Session 5: Regulatory Environment

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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

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