rules, 2020 as amended from time to time shall remain in force in addition to these Regulations. In case of contradictions among the clauses of these Regulations and the earlier Regulations, Conditions etc., issued by the Commission, the clauses mentioned in the Electricity (Rights of Consumers) Rules, 2020 with amendments will prevail.

2. Definitions:

(1) In these rules, unless the context otherwise requires, -

- (a) "**area of supply**" means the area within which a licensee is authorized by his licensee to supply electricity;
- (b) '**Complaint**' means any grievance made by a consumer with regard to supply of electricity by the licensee, provided that, grievance falling within the purview of any of the following provisions of the Act are excluded:
 - (i) unauthorized use of electricity as provided under section 126 of the Act;
 - (ii) offences and penalties as provided under section 135 to 139 of the Act;
 - (iii) accident in the distribution, supply or use of electricity as provided under section 161 of the Act;

- (c) **'Designated Offices'** means the local office of the licensee where the consumer has to lodge his complaint at the first instance;
- (d) **"days"** for the purpose of these Regulations, means clear working days;
- (e) **"disconnection"** means the physical separation or remote disconnection of a consumer from the distribution system of the distribution licensee;
- (f) **"Distribution licensee"** means a licensee authorized to operate and maintain a distribution system for supplying electricity to the Consumers in his area of supply;
- (g) **"Distributing main"** means the portion of any main with which a service line is, or is intended to be, immediately connected;
- (h) **"Electric line"** means any line / cable which is used for carrying electricity for any purpose and includes –
- a) Any support for any such line/cable, that is to say, any structure, tower, pole or other thing in, on, by or from which any such line / cable is, or may be, supported, carried or suspended; and
- b) Any apparatus connected to any such line/cable for the purpose of carrying electricity;
- (i) **"Electrical plant"** means any plant, equipment, apparatus or appliance or any part thereof used for, or connected with, the generation, transmission, distribution or supply of electricity but does not include –
- a) An electric line / cable; or
- b) A meter used for ascertaining the quantity of electricity supplied to any premises; or
- c) An electrical equipment, apparatus or appliance under the control of a Consumer;
- (j) **"Extra High Tension / Extra High Voltage"** means the voltage exceeding 33,000 volts under normal conditions;
- (k) **"Extra High Tension (EHT) Consumer"** means a Consumer who is supplied electricity at a nominal voltage higher than 33,000 volts;
- (l) **"High Tension / High Voltage"** means the voltage exceeding 650 volts but not exceeding 33,000 volts under normal conditions;

- (m) “**High Tension (HT) Consumer**” means a Consumer who is supplied electricity at a nominal voltage higher than 650 volts and up to 33,000 Volts;
- (n) “**KER Act**” means the Karnataka Electricity Reform Act, 1999;
- (o) “**Licensee**” means the Distribution Licensee and wherever the context so requires shall include the Transmission and Trading Licensees;
- (p) “**Low Tension / Low Voltage**” means the voltage that does not exceed 650 Volts under normal conditions;
- (q) “**Low Tension (LT) Consumer**” means a Consumer who is supplied electricity at 415 V, 3 Phase or 240 V, Single Phase;
- (r) “**Month**” means the calendar month. The period of about 30 days between the two consecutive meter readings shall also be regarded as a month for the purpose of billing;
- (s) “**occupier**” means the owner, tenant or person in occupation of the premises where electricity is used or proposed to be used;
- (t) “**Premises**” includes any land, building or structure;
- (u) “**Service line**” means any electric supply-line through which electricity is, or is intended to be, supplied –
- a) To a single Consumer either from a distributing main or immediately from the distribution licensee's premises; or
 - b) From a distributing main to a group of Consumers on the same premises or on contiguous premises supplied from the same point of the distributing main;
- (v) “**Transmission Licensee**” means a licensee authorized to establish or operate transmission lines;
- (w) “**Voltage**” means, the difference of Electric potential measured in volts between any two conductors or between any part of either conductor and the earth as measured by a suitable Voltmeter;
- (2) The words and expressions used and not defined in these Regulations but defined in the Act shall have the meanings assigned to them in the Act and in absence thereof, the meanings as commonly understood in the electricity supply industry.

3. Duty of Licensee to Supply Electricity on Request.

(1) (a) Application for supply of electricity shall be filed with the Distribution Licensee by the owner or occupier of the premises. The application shall be filed in duplicate accompanied by the prescribed fee and charges as notified in the CoS by the Commission. The Licensee shall return the duplicate copy of the Application duly acknowledged with seal & signature and the Applicant shall be made known the provisions of these Regulations. These provisions shall also be applicable for cases requiring enhancement / modification of existing load & changeover of voltage level.

(b) In case of online application form submitted through web portal or mobile app of distribution licensee, the acknowledgement with the registration number shall be generated, on submission of application.

