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# DISTRIBUTION UTILITY MEET DUM 2020

Fourth Annual Conference of Power Distribution  
Utilities for Collaborative Growth

27 – 28 November 2020

ON DIGITAL PLATFORM

Knowledge Partners

**EPRI** | ELECTRIC POWER  
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## INTRODUCTION

The lockdown and remote working post Covid-19 has underscored the importance of reliable electricity supply. Everybody has realized that ***electricity is the most vital service in today's digital world!*** Electric utilities around the world have been striving hard to provide this essential lifeline to the entirety of humanity fighting the ongoing pandemic.

The way we work and live has dramatically changed in the last six months with majority of the workforce in most sectors working remotely or work from home (WFH). The operations and work environment of electric (and other) utilities have also changed in this short span. In case of utilities which used to do monthly meter reading manually and present the hard copy of the bills for payment are unable to do so post Covid-19. In case of electric utilities in India, out of 250 million+ customers, less than 1% have smart meters that can be read remotely. Rest of them are presently billed based on estimated consumption which has already created protests against “inflated bills” in different parts of the country. With lockdown, people are spending all their time inside home and hence their consumption of electricity at home has gone up considerably – but utilities have no records to prove and this is creating serious problems in their revenue realization. The situation is similar in most of the developing countries where smart metering infrastructure is not in place yet with electricity, water and gas utilities.

Highly disruptive *black swan* events like Covid-19 also present never before opportunities for innovation and transformation with profound implications that are gainful in the long term. Electric utilities and other businesses which operated with hardcopies of every document have suddenly changed to totally “paperless” environment. This change is irreversible and the pace of digitalization in all businesses is going to be much faster. Emerging technologies like Artificial Intelligence, Machine Learning and Advanced Analytics, Blockchain, Augmented Reality, Drones and Robotic Process Automation are also being leveraged by utilities for various applications which is optimizing business models and opening up new business opportunities.

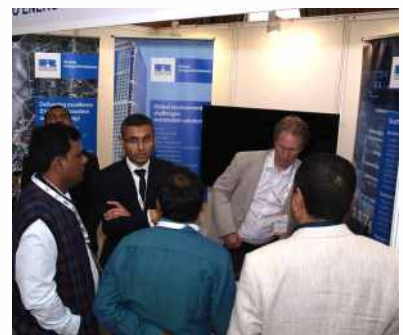
Since inception in 2011, India Smart Grid Forum (ISGF) has been spearheading the movement towards digitalization of utilities in India. Although, the actual implementation in many utilities may still be not be significant, there is already a unanimous voice for taking this journey to full digitalization. In the aftermath of Covid-19, digital platforms have become the coveted assets for utilities in their business continuity and resiliency. Government of India is about to launch a new program that is going to mandate smart meters for all the 250 million+ electricity customers in the country. Besides smart metering, utilities are expected to leverage digital platforms for many of their operations. All these new initiatives towards digitalization which in the business as usual scenario in the pre-Covid world would have taken well over a decade are now going to happen in the next 2-3 years on fast track. This is going to create data driven smart utilities which will open up new business opportunities for organizations providing tools and services to host and manage the enormous amounts of data utilities are expected to generate in the coming days.

ISGF has been organizing Distribution Utility Meet (DUM) since 2017. The first edition of DUM in 2017 was hosted by Bangalore Electricity Supply Company (BESCOM) in November 2017 in Bangalore and the second edition was hosted by Tata Power Delhi Distribution Ltd (Tata Power - DDL) and Tata Power Company Ltd (TPC) in Mumbai in Nov 2018. The Third Edition of DUM was organized in New Delhi and was co-hosted by BSES Rajadhani Power Ltd (BRPL), BSES Yamuna Power Ltd (BYPL), Tata Power Company Ltd, Tata Power Delhi Distribution Ltd. All the previous editions of DUM were huge success that attracted the attention and participation of majority of the distribution utilities in India. Leading utilities from USA, Canada and Europe also participated in DUM and shared their experiences in implementing Smart Grid Technologies.



