

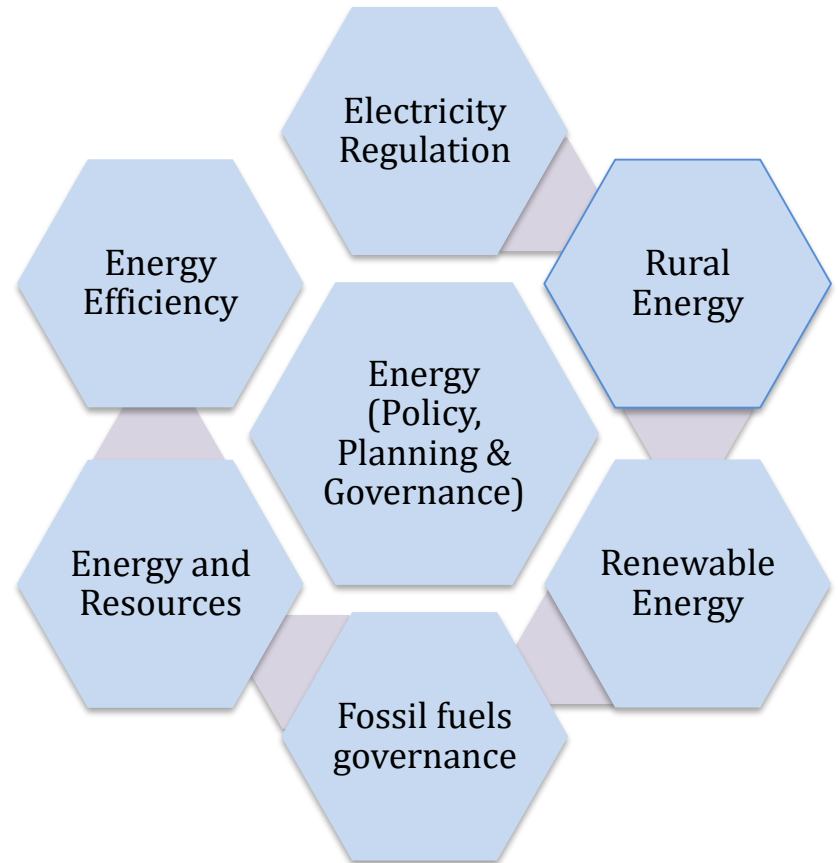
Session 5: Regulatory Environment

Aditya Chunekar
Prayas (Energy Group)

Consultative Workshop on National Rollout of Smart Prepaid
Metering 29th – 30th November, 2019

Prayas (Energy Group)

- Not-for-profit organization founded in 1994
- **Analysis based policy advocacy for promoting public interest.**
- **Focus on governance aspects & policy innovation**
- Extensive engagement with civil society groups, peoples' movements, consumers groups and media.



Our Approach

- Smart metering is crucial to the sector with its multiple possible benefits
- Consumers' trust (or distrust) is strongly linked to their experience with metering and billing
- Roll-out of prepaid smart metering with continuous, systematic, and transparent learning from experiences is recommended

Consumer Experience Transformation

- Consumer behaviour shift is necessary for success of prepaid smart metering
- Consumer grievance redressal mechanisms should effectively address new possible issues
- Consumer data should be kept secure and private

Reforms for DSM/EE

- FoR Model regulations adopted by about 17 states. DSM cells incorporated. But limited progress
- Lack of priority by both regulators and DISCOMs and consequent lack of capability
- Developing use cases and working models to make the case

CEA Mandate/Regulatory directives

- National Tariff Policy Amendment, CEA metering regulations
- Documentation of lessons learned and benefits realized can facilitate buy-in from regulators/utilities
- Benefits should justify the costs irrespective of opex/capex model. May vary for different utilities

Measuring the realized benefits

- Change in consumer experience
 - Change in number of consumer complaints, response time to failure, quality of supply verified by smart meter data, consumer response to app giving feedback
- Change in Operations and Planning of DISCOM
 - Change in AT&C losses, Better load forecasting, better participation in DSM/EE programmes
- Change in DISCOM costs and revenues
 - Change in realized revenue per consumer, reduction in costs related to power procurement, meter reading, site visits for disconnection/reconnection, Effective ToD

THANK YOU

www.prayaspune.org/peg

www.watchyourpower.org

aditya@prayaspune.org