



**Presentation on
Best Practices Adopted by MSEDCL
for
Technical & Commercial Loss Reduction**



Maharashtra State Electricity Distribution co. Ltd.

Date:- 17th October 2014

- A. Generation Capacity/ Transmission Improvement.
- B. Feeder Separation/ Manage Demand Side.

- 24 x 7 Power is a myth without hard cash.
- Therefore, Incentivise Cash.
- Three things:
 - A. Feeder wise Metering.
 - B. Feeder wise Cash Collection.
 - C. Put Consumer at Center.

- Meter every Feeder.
- Map Consumers to Feeder.
- Establish **Energy Input – Cash** link.
- Make it transparent.
- Distribution & Cash Losses.
[Penalize Cash Loss]

Targetted Load Shedding [People's Movement]

Group	Other /Non AG feeders	
	Distribution Collection Losses (DCL)	Load shedding hours
A	0% to 18%	LS WITHDRAWN
B	>18% to 26%	
C	>26% to 34%	
D	>34% to 42%	
E	>42% to 50%	3.15
F	>50% to 58%	3.3
G1	>58% to 66%	5.45
G2	>66% to 74%	6
G3	Above 74%	6.15

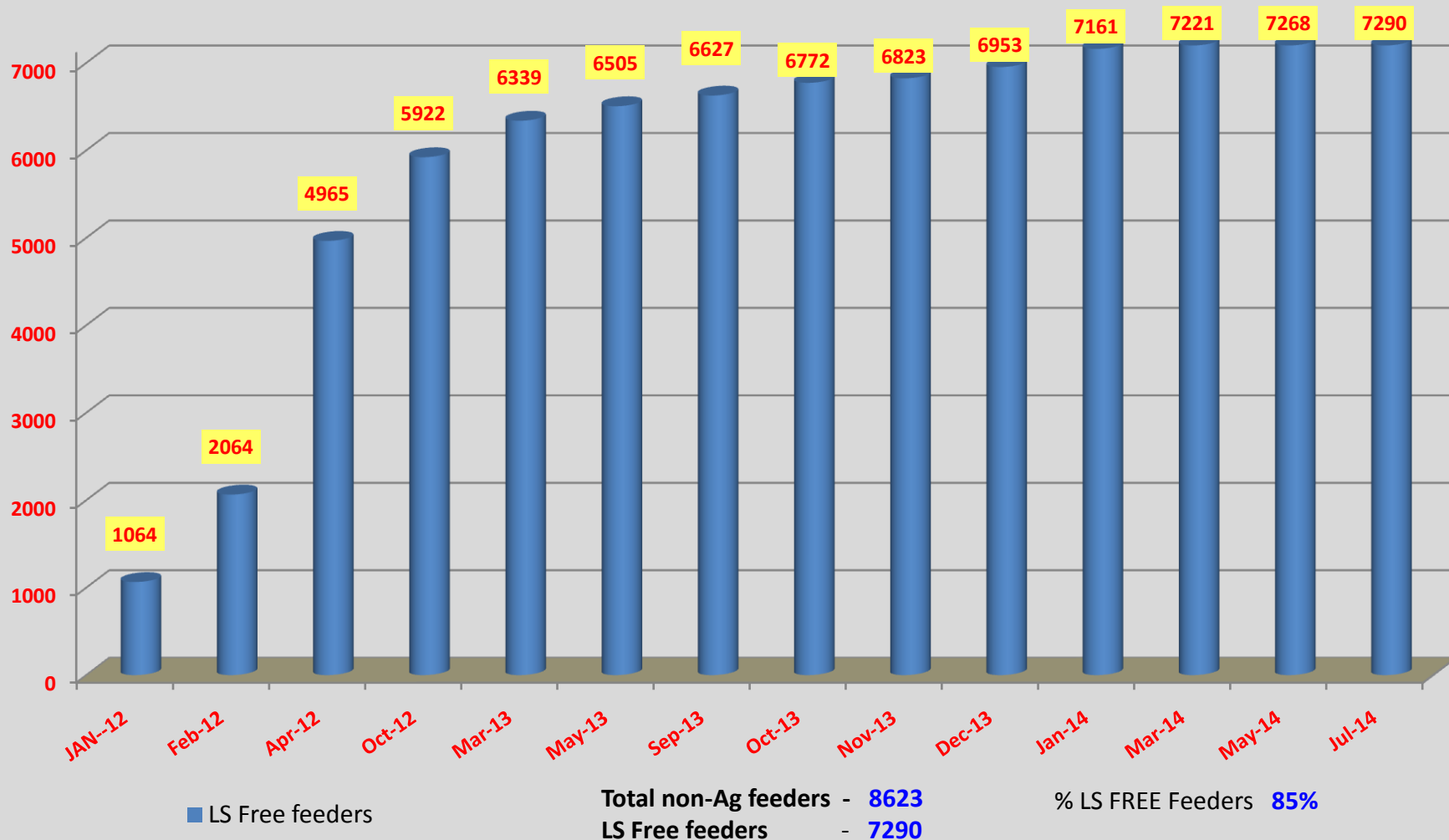
➤ No Load Shedding in ABCD Groups.

