

Service Level Agreement

| Data Type | Performance Requirement | Penalty | SLA Penalty Calculation |
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| | (Averaged over a month)[1] | | |
| A. Scheduled Tasks | | | |
| 1. Scheduled Interval data readings | | | |
| Periodic collection of the interval load profile data for the day[2] | From 95% of meters within 8 hours | Deduction of 0.2% of AMISP Service Charge for every 1% or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for <91% of meters |
| 2. Scheduled Interval data readings | | | |
| Periodic collection of the interval load profile data for the day[3] | From 98% of meters within 12 hours | Deduction of 0.2% of AMISP Service Charge for every 1% or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for <94% of meters |
| 3. Scheduled daily meter readings | | | |
| Previous days'[4] interval energy and total accumulated energy | From 99.5% of meters within 24 hours after midnight | Deduction of 0.2% of AMISP Service Charge for every 1% or part there of capped at 2% penalty | Maximum Penalty of 2% if action takes place for <90.5% of meters |
| 4. Scheduled billing profile data for the bill period | | | |
| Collection of billing data for the bill period | From 100% of meters within 72 hours of the scheduled periodic collection/ end of the billing period. Please refer to Annexure K for the billing schedule | Deduction of 0.5% of AMISP Service Charge for every 0.5% or part there of capped at 3% penalty | Maximum Penalty of 3% if action takes place for <97.5% of meters |
| 5. Firmware Upgrade and Rollback | | | |

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| Actions related to Firmware upgrade or rollback activity | 95% of individual assets to be modified (updated or rollback) within 10 days of scheduled date (update) or requested date (rollback) and | Deduction of 0.2% of Bidder Service Charge for every 1% or part there of capped at 2% penalty | Maximum Penalty of 2% if action takes place for <86% of meters |
| Actions related to Firmware upgrade or rollback activity | 99% of individual assets to be (updated or rollback) within 15 days of scheduled date (update) or requested date (rollback) | Deduction of 0.2% of Bidder Service Charge for every 1% or part there of capped at 2% penalty | Maximum Penalty of 2% if action takes place for <90% of meters |
| 6. Scheduled energy audit and reliability indices report[5] (DT wise) | | | |
| Generation of monthly energy audit and reliability indices report | From 100% of DT installed meters within 384 hours (16 days) | Deduction of 0.1875% of AMISP Service Charge for every 1% or part there of capped at 1.5% penalty | Maximum Penalty of 1.5% if action takes place for <93% of meters |
| 7. Scheduled energy audit and reliability indices report[6] (Feeder wise) | | | |
| Generation of monthly energy audit and reliability indices report | From 100% of installed Feeder meters within 384 hours (16 days) | Deduction of 0.25% of AMISP Service Charge for every 0.5% or part there of capped at 1.5% penalty | Maximum Penalty of 1.5% if action takes place for <97.5% of meters |
| B. Remote Actions / tasks performed by AMI System | | | |
| 8. For remote connect/disconnect with acknowledgement/ response for selected meters | | | |
| Remote connect / disconnect of the AMI meters | Action performed at 90% of meters within 5minutes | Deduction of 0.5% of AMISP Service Charge for every 0.5% or part there of capped at 2.0% penalty | Maximum Penalty of 2.0% if within 5 minutes, delivery takes place for <88.5% of meters |
| 9. For remote connect/disconnect with acknowledgement/ response for selected meters | | | |

