

## APPENDIX

### REVIEW OF COMPLIANCE OF THE DIRECTIVES ISSUED BY THE COMMISSION

The Commission, in its earlier Tariff Orders and communications had issued several directives for compliance by the Hukeri RECS. An analysis of such directives and their compliance is as under:

**i. Directive on conducting Consumers' Interaction Meetings in the O & M sub-divisions for redressal of consumer complaints:**

The Commission had directed that the Hukeri RECS shall ensure that Consumer Interaction Meetings chaired by the Managing Director are conducted in each of the O&M sections according to a pre-published schedule, at least once in every three months. Further, the consumers shall be invited to such meetings in advance through emails, letters, notices on Hukeri RECS's website, local newspapers etc., to facilitate participation of maximum number of consumers in such meetings. The Hukeri RECS shall ensure that the proceedings of such meetings are recorded and uploaded on its website, for the information of consumers. Compliance in this regard shall be reported once in three months to the Commission, indicating the date, the number of consumers attending such meetings and the status of redressal of their complaints.

If the Hukeri RECS fails to ensure conduct of the Consumer Interaction Meetings as directed, the Commission would consider imposing a penalty of up to Rupees one lakh per O&M section per quarter for each instance of non-compliance, and also direct that such penalty shall be recovered from the Managing Director who fails to conduct such meetings.

#### **Compliance by the HRECS:**

It is submitted that the Hukeri RECS has been conducting Consumer Interaction Meetings in each O & M section and the Managing Director chairs such meetings. The Hukeri RECS has notified the schedule in the

newspapers indicating the time and venue of the Consumers' Interaction Meetings and the following table indicates the details of the meeting:

Sl. No.	Sections	Date & place of the meeting	No. of consumers attending the meeting	Issues raised	Issues resolved
1	Hukeri-I	07-11-2017 Hukeri	11	11	11
2	Hukeri-II	07-11-2017 Hukeri	14	14	14
3	Bellad Bagewadi	07-11-2017 Hukeri	8	8	8
4	Sultanapur	07-11-2017 Hukeri	21	21	21
5	Sankeshwar	08-11-2017 Sankeshwar	4	5	5
6	Kanagala	08-11-2017 Sankeshwar	2	2	1 resolved on the same day & other one resolved on 09-11-17
7	Hebbal	08-11-2017 Sankeshwar	1	1	1
8	Yamakanmardi	08-11-2017 Sankeshwar	3	3	3 resolved on 09-11-17
9	Hidkal Dam	08-11-2017 Sankeshwar	1	1	1

Proceeding of the meetings have been uploaded in the HREC's web site and the same have been submitted to the Commission.

### Commission's Views

The Commission notes that, Hukeri RECS is conducting the consumer interaction meetings at the O & M sections. However, it is emphasized that, the complaints relating to supply of electricity shall have to be effectively addressed in such meetings. The Commission is of the view that such meetings should be conducted regularly and the Managing Director himself should chair such meetings invariably, in order to effectively redress the consumer complaints relating to supply of electricity. Further, it is also important to invite consumers by publishing advance notices in the local

newspapers, to ensure maximum presence of consumers, in such meetings.

**The Commission reiterates that Hukeri RECS shall conduct consumer interaction meetings in each of the O & M sections once in a quarter and submit the compliance thereon to the Commission regularly.**

**ii. Directive on preparation of energy bills on monthly basis by considering 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access**

The Commission had directed the HRECS to ensure preparation of energy bills on monthly basis by considering the 15 minute's time block period in respect of EHT/HT consumers importing power through power exchange under Open Access. The HRECS shall implement the directive forthwith and the compliance regarding the same shall be submitted monthly from May, 2017 onwards, to the Commission, regularly.

**Compliance by the HRECS:**

The Hukeri RECS in its jurisdiction has 32 numbers of HT installations and none of the them are Open Access consumers. Therefore, HRECS is not in a position to submit details in this regard.

