

# TAMIL NADU ELECTRICITY CONSUMERS' ASSOCIATION

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## CIRCULAR

To

All Members,

Dear Sir,

Sub: TECA Technical conference Q & A Highlights –Reg

TECA had conducted a Technical conference on “Energy Efficiency” at Hotel Atrium, Erode supported by M/s SG Pneumatics Pvt Ltd.

TECA Secretary Mr. N. Pradeep warmly welcomed gathering and informed about activities of TECA, website and recommended participants to use information of Encyclopedia page & FAQ section. He also informed details of IE4 motors and their energy efficiency.

Concessional Cost LED lights supplied by Moser Baer and its advantage have been described at the session. About the Legal services TECA is rendering to its members.

Chief Guest Mr. N. Chandrasekhar, Chief Engineer, Erode Electricity Distribution Circle, TANGEDCO Ltd gave an overview of present status of Power Generation and distribution in Tamilnadu. He was happy to inform audience that, Wind and Solar Energy met about 30% of state's power demand (in peak wind season).

A technical presentation was then made by M/s Chicago Pneumatic. Interesting features include pressurized canopy and low operating temperature. Their compressors run with closed doors even in summer season. They assured for service within 24 hours of breakdown. They are ready to service to competitor make compressors too. They informed that 'Total Cost of Ownership' is lesser than competition.

### **Q&A Highlights:**

1. **WHATSAPP COMPLAINT REDRESSAL:** Dedicated whatsapp number is allotted for lodging complaints, fuse calls, grievances etc. Fuse Calls may be attended immediately. Erode region was first to introduce whatsapp complaint in the state. Such facility is now available across the state with whatsapp numbers posted at TANGEDCO website. Till now about 1900 issues informed through whatsapp had been resolved. As complaints are received with pictures and videos, it is easy for line staff to carry required tools and spares to attend breakdown.
2. **ONLINE BILL PAYMENT:** In Erode region, 10% LT bill payments are currently received online. CE encouraged public to utilize online payment facility as it may be convenient to consumer as well as department. There is less awareness among consumers for online payment.

3. **BREAK DOWNS:** There was unexpected few breakdowns in supply due to gusty winds and rains. Line staff had worked night and day to restore supply. There was lot of difficulties as it was raining and failure of insulators was more. Identifying a failed insulator at darkness had been a task, however calls were promptly attended and supply restored at shortest time.
4. **CONTRACT CARRIAGE:** Contract Carriage facility is introduced at TANGEDCO for carriage of meters, poles, structures, transformers etc. Earlier line staff had to carry intends to department stores to receive material. This has been avoided now and contract carriage is introduced for faster movement of goods.
5. **NEW SERVICE CONNECTIONS:** Service connections for new LT connections or additional load will be given within 15 days of registration (in cases where there is no involvement of transformer, pole erection or development work). In few cases we have given connections within 24 hours as well. TANGEDCO is keen in serving more consumers and ready to increase service connections. This also applies to HT consumers too. Those HT consumers who want additional power are welcome to register online.
6. **R&C:** Currently, there is no proposal for any R&C measures. Currently adequate supply of power is available.
7. **ADVANCE CC Charges:** Advance Current Consumption Charges made by LT consumers will fetch interest. There is less awareness about such scheme, though this information is displayed in all EB offices. Consumers who are making ACC are eligible for interest. HT consumers who are desirous of making advance CC Charges may contact concerned SE's. The procedure for advance HT CC charges is being worked upon and the same may be available in coming months. An advance CC charge is optional.
8. **COMPUTERISATION OF WIND ENERGY ACCOUNTING would enable easier calculation of HT bills:** Wind generation data is being merged with HT consumers database which would enable the billing database to pull the data easily from the server. In period of 6 months, the data migration and merging would be completed.
9. **POWER FACTOR PENALTY:** Power factor penalty can be avoided by connecting capacitors at the motor/Consumption end (Banking in the distribution DB would lead to lead PF if not sufficient load is connected) or by using Automatic power factor controllers may also be deployed to maintain power factor.
10. **TRANSFORMERS:** Department is ready to energize consumer provided transformer. The value of transformer may be adjusted in future CC bills by providing purchase bill.
11. **COMPRESSOR FIELD TRIALS & SERVICE:** SG Pneumatics is ready to conduct field trials to show energy savings in their equipment.

With Warm Regards,

N. Pradeep  
Secretary