(2) An application, complete with all the required information, shall be deemed to have been received on the date of generation of acknowledgement with registration number. In case of submission of hard copy complete in all respects, the acknowledgement with registration number shall be generated within twenty-four hours, of receipt of the application.

(3) The Licensees shall arrange to supply electricity on request as per the prevailing conditions specified in Clause 4.00 to 12.00 of the Conditions of Supply of Electricity of Distribution Licensees in the State of Karnataka (CoS), as amended from time to time.

Provided for sanction of power upto 10 kW, the documents to be furnished shall be as provided in clause 4(9) of the Electricity (Rights of Consumers) Rules, 2020 issued by the MoP, Gol.

(4) Where supply of electricity does not require any extension of distribution mains, or commissioning of new substations, every distribution licensee on receipt of an application shall give supply of electricity within 7 (seven) days of receipt of the application in Metro cities, 15 (fifteen) days of receipt of the application in respect of other municipal areas and 30 (thirty) days of receipt of the application in respect of rural areas.

(5) (a) Where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such

premises immediately after such extension or commissioning or within such period as specified as follows:

Type of service connection Requested.	Period within which supply of electricity should be provided from date of receipt of the application.
Low Tension (LT) supply	45 days
11 kV supply (HT)	60 days
33 kV supply (HT)	90 days
Extra High Tension (EHT) supply	180 days

(b) In the case of application for new connection, where extension of supply requires erection and commissioning of new substation, the licensee shall complete the work and commence power supply to the applicant within the period as envisaged by the respective DPRs / Estimates approved by the licensees. In case the substation is not included in the capex plan already approved by the Commission for the financial year in the relevant Tariff Order, the respective Transmission/ Distribution Licensee shall take up the work if the amount could be spent through appropriation or re-appropriation of the savings in same head of account or other heads of capex. In case the capex is not available for spent during the current financial year, the same shall be included in the capex of next financial year.

(c) Where the extension of distribution main is executed by the applicant on self- execution basis, the Distribution Licensee shall provide supply of electricity within 07 (seven) days from date of receipt of the intimation from the consumer regarding his readiness to avail power supply and on production of all statutory approvals.

(6) It shall be the responsibility of the Distribution Licensee to have necessary commercial arrangements with the respective Transmission Licensee(s) to ensure that the required supply at Extra High Tension (EHT), i.e., above 33,000 volts, is made available within the time frame specified under clause-5 above.

(7) In cases of Rural Electrification, the Licensee shall follow the National Policy on Rural Electrification envisaged under Section 5 of the Electricity Act, 2003.

(8) Consequences of default

- (i) If a distribution licensee fails to supply electricity within the period as specified by the Commission in these Regulations, it shall be liable to pay a penalty as determined by the Commission under Schedule – I to these Regulations, which shall not exceed one thousand rupees (Rs.1000) for each day of default.
- (ii) Where power sanction letter is issued by the Distribution Licensee on receipt of Applicant for supply of electricity, and the Applicant fails to avail power supply within the time specified under clause (4) and (5) above, the responsibility of the Licensee to pay the amount ceases and the application will be treated as cancelled.
- (iii) Where power sanction letter is issued by the Distribution Licensee on receipt of Application for supply of electricity and after execution of the required agreement by the Applicant, if the Applicant fails to avail power supply within the time specified under clauses - 4 & 5 above, the installation shall be deemed to have been serviced on the date of completion of the period specified under clauses – 4 & 5 above and the consumer shall be liable to pay Demand charges / Fixed charges as per the Electric power Tariff in force during the initial agreement period.

(9) Recovery of Expenditure:

For electrified areas up to 35 kW in respect of LT Domestic and LT Commercial installations and 150 kW in respect of LT Industrial installations, or such higher load as may be specified by the Commission in the CoS, as amended from time to time, the expenditure towards cost of the line materials / equipment shall be recovered as per Clause No. 3.1.1 sub-clause (A) and (B) of KERC Recovery of Expenditure Regulations, 2004 (RoE) on the basis of the load, category of connection sought and average cost of connection of the distribution licensee without site inspection and estimation of demand charges for each and every case individually. In case of cities where EoDB criteria is applicable for sanction of power, a load up to 150 kW for new connection shall be considered for the category of consumers mentioned in the 9th Amendment to the CoS for collection of charges as per this Clause. In such cases. the charges demanded as specified in the RoE Regulations, shall be

paid at the time of application itself. However, for the consumers falling under Clause 9.0 of the CoS, procedure as per Clause 3.1.5 shall be followed.

The charges incurred in providing any electrical line or electrical plant used for the purpose of giving that power supply and to be recoverable under Section 46 of the Act towards such expenses are specified in the RoE Regulations and subsequent amendments thereon, which shall be complied with by the Distribution Licensees.