With this background, the Fourth Edition of ISGF's Annual Conference of Power Distribution Utilities - Distribution Utility Meet (DUM 2020) will be held on 27-28 November 2020 on Digital Platform. DUM 2020 will provide a unique platform for the DISCOM community to share each other's experiences in dealing with Covid-19 challenges and efforts towards automation and digitalization on fast track. As the world is struggling to cope with the *new-normal* and preparing for the *next-normal*, it is imperative that utilities do not make the same mistakes but learn from each other's experiences and also bring global expertise and experiences to India. Experts from leading Utilities from USA, Canada, Europe and Japan will be invited to participate in DUM 2020 and share their experiences.

## GLIMPSES OF DUM 2019 CONFERENCE



## OBJECTIVES

01

Brainstorm how to cope with the new-normal and preparing for the next-normal post-Covid-19

02

Discuss and evaluate new and emerging technologies, business models and monetization options for utilities

03

Discuss digitalization of processes and operations of utilities leveraging existing systems at incremental cost

04

Discuss case studies and best practices from across the globe

05

Evaluate regulatory, policy, financial and business challenges of DISCOMs for digitalization and remote working and operations

## TARGET AUDIENCE



01

Senior officials from Electricity Distribution Utilities in India

02

Experts from International Utilities

03

Representatives of industry working with Utilities on Specific Projects

04

Senior Government Officials from Energy Departments from various States

05

Academic Institutions and Knowledge Partners

06

Senior Officials from Ministry of Power, MNRE & CEA

## THEMES OF DUM 2020

### Digitalization in Discoms



- What all Systems and Processes can be Digitalized and Automated on Fast-Track at Incremental Cost?
- Robotic Process Automation (RPA) – Priority Functions for RPA
- Roadmap to 'FULL PAPER-LESS' and CONTACT-LESS Operations

### Policies and Regulations for the Digital Discoms



- Regulatory Challenges for Digitalization and Remote Operations/Working
- Changes in Regulations for "PAPER-LESS" Operations
- Impact of the Proposed Electricity Act on DISCOMs
- DISCOM Privatization Plans

### Discoms After COVID-19



- Functions/Operations Not Being Attended Regularly and the Plan for Mitigation/Clearing Backlog
- Work Place "Re-Entry" Strategies
- Employee Wellness Plans
- Collaboration Platforms
- Impact of COVID-19 on Operational Cost
- Business Continuity and Resiliency Planning

### 250 Million Smart Meters



- Prepaid or Post-paid or Mix of Both?
- DISCOM-wise or State-wise or Centralized Rollout?
- Standard Bidding Documents and Model Contract
- Key Challenges

### New Revenue Opportunities for Discoms

- Regulated and Non Regulated Businesses through Unlocking Physical and Digital Assets

