01st November 2026
CFI-LRA-LRA-RGWR-001615

Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

Dear Sir,

Subject: Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 and MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) (First Amendment) Regulations, 2024 – Q2 FY 2026-27.

This is with reference to the information required to be submitted by Distribution Licensees as per the *Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021*, notified on **25th February 2021**, and the *First Amendment Regulations, 2024*, notified on **5th July 2024**.

In compliance with the above, we are submitting the reports for **Q2 of FY 2026-27** in the prescribed formats as **Appendix**. Further, we would like to inform that the quarterly reports in the prescribed formats shall also be displayed on the Tata Power website, as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

(Vidyadhar H Wagle)
Chief Regulatory - WR

4/11/26
OFFICE OF THE
MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005.

Enclosure: Appendix

TATA POWER
The Tata Power Company Limited
Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947
Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN:L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Appendix

SOP Report for Q2_FY27 Jul-26 To Sep-26

Annexure III- Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
	a	b	c	d	e=c+d			h=f+g	i= e-h	
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	0	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	
2	New connection / add. load where supply from existing line.	New Connection	0	1,241	1,241	1,241	0	1,241	0	
		Additional Load	3	76	79	72	0	72	7	
3	New connection / add. Load where supply after extension / augmentation.	New Connection	14,328	5,241	19,569	3,545	0	3,545	16,024	Most of the connections could not be released due to pending payment of charges from the consumer side
		Additional Load	237	194	431	185	0	185	246	
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection	0	0	0	0	0	0	0	
		Additional Load	1	0	1	1	0	1	0	
5	Shifting of Meter / service Line	Urban	278	55	333	82	0	82	251	
		Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment of dues.	Urban	0	16,485	16,485	16,485	0	16,485	0	
		Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	292	9,453	9,745	9,216	0	9,216	529	
8	Change of category	Urban	34	115	149	30	0	30	119	
9	Fuse off call	Urban	0	2,596	2,596	2,590	6	2,596	0	4 Complaints are of Welcome Consumers & 2 are of Direct consumers (Metro Zone) for Q2 of FY-26
		Rural	0	0	0	0	0	0	0	
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	

Annexure III- Standards of Performance Level by the Distribution Licensee										
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Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
	a	b	c	d	e=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser Fault	Urban	0	9387	9387	9367	20	9387	0	20 Complaints are of Welcome Consumers of all Zones for Q2 of FY-26
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2385396	2385396	2385396	0	2385396	0	Estimated Readings due to 1. Meter Cabin Locked - 2565 2. Meter Cabin not accessible - 810
14	Replacement of Faulty Meter	Urban	0	24	24	24	0	24	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	306	306	306	0	306	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	147	147	147	0	147	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	145	145	145	0	145	0	
b	In case of other complaints	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*		0	220	220	220	0	220	0	
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unblance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	220	220	220	0	220	0	
e	Number of Short Interruption	Urban	0	0	0	0	0	0	0	
f	Voltage THD (<8% at 11kV)	Urban	0	0	0	0	0	0	0	
*	As per Regulation 22.14 of the MERC (Supply Code and SoP including Power quality) Regulations, 2021, the Distribution Licensee shall install Power Quality (PQ) Meter on the secondary (LV) side of the Power Transformer in a phased manner within three years covering at least 33% of the 33kV substations in the first year and 33% each in subsequent two years. The power quality parameters presented above pertain to the meters installed as on today. As and when PQ meters shall be installed for 100% of the power transformers, power quality parameters pertaining to all meters shall be provided.									

Annexure-IV-Report of individual Complaints where Compensation has been paid								
Format for quarterly return to be submitted to the Commission by the Distribution Licensee								
Sr. No.	Complaint No	Date of Filing Complaint/Automatic Compensation	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of payment of Compensation (DD/MM/YYYY)
Nil								

Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).							
Format for quarterly return to be submitted to the Commission by the Distribution Licensee							
Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter. (Nos.)	Faulty Meters added during Quarter. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Quarter. (Nos.)
1	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	41	3250	3291	3238	53

Annexure-VI- Report of Installation of Meters										
Format for quarterly return to be submitted to the Commission by the Distribution Licensee										
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connectionsreleasedduring the Quarter(Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
1	Nil									

Annexure-VII- Performance Report regarding Reliability Indices.						
1) System Average Interruption Duration Index (SAIDI)						
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i^{th} feeder.	Ri= Restoration time for each interruption event on i^{th} feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI=(6)/(5)
1	2	3	4	5	6	7
1	Jul-26	2267	15.871	278578	35980	0.13
2	Aug-26	2871	8.774	279186	25191	0.09
3	Sep-26	881	12.081	280416	10643	0.04
	Total	**6019**	**11.931**	**280416**	**71814**	**0.26**

2) System Average Interruption Frequency Index (SAIFI)					
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i^{th} feeder.	Sum of Consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of Consumers of the distribution Licensees area.	SAIFI=(4)/(5)
1	2	3	4	5	6
1	Jul-26	2267	2267	278578	0.008
2	Aug-26	2871	2871	279186	0.010
3	Sep-26	881	881	280416	0.003
	Total	**6019**	**6019**	**280416**	**0.021**

3) Customer Average Interruption Duration Index (CAIDI)				
Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-26	0.129	0.008	15.871
2	Aug-26	0.090	0.010	8.774
3	Sep-26	0.038	0.003	12.081
	Total	**0.256**	**0.021**	**11.931**

4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers					
Sr. No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
1	2	3	4	5	6
1	Jul-26	0	0.00	0	0.00
2	Aug-26	9	2.11	19	2.11
3	Sep-26	15	2.20	33	2.20
	Total	**24**	**2.17**	**52**	**2.17**

5) Customer Average Interruption Frequency Index (CAIFI)				
Sr. No.	Month	No = Number of interruptions	Ni = Number of consumers who experienced a sustained interruption on ith feeder	CAIFI = 3/4
1	2	3	4	5
1	Jul-26	6	2267	0.003
2	Aug-26	11	2871	0.004
3	Sep-26	8	881	0.009
	Total	**25**	**6019**	**0.004**

6) Momentary Average Interruption Frequency Index (MAIFI)					
Sr. No.	Month	Mi = Number of momentary interruptions (< 5 min)	Ci = Number of consumers on the interrupted feeder	Ct=Total number of consumers in the feeders in the circle/area	MAIFI =(3*4)/5
1	Jul-26	21	12267	278578	0.044
2	Aug-26	24	12837	279186	0.046
3	Sep-26	18	22473	280416	0.080
	Total	**63**	**47577**	**280416**	**0.170**

SAIDI = It is average duration of sustained interruptions per Consumer.

SAIDI = $\sum$ ri x Ni / Nt

SAIFI = It is average frequency of sustained interruptions per Consumer.

SAIFI = $\sum$ Ni / Nt

Where,
i = an interruption event;
ri = restoration time for each interruption event;
Ni= number of Consumers who have experienced a sustained interruption during the reporting period; and
Nt= total number of Consumers of Distribution Licensee

Momentary Average Interruption Frequency Index (MAIFI), calculated in accordance with the following formula:

MAIFI = Σ Mi*Ci/Ct

where,
Mi: Number of momentary Interruptions (< 5min)
Ci: Number of consumers on the interrupted feeders
Ct: Total Number of consumers (U/R) in the feeders in the circle/area

CAIDI = It is average interruption duration of sustained interruptions for those Consumers who had experienced interruptions.
CAIDI = SAIDI/SAIFI.