4. **Reliability of supply:**

- (1) The distribution licensee shall supply 24x7 power to all the consumers. The Commission may specify providing lower hours of supply to certain categories of consumers like agriculture as per the guidelines issued by the Government of Karnataka.
- (2) The following parameters are specified to maintain the reliability of supply by the distribution licensee; namely: -
 - (a) total duration and frequency of outages per consumer in a year –
 - i. System Average Interruption Duration Index (SAIDI);
 - ii. System Average Interruption Frequency Index (SAIFI);
 - (b) the minimum outage time (in minutes) that the distribution licensee shall consider for the calculation of SAIDI or SAIFI, as the case may be shall be- > 3 minutes / 5 minutes / 10 minutes.
- (3) The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.

5. **Standards of performance:**

- (1) The Distribution Licensees shall be guided by Standards of Performance laid down in these Regulations as per sub-section (1) of section 57 of the Act.
- (2) The Standards of Performance specified by the Commission are the minimum standard of service with reference to quality, continuity and reliability of services that a licensee shall achieve in the discharge of his obligations as a licensee.
- (3) The Licensee shall comply with the minimum standards as specified in Schedule -1 of these Regulations. The compensation amount shall be paid to the consumers by the distribution licensees for violation of standards of performance as per sub-section (2) of Section 57 of the Act.

- (4) In case of applications requiring supply under Low Tension agriculture category (IP sets) such obligation on the part of the licensee shall be limited to the number of connections that can be covered within the target fixed for the year for release of agricultural connections. The licensee shall inform the applicants in writing the period within which the power supply will be provided within one Month from the date of fixation of target by the Government OR within one month from the date of registration of application, whichever is later. If the applicant's case cannot be covered in the programme of release of IP set connections fixed for the year, the same shall be intimated to the Applicant.
- (5) The Licensee shall achieve the overall standards of performance as per Schedule-II of these Regulations.
- (6) **Mechanism for Automatic payment of Compensation:**
1. After it is successfully established that there is a default in performance of the distribution licensee the Consumer shall be automatically compensated for those parameters which can be monitored remotely when it can be.
 2. In respect of consumers' SoP which can be monitored remotely, the Distribution Companies shall develop a suitable mechanism for automatic payment of Compensation and also to register the claim for compensation in case of non-compliance of Standards of Performance, within ninety (90) days from the date of Notification of these Regulations, for approval of the Commission.
 3. The Distribution Licensee shall design and maintain its distribution system in such a way that there is a gradual increase in the list of parameters, which can be monitored remotely and for which automatic compensation can be made to the consumer.
 4. The Licensees shall register every complaint of a consumer at the designated office and intimate the complaint number to the consumer in respect of the parameter which is not listed for automatic payment of compensation. The consumers shall lodge the complaints at the respective designated office of the licensee corresponding to the nature of the complaint in respect of the parameter which is not listed for automatic payment of compensation giving details as indicated in Form-A to these Regulations. The Licensee shall maintain a Register to enable consumers for lodging complaints at each of

the designated Office, including the Lineman camps in the villages.

5. The Licensee shall maintain relevant records regarding the Standards of performance consumer-wise in respect of the parameters which cannot be monitored remotely in order to give a fair treatment to all consumers and avoid any dispute regarding violation of standards of performance.
6. If the Licensee fails to meet the Standards of Performance specified in Schedule I, the licensee shall pay to the affected consumer, an amount as indicated against each of the Standards of Performance in Schedule-I.
7. In all cases of compensation, the payment of compensation shall be made by adjustment against current and / or future bill (s) for supply of electricity, within stipulated time from the determination of claim, which shall not be more than thirty (30) days.
8. Procedure for payment of Compensation:
 - (a) The consumer has to bring to the notice of the Licensee that the Standards of Performance has been violated and accordingly claim the amount from the Licensee. The Consumer shall submit the claim for amount in application in Form A (Enclosed) in respect of the parameters which cannot be monitored remotely. In respect of both the parameters which can be remotely monitored or cannot be monitored, option to the consumer shall be provided either to submit the claim Form A or to provide online facility for submission of claims.
 - (b) In all other cases where the parameters cannot be monitored remotely, the Licensee shall take a decision on the amount of claim of the consumer and if found liable shall pay the amount to the consumer within thirty (30) days from the date of receipt of application.
 - (c) In the event of the consumer not being paid the amount within the prescribed time, the affected consumer may make an application with the Consumer Grievance Redressal Forum, established by the Licensee in terms of Section 42 of the Act. If there is no response from the CGRF, the application shall be submitted to the Ombudsman for issue of suitable Orders, which shall be binding on the distribution companies.
9. The Standards of Performance for which the compensation is required to be

paid by the distribution licensee include, but are not limited to, the following, namely: -