**Commission's Views**

**The Commission notes that at present the Hukeri RECS doesn't have any HT consumer sourcing power through open access. However, in future, if any of the HT consumers in its jurisdiction source power through Open Access, then the Hukeri RECS should implement this directive and submit compliance thereon once in a quarter regularly.**

**iii. Directive on Energy Conservation:**

The Commission had directed the distribution licensees to service all the new installations only after ensuring that the BEE \*\*\*\*\* (Bureau of Energy

Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the applicant consumers' premises.

Similarly, all new streetlight/high mast installations including extensions made to the existing streetlight circuits shall be serviced only with LED lamps/energy efficient lamps like induction lamps.

Further, the Commission had directed the distribution licensees to take up programmes to educate all the existing domestic, commercial and industrial consumers, through media and distribution of pamphlets along with monthly bills, regarding the benefits of using five-star rated equipment certified by the Bureau of Energy Efficiency to enable them to reduce their monthly electricity bills and conservation of precious energy.

### **Compliance by the HRECS**

The Hukeri RECS has already started obeying the directive issued by the Commission. The Hukeri RECS has received around 16,000 LED bulbs from KREDL and the same have been distributed to domestic consumers for replacement of existing energy inefficient bulbs. The Hukeri RECS is also encouraging domestic consumers for replacement of the existing inefficient bulbs by LED bulbs. The result of the programme is being analyzed.

### **Commission's Views**

The Commission observes from the compliance submitted by the Hukeri RECS that, it has not submitted the details for having implemented the directive except the distribution of around 16000 LED bulbs received from the KREDL. It is noted that the same status was furnished to the Commission in the previous Tariff Order also, which means that Hukeri RECS has merely repeated the progress of previous year without making any fresh progress on the ground. In this regard, the Hukeri RECS should verify whether there is any progress made in the field in servicing of the BEE star rated Air Conditioners, Fans, Refrigerators, etc., in the consumers' premises. The

Hukeri RECS is directed to implement this programme by reviewing the current progress/status of implementation.

Also, the Hukeri RECS should take up awareness programme to educate the consumers about the benefit of using the energy efficient appliances in their premises to ensure that use of energy efficient appliances is increased significantly to enable conservation of energy.

**The Commission reiterates that the Hukeri RECS shall continue to service all the new installations only after ensuring that the BEE \*\*\*\*\* (Bureau of Energy Efficiency five-star rating) rated Air Conditioners, Fans, Refrigerators, etc., are being installed in the consumers' premises and the compliance thereon shall be reported to the Commission once in a quarter regularly.**

**iv. Reduction in the Distribution losses:**

In view of the obvious benefits in the introduction of HVDS in reducing distribution losses, the Commission had directed Hukeri RECS to implement High Voltage Distribution System in its jurisdiction by utilizing the capex provision allowed in the ARR for the year.

**Compliance by the HRECS:**

The Hukeri RECS has not submitted any HVDS proposal as per the direction of the Commission communicated vide letter No. KERC/D/5/2017-18/1199 Dtd.23.10.2017.

**Commission's Views**

The Commission had earlier issued the revised guidelines for implementation of HVDS in feeders having the highest distribution losses, so that a higher loss reduction could be achieved through implementation of the HVDS. However, it is noted that the Hukeri RECS did not submit any proposal for implementation of HVDS, for approval, citing the Commission's

directions not to submit any HVDS proposal for its approval, until further Orders.

**Therefore, since there is no change in the matter, the Commission directs the Hukeri RECS not to submit any HVDS proposals for its approval until further orders.**

**v. Demand Side Management in Agriculture:**

In view of the urgent need for conserving energy for the benefit of the consumers in the State, the Commission had directed the Hukeri RECS to take up replacement of inefficient irrigation pumps with energy efficient pumps approved by the Bureau of Energy Efficiency, in its jurisdiction.