- No Load shedding in Industries on Industrial Feeders.
- No Load shedding on Express feeders to Water supply, IT Parks & Public Utilities.
- Three phase supply of 8 hours during day time and 10 hrs. during night time in rotation to Agriculture Pumps. 24 hrs single phase supply to single phase feeders under ABCD groups

- A. Divisional / District H.Q.
- B. Places of tourist / Religious interest.
- C. Put out Feeder wise Billing/ Metering/
Energy Audit in Public domain [R-APDRP].

Load Shedding Free Feeders

Load Shedding Free feeders (As on Jul-14)



- Put Consumer at the Center
- Have Faith that most don't Steal
- System fault creates non payment culture.
- With 2.5 Crs. Consumers
- We have 7.5 Crs. transactions (Meter Reading, Bill Delivery, Payment)

Consumer transaction to delight and not Harass

- Put Technology, remove human interface in each of the three transactions.
 - A. Metering.
 - B. Bill delivery.
 - C. Bill Collection.
- In each transaction improve
 - 1) Ease.
 - 2) Accuracy.
 - 3) Promptness.

Metering

RF
module
is inbuilt



IR Port



AMR



Hand Held Units (HHU) for IR

➤ Accurate Bill delivery

- a) E-mail.
- b) SMS.
- c) Courier.
- d) POST OFFICE.

- Target every bill should be payable within walking distance of 15 mins. at most convenient timing.
 - a) ATP Machines
 - b) Credit/Debit Card.
 - c) Mobile payment kiosks.
 - d) Post Offices.
 - e) Mobile – SMS.
 - f) Co-operative Societies/ Banks.
 - g) Net Banking.
 - h) Cash collection centers at MSEDCL offices.

Managing Bill Payment

- Industrial/Commercial through RTGS
- Domestic & Other through Online/ATP



- All section office with computer and communication link.
- Manual form first into electronic.
- Connection charges standardized

Category	Charges Approved by MERC (Rs.)
1) LT Supply:	
Single Phase:	
a) For load upto 0.5 kW	950
b) For load above 0.5 kW and upto 10kW	1,500
Three Phase:	
a) For load upto 21 HP	3,500
b) For load above 21 HP upto 107 HP	8,000
c) For load above 107 HP upto 200 HP	13,000
2) HT Supply:	
Upto 500 kVA *	20,500

* Rs. 30/kVA for excess load above 500 kVA

- Each Step monitored.

- Break employee – Consumer Nexus.
- Centralized Call Center.
- Centralized Monitoring.

Centralized Call Center

At Mumbai (Bhandup)



24X7 Call Center

- 60 Seater Call Centre at Bhandup and 40 Seater Call Centre at Pune covering all consumers of the states.
- Average Calls – 3000 per day

CFC Thane



Data Center



Thank you...