- i. no supply (in respect of fuse of call) to a consumer beyond a particular duration;
 - ii. number of interruptions in supply beyond the limits;
 - iii. time taken for connection, disconnection, reconnection, shifting;
 - iv. time taken for change in consumer category, load;
 - v. time taken for change in consumer details;
 - vi. time taken for replacement of defective meters;
 - vii. time period of resolving voltage related complaints; and
 - viii. time period within which bills are to be served and bill related complaints.
10. The distribution licensee, within six (6) months from the date of notification of these Regulations by the Commission under sub-rule (2), shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media, bills, SMS, e-mails or by uploading on licensee's website.
11. In all cases of compensation, the payment of compensation shall be made by adjustment against the electricity bills issued in the subsequent month.
12. It shall be the obligation of the Licensee to comply with these Regulations. The Distribution Licensees have to develop a tool to monitor the following parameters remotely. The tool so developed shall be capable of logging the following events at each of the consumer level along with the time stamp. Shall calculate the amount of compensation to be paid to the consumer for each event of default and generate the statement of defaults and amount to be paid at the end of every billing cycle. The tool should be linked with the billing software to make the activity automatic;
- (i) No power supply / Normal fuse – off in all of its Cities, Towns and Rural areas.

- (ii) Line break down - in all of its Cities, Towns and Rural areas.
- (iii) Distribution transformer failure – in its entire area of operation.
- (iv) Period of scheduled and unscheduled outages – maximum duration in a single stretch and Restoration of supply.
- (v) Number of interruptions beyond the allowable (more than one interruption per consumer per day).
- (vi) Voltage variations.
- (vii) Meter complaints – in respect of the checking correctness of meters, replacement of defective (slow, creeping or stuck meters), replacement of burnt meters, stolen meters, etc.,
- (viii) Release of supply to application for new connection LT / HT / EHT.
- (ix) Application for processing of addition or reduction of load / name change / transfer of ownership / change of category / conversion from 1-phase LT to 3-phase LT, LT to HT and vice – versa.
- (x) Resolution of complaints on consumer bills.
- (xi) Connection / Disconnection / Reconnection of supply following disconnection / shifting.
- (xii) Payment of Solatium in case of electrical accidents.
- (xiii) Issue of any kind of certificates.
- (xiv) Refund of deposits.
- (xv) Distribution Licensees have to specify any other parameter which can be monitored remotely.

13. The Commission may from time to time add, alter, vary, modify or amend the contents of the Schedules- I and II.

14. Information on Standards of Performance;

- (a) The Distribution Licensees shall submit the information on the level of performance achieved in respect of matters covered as per Schedule I and II of these Regulations, quarterly, except in case of Sl. No. 18, 19 and 23 of Schedule II, the information shall be furnished monthly.
- (b) The number of cases in which amount was paid under these Regulations

and the amount in each case, quarterly shall also be furnished.

- (c) The Commission shall arrange for publication of the above information, at least once in a year, in the manner as deemed fit.

6. Procedure for Complaints Handling:

1. The consumer shall indicate in his complaint the name, address, RR Number of the installation, Telephone / Mobile number along with the brief description of the grievance. Such a complaint can be lodged with the designated office either in writing or over telephone or email or through the online mode which are made available by the licensee.
2. The primary responsibility center shall register the complaint and intimate a complaint number to the consumer. The Licensee shall arrange for attending to the complaint within the time limit indicated in Schedule-III to these Regulations.
3. In the event of non-response or inadequate response by the designated office of the Licensee within the time limit prescribed for rendering the service, the consumer may lodge the complaint with the next higher authority, which is also indicated in Schedule-III to these Regulations. The Proforma for lodging complaint with the next higher authority is in Form-B. The Licensee shall make available free of cost, the prescribed format as per Form-B attached to these Regulations, for the purpose of lodging the complaint or make provisions in the online application to escalate the issue to the designated next higher officer of the Licensee as indicated in Schedule – III to these Regulations. The receipt of the complaint should be registered by the next higher authority, who shall resolve the complaint within the time limit as indicated in Schedule – III to these Regulations, on receipt of the complaint at his office.

7. Call Centre for Consumer Services:

- (1) For providing common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply, the distribution licensee shall establish a centralised 24x7 toll-free call centre with an immediate effect.
- (2) While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall endeavour to provide all services through a common Customer Relation Manager (CRM) System to get a unified

view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

- (3) The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc., online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

8. **Grievance redressal mechanism:**

For Consumer Grievance Redressal the Commission has notified comprehensive Regulations governed by the KERC (CGRF and Ombudsman) Regulations, 2004, and subsequent amendments which shall be complied with by the Distribution Licensees.

9. **General Provisions:**

- (1) The distribution licensee shall provide access to various services such as application submission, monitoring status of application, payment of bills, status of complaints raised, etc., to consumers through its website, web portal, mobile app and its various designated offices area-wise.
- (2) The distribution licensee shall provide all services such as application submission, payment of bills, etc., to senior citizens at their door-steps. For this purpose, the distribution licensees shall designate a telephone number to facilitate senior citizens to register their grievance. They shall be informed of the persons likely to visit them and their contact numbers for direct communication with the persons attending the complaint.
- (3) The details of scheduled power outages shall be informed to the consumers. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the call centre of the distribution licensee.
- (4) For creating proper awareness among consumers and licensees' staff, the distribution licensee shall ensure to undertake the following steps, namely: -
 - (a) Manual of procedure for providing common services and handling customer grievances shall be made available for reference of consumers at every

office of the distribution licensee and downloadable from its website.

