

CONFERENCE DAY 1 – 02 MARCH 2021
SPECIAL PLENARY 1
CUSTOMER RIGHTS PROTECTION ORDER BY MINISTRY OF POWER –
ACTION BY UTILITIES AND REGULATORS

Venue & Time

Venue	Plenary Hall
Time	New York 08:30 ~ 10:30 Paris 14:30 ~ 16:30 India 19:00 ~ 21:00 Tokyo 22:30 ~ 00:30 (Next Day)

Session Background

In December 2020, Ministry of Power issued Electricity Rules mandating utilities to ensure certain right for consumers. According to this rule, new electricity connections, refunds, and other services will be provided in a time-bound manner and disregard for consumer rights will lead to penalty for service providers. The highlights of the new Rule are:

Reliability of Supply

- DISCOMs to supply 24x7 quality power to all consumers
- Defined frequency of outages per consumer
- DISCOMs to deploy automatic tools for monitoring and restoring outages

Use of Smart Metering

- No connection without either Smart Pre-Payment of Meters or Pre-Payment of Meters
- Consumers to get data access for checking their consumption on real-time basis

Billing & Payment

- DISCOMs to provide for tariff of each category along with any change in tariff including fuel surcharge or other charges
- Encouragement towards online bill payment with various notification channels

Compensation Mechanism

- On DISCOM's default, consumers will get automatically compensated
- DISCOMs to create an online facility where consumers can register and claim their compensation amount

Discussion Points:

1. Role of Regulators to frame appropriate regulations to implement the Customer Rights Rules by the Ministry of Power
2. Infrastructure upgrades and process transformation required to comply with these provisions
3. Strategic changes in utilities to comply with this new mandate

Chair	Alok Kumar, Secretary, Ministry of Power
Moderator	Ravi Seethapathy , Chair of ISGF Working Group on RE and Microgrid; and Chairman, Biosirus, Inc, Canada
Speakers	<ol style="list-style-type: none"> 1. Neil Chatterjee, Commissioner, Federal Energy Regulatory Commission, USA 2. Sutirtha Bhattacharya, Chairman, West Bengal Electricity Regulatory Commission 3. Anand Kumar, Chairman, Gujarat Electricity Regulatory Commission 4. Sanjay Banga, President – T&D, Tata Power 5. Timothy Dean Self, Vice President, Altec 6. Mohan Gupta, Vice President - Regional Industry -Utilities, SAP 7. Anjali Chandra, Member, Punjab Electricity Regulatory Commission 8. Katarina Barunica, Program Manager, Department of Energy, UNIDO 9. MS Kele, Managing Director, Tripura State Electricity Corporation Ltd

Key Takeaways by Moderator

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