Virtual Tour of Exhibition Booths

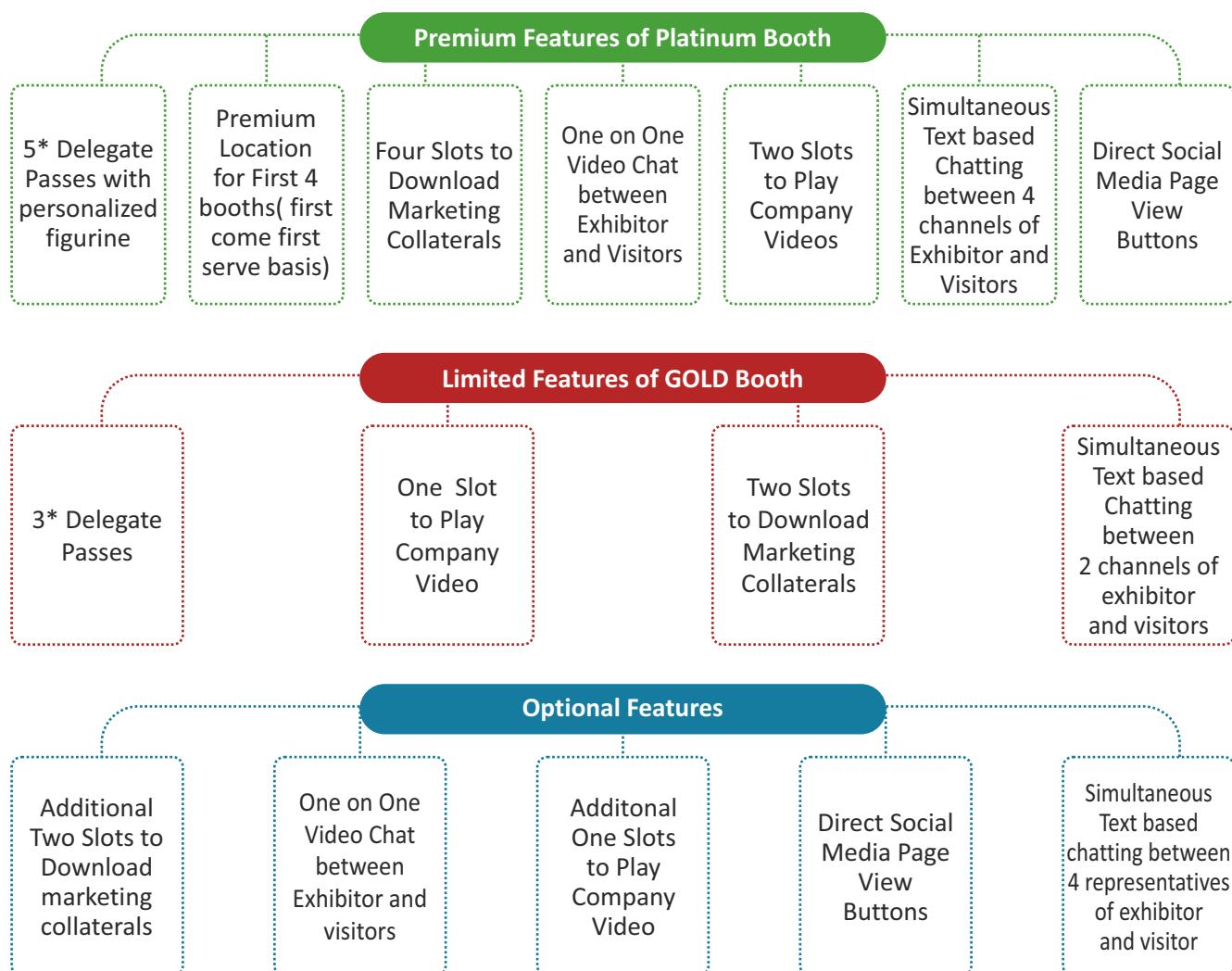
## PARTICIPATION OPPORTUNITIES

Traditionally participation in DUM has been by INVITATION ONLY. However since DUM 2020 will be on the DIGITAL platform, we are offering Delegates to attend the conference and exhibition. Utilities and select Technology Providers have the option to exhibit their products and solutions in the 3-D Booths which will give a unique experience of interacting with visitors from around the globe and explaining about their offerings sitting in the comfort of the home or office.

| 3-D Exhibition Booth –<br>PLATINUM: Premium Features | 3-D Exhibition Booth –<br>GOLD: Limited Features | Delegates**               |
|--|--|---------------------------|
| INR <b>70000 + 18% GST</b>                           | INR <b>40000 + 18% GST</b>                       | INR <b>3000 + 18% GST</b> |
| USD <b>1000 + 18% GST</b>                            | USD <b>550 + 18% GST</b>                         | USD <b>50 + 18% GST</b>   |

\*\* For Special participation packages, list of features of the booth and other enquiry please write to [ronkini.shome@indiasmartgrid.org](mailto:ronkini.shome@indiasmartgrid.org)

### List of Features of the 3-D Exhibition Booths



Each of the above Optional Features can be availed @ Rs 10,000 + 18% GST

\*Unlimited Delegate Passes for Discom officials

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## Host Utilities

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## Knowledge Partners

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## Exhibitors

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.....and many more .....

### About ISGF

India Smart Grid Forum (ISGF) was established as a Public Private Partnership (PPP) initiative of Government of India for accelerated development of smart grid technologies in the Indian power sector in March 2011. It is registered under Indian Societies Registration Act (Act XXI of 1860). ISGF was set-up to provide a mechanism through which academia, industry, utilities and other stakeholders could participate in the development of Indian smart grid systems and provide relevant inputs to the government's grid modernization program.

ISGF work closely with the Ministry of Power, Ministry of New and Renewable Energy, Department of Telecom, Ministry of Heavy Industries, Department of Science and Technology and Ministry of Urban Development and NCIIPC. With 180+ members comprising of ministries, utilities, technology providers, academia and students, ISGF has evolved as a globally reputed think tank in smart grids and smart cities.



India Smart Grid Forum

India Smart Grid Forum (ISGF)

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