**Compliance by the HRECS:**

The Hukeri RECS will study the pilot project implemented in the HESCOM and will be simultaneously approaching the Energy Efficiency Services Limited (EESL), New Delhi, for executing Demand Side Management (DSM) in its jurisdiction.

Further, the Hukeri RECS has learnt that the expected savings in energy is not forthcoming from the energy efficient pumps which are installed by ESCOMs. These energy efficient pumps have not shown the desired results and the economic benefit in its performance. Further, the agencies involved in installing such pumps are reaping un intended economic benefit. Fearing such negative impact, Hukeri HRECS respectfully submits to the Commission that it may not be desirable to venture into such scheme for a small company of the size of Hukeri RECS.

It is also submitted that in the Review Meeting held in the Commission on 21.06.2017, the Commission has directed the ESCOMs to compute the benefit of energy efficient schemes on a realistic basis taking into account the number of hour of power supply and reduce the financial pay outs on

account of this. The Hukeri RECS is looking into the action taken by the ESCOMs to decide on initiating the energy efficient schemes i.e., DSM in agriculture.

### **Commission's Views**

The Commission observes that the Hukeri RECS has not taken seriously the implementation of DSM measures in its jurisdiction.

The Commission while emphasizing the need for implementation of DSM in agriculture during its Review Meetings held with the distribution licensees, has been directing them to initiate DSM measures in view of huge potential for energy savings in the agricultural sector which needs to be tapped to derive the optimum benefits on completion of such programmes. Therefore, the Hukeri RECS is directed to implement the DSM measures aimed at conserving energy and also precious water for the benefit of farmers.

**The Commission directs the Hukeri RECS to take up the implementation of DSM measures in its jurisdiction without looking for results in the ESCOMs. The compliance thereon shall be submitted to the Commission, within three months from the date of this Order.**

**vi. Nirantara Jyothi – Feeder Separation:**

The Commission had directed the Hukeri RECS to implement Nirantara Jyothi Yojana in its jurisdiction and furnish monthly reports to the Commission regarding the progress of its implementation.

### **Compliance by the HRECS**

It is submitted that, the Hukeri RECS has commissioned 16 feeders out of 17 feeders taken up for implementation under NJY schemes. The remaining one number of feeder will be completed by December 2017. The report of CPRI is awaited and further results/benefits will be analyzed and appraised

to the Commission. Further, the Hukeri RECS is vigilant and is not allowing its NJY feeders being tapped by other consumers. Feeder-wise IP set energy consumption based on feeder energy meters in respect of agricultural feeders segregated under NJY will be submitted to the Commission.

### **Commission's Views**

The Commission notes that the Hukeri RECS has commissioned 16 feeders out of 17 feeders taken up for implementation under NJY scheme. But, the inordinate delay on the part of Hukeri RECS to complete the NJY feeders has in fact resulted in non-realization of envisaged benefits set out in the DPR when the project was initiated.

**The Hukeri RECS is hereby directed to commission the balance feeder immediately and after that to carry out the analysis of feeders already commissioned so as to ensure that the envisaged objectives are accomplished.**

**Also, the Hukeri RECS shall continue to ensure that NJY feeders are not tapped illegally for running IP-sets which would defeat the very purpose of feeder segregation scheme undertaken at huge cost.**

Further, it is noted that the Hukeri RECS has already segregated 16 feeders and consequent to this, agricultural feeders are exclusive from rural loads and the energy consumed by the IP-sets could be more accurately measured at the 11 KV feeders at the sub-stations after duly allowing for the distribution losses in 11 KV lines, distribution transformers and LT lines. The Hukeri RECS is directed to report every month, specific consumption and the overall IP-set consumption only on the basis of reading data obtained from agricultural feeders' energy meters as per the prescribed formats.