- (b) The distribution licensee shall publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July by providing the link of the information available on the website of the Distribution Licensees. If it is not possible to publish the same at the back of the bills, the distribution licensee shall publish it on a separate hand out and distribute it along with the bills.
- (c) The distribution licensee shall arrange to give due publicity through media, TV, newspaper, website and by displaying in boards at consumer service-related offices to bring awareness of consumer rights, standards of performance, compensation provisions, grievance redressal, measures for energy efficiency and any other schemes of the distribution licensee.
- (d) The distribution licensee shall arrange to display data of feeder-wise outage, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering, distress or damage to electrical plant, electric lines or meter and results obtained during the year, on its website.
- (e) Whenever the existing meters are to be replaced by any new technology meters, the distribution licensee shall take adequate measures to create consumer awareness regarding the advantages of such replacement. Distribution licensee shall issue a public notice in at least four daily newspapers. Such information shall also be displayed in conspicuous manner on the distribution licensee's website and the distribution licensee shall indicate the area-wise schedule of dates for replacement of such meter.

(5) Repeal and saving:

Consequent on notifying these Regulations, the following Regulations issued by the KERC and the subsequent amendments thereon are hereby repealed;

- (a) KERC (Duty of the Licensee to Supply Electricity on Request) Regulations, 2004.
- (b) The Karnataka Electricity Regulatory Commission (Consumer Complaints Handling Procedure) Regulations 2004.
- (c) The Karnataka Electricity Regulatory Commission (Licensee's Standards of

Performance) Regulations, 2004.

- (6) Notwithstanding such repeal, anything done or any action taken or purported to have been done or taken including any order direction or notice made or issued under the repealed regulations, shall be valid.
- (7) If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.
- (8) Nothing in these regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act, 1986 (Act 68 of 1986).

(9) Issue of orders and practice directions:

Subject to the provisions of the Electricity Act, 2003 and these Regulations, the Commission may, from time to time, issue orders and practice directions in regard to the implementation of the Regulations and Procedures to be followed.

- (10) The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of this Regulation.
- (11) The Standards of Performance & other directions for compliance within a time schedule as specified in these regulations shall be kept in abeyance by the Commission during Force Majeure condition such as war, mutiny, civil commotion, spread of pandemic, riot, flood, cyclone, lightning, earthquake or other force or cause beyond the control of the Licensee and strike, lockout, fire affecting the licensee's installations and activities.
- (12) The Commission, may by a general order issued for the purpose and after hearing the Licensee and the affected consumer group release the Licensee from the liability to compensate the consumers for any default in the performance of any standard, if the Commission is satisfied that such default is for reasons other than those attributable to the Licensee and further that the Licensee has otherwise made efforts to fulfill his obligations.
- (13) During force majeure events, after studying the field conditions, the licensee shall issue public notices, clearly specifying the intended date within which the

services will be restored. Further, Licensees shall submit reports to the Commission about the force majeure events within thirty days of the occurrence of such events. If services are not fully restored within the intended date mentioned by the Licensees, consumers shall be compensated for the same. If the Licensees finds that the failure in restoring the services, within the intended time, is due to reasons beyond their control, they may approach the Commission for exemption from payment of compensation. The Commission will then absolve the Licensees from the liability to compensate the consumers, if it is satisfied that such default is for reasons other than those attributable to the Licensees and further that the Licensees have otherwise made efforts to restore the services.

By Orders of the Commission

Secretary

for Karnataka Electricity Regulatory Commission

Schedule – I

STANDARDS OF PERFORMANCE AND AMOUNT TO BE PAID TO CONSUMERS FOR DEFAULT IN EACH CASE

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
1. Normal Fuse-off Cities and Towns	Within 6 hours	Rs.200 in each case of default
Rural areas	Within 24 hours	Rs.200 in each case of default
2.Line Breakdowns Cities and Towns	Within 6 hours (10 hours if poles are broken down)	Rs.200 to each affected consumer
Rural areas	Within 24 hours in all cases	Rs.200 to each affected consumer
3. Number of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.	Number of interruptions (scheduled / unscheduled) in a day should not exceed a maximum of two (2) numbers in urban areas including NJY feeders and three (3) numbers in rural areas.	Rs.50 for each of the interruptions beyond the specified limit to each of the consumer.
Duration of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.	The total duration of interruptions (scheduled / unscheduled) in a month should not exceed a maximum of ninety (90) minutes in urban areas, one	Rs.50 for each of the default in case of consumers in urban areas including NJY feeders and Rs.25 for each of the default in

