



# Distribution Code 2008 & Amendment Proposal

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# Overview

- 01 Guaranteed Service Levels
- 02 Information Exchange
- 03 Incident & Accident Reporting
- 04 Amendment Proposal

# Guaranteed Service Levels



- Period of Giving Supply & Compensation
- Restoration of Supply & Compensation
- Reconnection of Supply
- Consumer Charter/Service
- Reliability Indices

# Guaranteed Service Levels



## Period of Giving Supply

<b>Situation</b>	<b>Communication of charges</b>	<b>Installation of Supply</b>
Existing distribution network	Within 15 days	Within 30 days
Requires extension of distribution system	Within 60 days	Within 3 months
Requires a new substation	Within 60 days	Within 1 year

# Guaranteed Service Levels



## Period of Giving Supply – Compensation Charges

Situation	Compensation
Existing distribution network	Nu. 100 per/week or part thereof
Extension of distribution system	Nu. 100 per/week or part thereof
Requires a new substation	Nu. 100 per/week or part thereof

# Guaranteed Service Levels



## Restoration of Supply

Situation	Urban Areas	Rural Areas
Burnt meters	1 Day	2 Days
Normal fuse-off calls		
MV distribution overhead line breakdowns		
Distribution transformer failures		
Underground cable faults		

# Guaranteed Service Levels



## Restoration of Supply – Compensation charges

Situation	Compensation
Burnt meters	Nu. 100 per day or part thereof
Normal fuse-off calls	
MV distribution overhead line breakdowns	
Distribution transformer failures	
Underground cable faults	

# Guaranteed Service Levels



## Reconnection of supply after disconnection

- Reconnection of supply within 6 months
  - 1 day for urban areas
  - 2 days for rural areas
- Reconnection of supply after 6 months shall be treated as fresh application



# Guaranteed Service Levels



## Customer Charter/Service

Situation	Compensation
Keeping of appointment with Customer	Nu. 50 for each instance of default
Visible display by authorized representative of Dist. Licensee – Proof of Identity	Nu. 50 for each instance of default

# Guaranteed Service Levels



## Consumer Charter/Service

- Customer Service Center – Open for 8 hours
- Meter Reading Frequency – Once in every 3 months
- Account Closure Period – 30 days
- Distribution Licensee's GSLs – Standards of Performance

# Reliability Indices



The BEA shall affix standards of reliability of supply as follows:

## **System Average Interruption Frequency Index**

$$SAIFI = \frac{\textit{Total Number of Consumer Interruption}}{\textit{Total Number of Consumers}}$$

$$= \textit{times/consumer/year}$$

# Reliability Indices



The BEA shall affix standards of reliability of supply as follows:

## **System Average Interruption Duration Index**

$$SAIDI = \frac{\textit{Total Duration of Consumer Interruptions}}{\textit{Total Number of Consumers}}$$

$$= \textit{hours/consumer/year}$$

# Reliability Indices



The BEA shall affix standards of reliability of supply as follows:

## **Customer Average Interruption Duration Index**

$$CAIDI = \frac{SAIDI}{SAIFI}$$

# Reliability Indices



For calculating the SAIFI, SAIDI & CAIDI following interruptions are excluded:

- i. Scheduled outages
- ii. Momentary outages of duration < 5 minutes
- iii. Outages due to failure of grid
- iv. Outage beyond control of Distribution Licensee



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# Information Exchange



## Distribution Licensee's Obligation

- Provide Customer Charter – HV & MV customers
- Schedule maintenance should not exceed 12hrs.
- Information on power interruption - within 20 days
- Planned interruption for LV – 2 days in advance
- Levy charges for specific test requested by customer



# Information Exchange



## Consumer's Obligation

- Intimate any change in equipment or plant at consumer's premises
- Intimate any change in consumer's quantity of electricity
- Planning information such as:
  - Location & address
  - Expected max. demand
  - Peak load & hourly load profile
  - Anticipated new load
  - Load scheduling information
  - Annual planned outages programme



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# Incident/Accident Reporting



## Accident Reporting

All accidents to be reported to BEA

BEA may depute inspectors to investigate and report

Distribution Licensee and consumers to provide information and access for investigation

# Incident/Accident Reporting



## Incident Reporting

Major incidents are:

- Supply interruption of more than 12 hours
- Major breakdowns in lines/cables/equipment
- Incidents conducted for safe and reliable operation

# Incident/Accident Reporting



## Incident Reporting

Report on interruption of service within 1 week

Distribution Licensee and Users to establish format and procedure for exchange of information

Users to furnish major incidents to Distribution Licensee

Incidents at Distribution Licensee's premises to be intimated to Users and Transmission Licensee



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# Amendment– Reliability Indices



## **Guaranteed Service Levels (section 7)**

[Reliability Indices \(section 7.9 of Distribution Code 2008\)](#)

# Amendment– Reliability Indices



Section. 7.9 : The Distribution Licensee shall calculate the reliability of his distribution system in a year:

- i. SAIFI
- ii. SAIDI
- iii. CAIDI

The following types of interruption shall not be considered:

- i. Scheduled outages - Year ahead planned & provided at least 2 days advance notification
- ii. Momentary outages of duration < 5 minutes
- iii. Outages due to failure of grid - Upstream interruptions
- iv. Outage beyond control of Distribution Licensee



# Amendment– Reliability Indices



The following types of interruption shall not be considered:

- i. Scheduled outages
- ii. Momentary outages of duration < 5 minutes
- iii. Outages due to failure of grid
- iv. Outage beyond control of Distribution Licensee
- v. Customer request – 5 days advance notification
- vi. Forced outages

# Amendment– Reliability Indices



“Forced Outage” means “The state of a component when it is not available to perform its intended function due to an unplanned event directly associated with that component or any other condition that poses a potential threat to the healthy system....”

# Amendment– Reliability Indices



The following types of interruption shall not be considered:

- i. Scheduled outages
- ii. Momentary outages of duration < 5 minutes
- iii. Outages due to failure of grid
- iv. Outage beyond control of Distribution Licensee
- v. Customer request – 5 days advance notification
- vi. Forced outages

# Amendment– Reliability Indices



Section 7.9.2 : The Distribution Licensee shall maintain power interruption data and calculate reliability indices specified in Section 7.9.1 above for each Distribution Zone for both planned and unplanned interruptions, in a format prescribed by the Authority on a monthly basis.

# Amendment– Reliability Indices



Section 7.10.1 : These Guaranteed Service Levels shall not apply where, in the opinion of the Authority, the Distribution Licensee is prevented from meeting his obligations under these Regulations for occurrences which are beyond the control such as cyclone, earthquake, flood, landslides, heavy-snow, fire, war, riot, strike. The Distribution Licensee shall notify the Authority in writing for such occurrences to be exempted as per section 7.10.2.

# Amendment– Reliability Indices



- 7.10.2 : A Distribution Licensee may submit an application to the Authority for exemption of the Guaranteed Service Levels including reliability indices, detailing:
- i. The description of the interruption and reasons why the Distribution Licensee considers it ought to be exempt; and
  - ii. Evidence of the impact of the interruption on the Distribution Licensees Reliability Performance or Guaranteed Service Levels.



# THANK YOU

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