**The Commission reiterates its directive to the Hukeri RECS to continue to submit the feeder-wise IP-set consumption based on energy meter data of the feeders every month, in respect of agricultural feeders segregated under NJY.**



**vii. Optimizing Transformer Capacities:**

The Commission directs that Hukeri RECS should undertake a systematic audit of transformer loads on a quarterly basis and ensure that transformers installed are of optimum capacity, keeping in view the load to be serviced.

**Compliance by the HRECS:**

The Hukeri RECS has submitted the quarterly reports regarding the audit of distribution transformers undertaken by it in its jurisdiction. The Hukeri RECS ensured that the distribution transformers installed are of optimum capacity with regard to connected loads on them and to reduce energy losses prevailing in the distribution system. In this connection it is brought to the notice of the Commission that during FY 17, the Hukeri RECS has installed additional 166 numbers of various capacities of transformers to ease off the loads on the existing transformers. Further, the Hukeri RECS will report on the issue regularly, in future.

**Commission's Views:**

The Commission notes that the Hukeri RECS has conducted audit of transformer loads and also installed additional transformers to ensure that the loading on the transformers is optimized. The Commission reiterates its directive to Hukeri RECS to ensure that the distribution transformers installed are of optimum capacity with regard to connected loads on them, to reduce energy losses prevailing in the distribution system.

**The Hukeri RECS shall conduct audit of transformer loads to ensure that the loads on the transformers are optimized to reduce losses. The Hukeri RECS is directed to report compliance thereon to the Commission, regularly, once in a quarter.**

**viii. Service Centers for Improved Responsiveness:**

The Commission has been of the view that in order to improve the services to consumers, the distribution licensees must suitably re-organize their field operations. The Commission is also of the view that Hukeri RECS should introduce a system of 'Service Centers' manned by a group of 4-5 maintenance workers with appropriate transport facility to enable them to move to the affected areas quickly with necessary maintenance materials and equipment. The operational area and the level of maintenance work and complaints that can be attended to by the 'Service Centers' could also be appropriately defined. In view of the improved communication network in the rural areas, such Centers can function even in the rural areas very effectively. The maintenance crew in the Service Centers can also be utilized to keep a vigil over cases of unauthorized use of electricity and prevent theft of power by obtaining assistance from the local revenue or police authorities wherever necessary. The Commission directs that Hukeri RECS shall introduce the system of adequately equipped 'Service Centers' and report the results of its operations along with details of additional expenditure to the Commission.

**Compliance by the HRECS:**

- i. The Hukeri RECS has established a service center in Hukeri taluk for dealing with consumer complaints. Also, the Hukeri RECS is conducting regular consumer interaction meetings and facilitating consumers to attend such meetings by inviting them through publication of notices in the local newspapers.
- ii. As directed, the Hukeri RECS has also established the CGRF at Hukeri Head Quarters. However, not a single petition has been submitted before the CGRF despite displaying the meeting notices on the notice board of Hukeri RECS on June 12<sup>th</sup> 2017. The Hukeri RECS has once again notified CGRF meeting to be held on 29-11-2017 at Hukeri RECS in Kannadamma newspaper dated 23-11-2017, a kannada daily having wide circulation in Hukeri area.

### **Commission's Views**

The Commission notes that Hukeri RECS has established a Service Centre to deal with the consumer complaints and also conducting the consumer interaction meetings for redressal of their complaints relating to supply of electricity. The Commission is of the view that the Hukeri RECS needs to ensure prompt response to the consumer complaints regarding interruptions in power supply which may be due to breakdown of lines / equipment, failure of distribution transformers etc. The Hukeri RECS is also directed to strive for reduction of time taken to attend the complaint in order to ensure prompt response to the consumer complaints.

**Further, the Commission directs the Hukeri RECS to conduct CGRF meetings regularly for redressal of complaints. Also, wide publicity should be continuously made in the local newspapers regarding the availability of CGRF mechanism in the Hukeri RECS, so that more and more consumers are able to avail its services, for redressal of their grievances relating to supply of electricity. The Hukeri RECS is directed to report the compliance thereon to the Commission regularly once in three months.**