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
	hundred and twenty (120) minutes in case of NJY feeders and one hundred and eighty (180) minutes in rural areas.	case of consumers in rural areas beyond the specified limit to each of the consumer.
4. Distribution Transformer Failure Cities and Towns	Within 24 hours	Rs.200 to each affected consumer
Rural areas	Within 72 hours	Rs.200 to each affected consumer
5. Period of Scheduled outages Maximum duration in a single stretch	Not to exceed 12 hours	Rs.200 to each affected consumer
Restoration of supply	By 6 PM on any day	Rs.200 to each affected consumer
6. Voltage Variations Where no expansion or enhancement of network is involved	Within 7 days	Rs.200 in each case of default
Where up-gradation of distribution system is required	Within 120 days	Rs.200 in each case of default
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities Within 24 hours in Rural Areas	Rs.200 in each case of default
7. Meter Complaints Inspect and check correctness of meters	Within 7 days	Rs.200 in each case of default
Replace defective, not recording, fast / slow recording, creeping or stuck meters	Within 24 hours in urban areas and 72 hours in rural areas	Rs.200 in each case of default
Replace burnt meters if cause not attributable to consumer	Within 24 hours in urban areas and 72 hours in rural areas, after the receipt of complaint	Rs.200 in each case of default
Replace burnt meters in all other cases and restoration of power Supply	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumer	Rs.200 in each case of default
8.Application for new connection / additional load Release of supply where service is feasible from existing network.	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days	Rs.1000 for each day of default

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
Release of supply where Network expansion / enhancement required for providing connection	As specified in Clause 3 (4) and 3 (5) of these Regulations.	Rs.200 for each day of default in Case of LT and Rs.1000 for each day of default in case of HT & EHT.
Release of Temporary power supply	Within 48 Hours of submission of applications in full.	Rs.100 for each day of default
IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year)	Rs.100 for each day of default
9. Erection of sub- station release of supply	As specified in Clause 3 (4) and 3 (5) of these Regulations.	Rs.1000 for each day of default
10. Transfer of Ownership, conversion of service title, Change of category etc.,	Within 7 days of receipt of application	Rs.200 for each day of default
11. Time taken for disconnection on consumer request and shifting	Within, a) Two (2) days in respect of LT installations in urban areas and five (5) days in rural areas. b) Five (5) days in respect of HT installations in urban areas and seven (7) days in rural areas.	Rs.200 for each day of default
12. Conversion of LT single phase to LT three phase and vice-versa. Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	Rs.200 for each day of default
13.Resolution of Complaints on consumer's Bills If no additional information is required.	Within 24 hours of receipt of complaint	Rs.200 for each day of default
If additional information is required.	Within 7 days of receipt of complaint	Rs.200 for each day of default
14. Reconnection of supply following disconnection Towns and cities	On the same day on receipt of payment from consumer	Rs.200 for each day of default
Rural areas	Within 24 hours of receipt of payment from consumer	Rs.200 for each day of default
15. Payment of Solatium in case of electric accidents Cases where it is established beyond doubt that the accident is not due to the fault of the victim.	Within 7 days without waiting for the report from CEIG.	Rs.500 for each day of default

Nature of Service	Standards of Performance (Indicative Maximum time limit for rendering service)	Amount payable to affected consumer
In other cases,	Within 30 days after receipt of report from CEIG.	Rs.500 for each day of default.
16. Refund of Deposits	Within 60 days after receipt of request.	Rs.200 for each day of delay
17. Issue of certificates	On the same day of receipt of request.	Rs.200 for each day of default

Schedule – II**OVERALL STANDARDS OF PERFORMANCE**

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
1. Normal fuse-off Cities and Towns	Within 6 hours	99 %
Rural areas	Within 24 hours	99 %
2. Line Breakdowns Cities and Towns	Within 6 hours	95 %
Rural areas	Within 24 hours	95 %
3. Number of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.	Number of interruptions (scheduled / unscheduled) in a day should not exceed a maximum of two (2) numbers in urban areas including NJY feeders and three (3) numbers in rural areas.	Urban areas - 98% Rural areas – 95%
Duration of interruptions beyond a particular limit – excluding normal fuse off, line break downs and distribution transformer failure.	The total duration of interruptions (scheduled / unscheduled) in a month should not exceed a maximum of ninety (90) minutes in urban areas, one hundred and twenty (120) minutes in case of NJY feeders and one hundred and eighty (180) minutes in rural areas.	Urban areas - 98% Rural areas – 95%
4. Distribution Transformer Failure Cities and Towns	Within 24 hours	95 %
Rural areas	Within 72 hours	95 %
5. Period of Scheduled outages Maximum duration in a single stretch	Not to exceed 12 Hrs.	99 %
Restoration of supply	By 6 PM on any day	99 %
6. Voltage Variations Where no expansion or enhancement of network is involved.	Within 7 days	95 %