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| Remote connect / disconnect of the AMI meters | Action performed 99.5% of meters within 15 minutes | Deduction of 0.25% of AMISP Service Charge for every 0.5% or part there of capped at 1.0% penalty | Maximum Penalty of 1.0% if within 15 minutes, delivery takes place for <98% of meters |
| C. System Availability | | | |
| 10. Availability of AMI System per month | | | |
| Availability of AMI System per month | ≥99.5% | Deduction of 0.4% of AMISP Service Charge for every 0.5% or part there of reduction in availability capped at 4.0% penalty | Maximum penalty of 4% shall be deducted when system availability is <95.0% |
| D. On Demand Actions | | | |
| 11. On Demand Read and Actions | | | |
| On Demand actions | Action performed 95% of meters within 15 minutes | Deduction of 0.25% of Bidder Service Charge for every 0.5% or part there of capped at 1.0% penalty | Maximum Penalty of 1.0% if within 15 minutes, delivery takes place for <93.5% of meters |
| On Demand actions | Action performed 99.5% of meters within 30 minutes | Deduction of 0.25% of Bidder Service Charge for every 0.5% or part there of capped at 1.0% penalty | Maximum Penalty of 1.0% if within 30 minutes, delivery takes place for <98% of meters |
| E. Push Data | | | |
| 12. Push Alarms | | | |
| Availability of Alerts and Notification | 95% submitted to HES in 5 Min of Occurrence | Deduction of 0.5% of Bidder Service Charge for every 0.5% or part there of capped at 2.0% penalty | Maximum Penalty of 2.0% if within 5 minutes, delivery takes place for <93.5% of meters |
| Availability of Alerts and Notification | 99.5% submitted to HES in 15 Min of Occurrence | Deduction of 0.25% of Bidder Service Charge for every 0.5% or part there of capped at 1.0% penalty | Maximum Penalty of 1.0% if within 15 minutes, delivery takes place for <98% of meters |
| F. Programmable Parameters | | | |
| 13. Configurable Parameters | | | |

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| Predefined Scheduled Actions (changing configurable parameters) | Action performed 90% of meters within 24 hrs | Deduction of 0.1% of Bidder Service Charge for every 1% or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for <81% of meters |
| Predefined Scheduled Actions (changing configurable parameters) | Action performed 99% of meters within 72 hours | Deduction of 0.1% of Bidder Service Charge for every 1% or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for <90% of meters |
| G. MDMS SLA | | | |
| 14. Meter Data Management System (MDMS) | | | |
| Capability of MDMS to process meter data received from UHES / multiple Head end Systems (HES) with DISCOM defined reading frequency ranging from 15 min, 30 min, 60 min, daily, monthly – for different types of meters. | For 99.9% of meters in predefined schedule. | Deduction of 0.5% of monthly annual charges for every 0.5% or part there of capped at 3% penalty | Maximum Penalty of 3% if action takes place for <97.4% of meters |
| H. Prepaid Billing SLA | | | |
| 15. Service Level for Smart Prepaid Billing Module | | | |
| Average time to generate bills in a Batch window for number of meters on a pro-rata basis (applicable on any or all criteria) | <20% of total Prepaid Meter- 30 Mins | Deduction of 0.2% of monthly annual charges for every 1% or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for <98% of meters |
| | <50% of total Prepaid Meters – 2 Hrs | | |
| | <99% of total Prepaid Meters – 4 Hrs | | |

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| Updating of Billing logic as per revised Supply Code and State Regulatory Commission guidelines time to time during the period of service. | Within 1 week of publishing of revised Tariff order | Deduction of 0.2% of monthly annual charges for every 1 day delay after 1 month or part there of capped at 1% penalty | Maximum Penalty of 1% if action takes place for more than 4 days |
| Up-dation of customer ledger within the Billing system. | Within 10 Seconds | Deduction of 0.2% of monthly annual charges for every 1% or part there of Meters not updated, capped at 1% penalty | Maximum Penalty of 1% if action takes place for <98% of meters |
| Delivery of top up amount/ credit recharge in case of prepayment post successful transaction from payment gateway up to consumer interface[7] | 99.9% meters within 10 minutes (delivered and intimated to consumer) | Deduction of 0.5% of AMISP Service Charge for delay of every 0.5% or part there of capped at 3.0% penalty | Maximum Penalty of 3.0% if within 30 minutes, delivery takes place for <97.4% of meters |