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
Where up-gradation of distribution system is required.	Within 120 days	90 %
Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities 24 hours in Rural Areas	90%
7. Meter Complaints Inspect and check correctness of meters.	Within 7 days	90%
Replace defective, not recording, fast / slow recording, creeping or stuck meters	Within 24 hours in urban areas and 72 hours in rural areas	90%
Replace burnt meters if cause is not attributable to consumer	Within 24 hours in urban areas and 72 hours in rural areas, after the receipt of complaint	90%
Replace burnt meters in all other cases and restoration of power supply.	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumer	95%
8.Application for new connection / Additional load Connection feasible from existing network Release of supply	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days	95%
9. Network expansion / Enhancement required for providing connection Release of supply (LT)	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95 %
Release of supply (HT) 11 KV supply	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of supply (HT) 33 KV supply	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of supply (EHT)	As specified in Clause 3 (4) and 3 (5) of these Regulations.	95%
Release of Temporary power supply	Within 48 Hours of submission of applications in full.	98%
Irrigation Pump Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year).	90%
10. Erection of sub-station for release of supply	As specified in Clause 3 (5) of these Regulations.	95%

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
11. Transfer of ownership and conversion of service Title transfer of ownership Change of category	Within 7 days of receipt of application	99%
11. Time taken for disconnection on consumer request and shifting	Within, a) Two (2) days in respect of LT installations in urban areas and five (5) days in rural areas. b) Five (5) days in respect of HT installations in urban areas and seven (7) days in rural areas.	99% 99%
12. Conversion of LT single phase to LT three phase and vice-versa. Conversion from LT to HT and vice-versa.	Within 30 days from the date of payment of charges	99%
13. Resolution of complaints on consumer's bills If no additional information is required.	Within 24 hours	99%
If additional information is required.	Within 7 days	99%
14. Reconnection of supply following disconnection Cities and Towns	On the same day	99%
Rural areas	Within 24 hours	99%
15. Payment of Solatium in case of electric accidents Cases where it is established beyond doubt that the accident is not due to the fault of the victim.	Within 7 days without waiting for report from CEIG.	99%
In other cases.	Within 30 days after receipt of report from CEIG.	95%
16. Refund of deposits	Within 60 days	95%
17. Issue of certificates	On the same day of receipt of request.	99%
18. Billing Efficiency		100% of the consumers to be billed during the billing cycle
19. Collection Efficiency: Metered Installations		98 per cent
Un-metered installations		85 per cent
20. Distribution Transformer failures Urban areas		Shall not exceed 3 per cent p.a.

Service area	Standards (indicative Time Limit for rendering service)	Overall Standards of Performance
Rural Areas		Shall not exceed 7 per cent p.a.
21. Faulty Meters (MNR, Burnt, sticky, faulty , etc.,)		Shall not exceed 1.5 per cent of metered installations
22. Voltage Variations at supply point		The voltage variation shall be within the limits stipulated hereunder a) LT system +6% & -6% b) HT system +6% & -9% c) EHT system +12.5% & -12.5%
23. Reliability Indices	<p>The ESCOMS shall adhere to the Reliability Indices (RI) under their jurisdiction covering urban areas in cities and town and also for rural areas in the Format-I and II for the following:</p> <ol style="list-style-type: none"> 1. Consumer affected / Interrupted basis on the feeder Reliability Indices (SAIFI, SAIDI, CAIDI) for Urban / Rural areas. (Format-C). 2. Load affected / Interrupted basis on the feeder Reliability Indices (SAFI, SAIDI, CAIDI) for Urban / Rural areas. (Format-D). <p>ESCOMs need to furnish the RI report quarterly and the same to be hosted in their websites. ESCOMs shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages. The Commission may change the fixed target after seeing the achievement from the ESCOMs.</p>	

Schedule - III

Consumer Complaints Handling Procedure 2021

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
1. Normal Fuse- off a) Cities and Towns	Within 6 hours	Central Consumer Complaints Division (CCCD) Service Station of the Sub- Division AE / JE (O&M) / Section Officer / Line Man in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 24 hours		
2. Line Breakdowns a) Cities and Towns	Within 6 hours (10 hours if poles are broken down)	CCCD / Service station of the Sub- Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 24 hours in all cases		
3. Distribution Transformer Failure a) Cities and Towns	Within 24 hours	CCCD / Service station of the Sub Division / AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub- Division
b) Rural areas	Within 72 hours		
4. Voltage Variations a) Where no expansion or enhancement of network is involved	Within 7 days	CCCD / Service station of the Sub Division/ AE(O&M) / JE(O&M) / Section Officer / Lineman in Lineman camp.	AEE (EI) of the Sub Division
b) Where up - gradation of distribution system is required	Within 120 days		
c) Opening of neutral	Within 6 hours in cities and 24 hours in rural areas.		
5. Meter Complaints a) Inspect and check correctness	Within 7 days	AE (O&M) / JE (O&M) / Soujanya counter of the Sub-Division / Section Officer.	AEE (EI) of the Sub-Division.
b) Replace defective, not recording, fast / slow recording, creeping or stuck meters.	Within 24 hours in urban areas and 72 hours in rural areas.		
c) Replace burnt meters if cause not attributable to consumers.	Within 24 hours in urban areas and 72 hours in rural areas after the receipt of complaint.		
d) Replace burnt meters in all other cases and restoration of power supply.	Within 24 hours in urban areas and 72 hours in rural areas, after receipt of payment of charges by the consumers.		

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
6. Application for new connection / additional load a) Release of supply where service is feasible from existing network.	a) Metro Cities – 7 days b) Other Municipal areas – 15 days c) Rural areas – 30 days	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
b) Release of supply where Network expansion / enhancement required for providing connection	As specified in Clause 3 (4) and 3 (5) of these Regulations.	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
c) Release of temporary power supply	Within 48 hours of submission of application in full	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
d) IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year).	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
8. Transfer of ownership and Conversion a) Title transfer of ownership	Within 7 days of receipt of application	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
b) Change of category	Within 7 days of receipt of application	AEE(E)/AE(T) of the sub-division	EE (EI) of the Division
9. Conversion of LT single phase to LT three phase. Conversion from LT to HT and vice-versa	Within 30 days from the date of payment of charges	AEE(E) / AE(T) of the sub-division	EE (EI) of the Division
10. Resolution of complaints on consumer's Bills a) Where field report is not required	Within 24 hours of receipt of complaint	AAO/AE(T) / Soujanya Counter of the Sub- Division	AEE(E) of the Sub-division
b) Where field report is required	Within 7 days of receipt of complaint		
10. Reconnection of supply following disconnection a) Towns and cities	On the same day	AAO of the Sub- Division AE(O&M) / JE (O&M) Section Officer	AEE(E) of the Sub-division
b) Rural areas	Within 24 hours of receipt of payment from consumer		

Nature of Service	Standard (Indicative Maximum time limit for rendering service)	Primary responsibility centers where to lodge complaint	Next Higher Authority
11. Refund of Deposits	Within 60 days after receipt of Request.	AEE(E) / AAO / SA of the Sub-Division	EE (E) of the Sub-Division
12. Issue of certificates	On the same day of receipt of application or request.	AAO / SA / of the accounting Unit	AEE (E) of the Sub-Division

FORM A**APPLICATION FOR CLAIMING STANDARD AMOUNT BY THE AFFECTED CONSUMER**

1	Name of the Consumer	
2	Address	
3	RR Number	
4	Nature of complaint in brief	
5	Complaint Number	
6	Date and time of lodging complaint	
7	Date and time the complaint is attended to by the Licensee.	
8	Standard time within which the complaint is to be attended to as per Licensees' Standards of Performance Regulations.	
9	Actual Time taken to attend to the complaint.	
10	Standard amount to be received as per Licensees' Standards of Performance Regulations.	

Signature

Date:

Place:

ACKNOWLEDGMENT (To be given by the Licensee)

Claim Number:

Date:

Name of the Consumer:

RR Number or Account ID:

Claim for standard amount received on (Date):

Signature of the Official of the Licensee
with Name, Seal and Date

FORM B**PROFORMA FOR LODGING COMPLAINT**
(With the next higher authority)**Part A**

(to be filled in by the consumer)

1. Name and address of the Consumer:
2. Consumer Number (RR Number) or Account ID:
3. Brief description of the complaint:

Signature of the Applicant

Date:

Place:

=====Tear at this line=====

Part-B

(To be acknowledged by the Licensee)

Complaint Number:

1. Name of the consumer:
2. Consumer Number (RR Number) or Account ID:
3. Details of complaint:
4. Target date to resolve the complaint:

Date:

Place:

FORMAT – D

Load Affected/Interrupted Basis on the Reliability Index (SAIFI, SAIDI & CAIDI) for Urban/Rural Areas for the period of

SI No	ESCOM	Name of the Circle / Area	Type of the Circle / Area (Rural/Urban)	Total Nos of feeders (U/R) in the Circle Area	Total Nos of Consumers (U/R) in feeders the Circle Area	Total connected Load (in KWs) (U/R) in the feeders in the Circle Area	No of interruptions (>3 min/ 5 min/ 10 min)	Duration of interruption (>3 min/ 5 min/ 10 min)	Affected Load (KW) in the feeder	SAIFI	SAIDI minutes	CAIDI Minutes	RI
					Ct	Li	Ni	Ti	LI	$\Sigma Ni * Li / Ct$	$\Sigma Ti * Li / Ct$	SAIDI / SAIFI	
1													
2													
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