





Retail Services

Basic Retail Services

Basic retail services are;

- Electricity service and billing at retail level,
- Meter reading,
- Meter calibration, repair and maintenance,
- Customer relations,
- Toll collection,
- Customer connection or disconnection

Retail services can partially be deregulated,

- The service component of the tariff is regulated,
- The electricity component of the tariff may be deregulated if a market environment can be established at retail level

Retail costs are <u>at most</u> 5 % of the overall costs





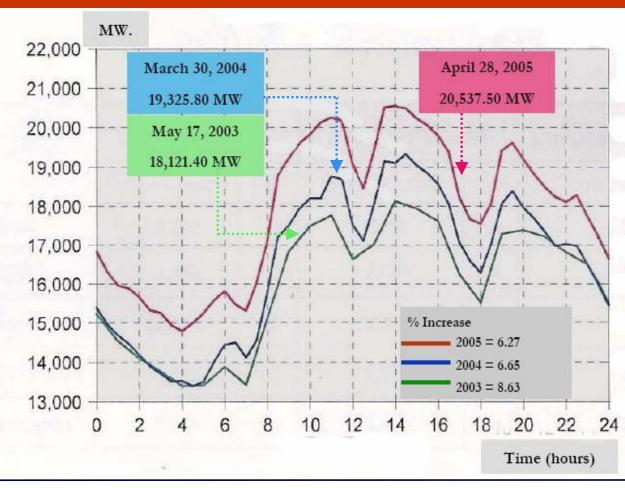
Daily Loading Curves

Daily Loading Curves

Ratchaburi Electricity Generation Holding PLC (Tailand)

A basic characteristics of electrical loads is that the demand is not constant, but a function of time. In other words the demand varies with respect to hours, days, weeks and season.

As seen from the figure, the peak level of demand in the winter season is about 4000 MW, while the off-peak level is 2610 MW, which is 0.65 of the peak level



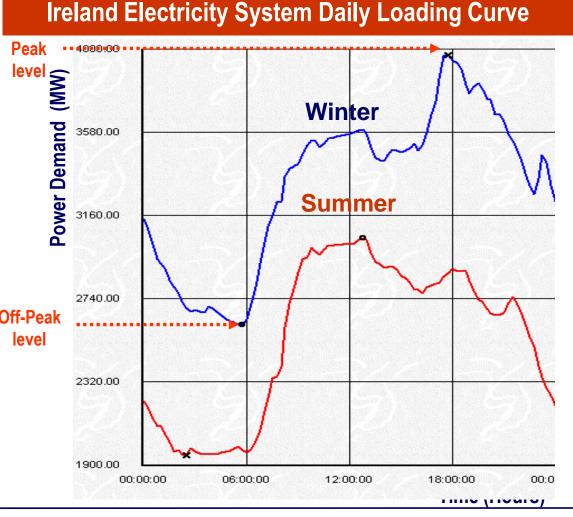


Daily Loading Curves

Daily Loading Curves

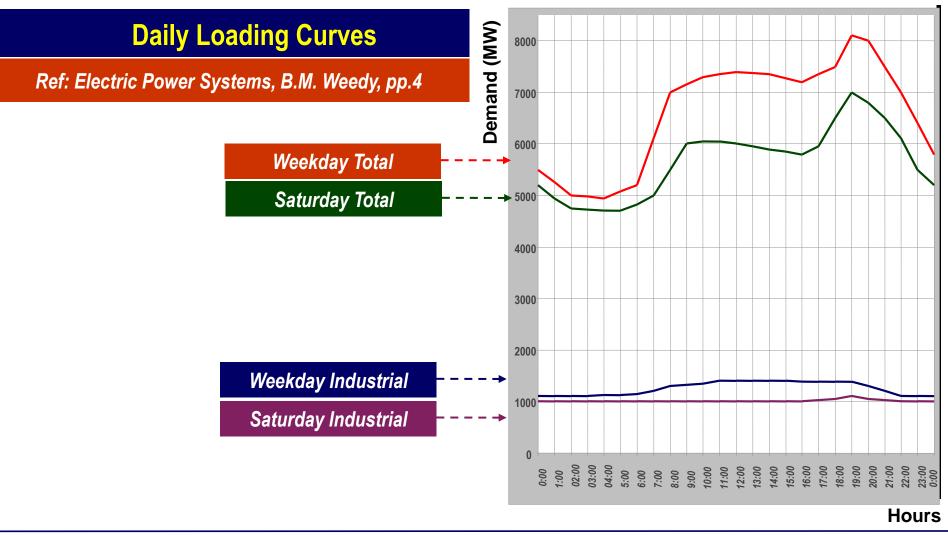
This situation creates serious difficulties in system operation, as electricity cannot be stored, hence the total supply must always be matching the total demand and losses in in the system

The system operator therefore, spends a considerable amount of care and effort to follow the balance between the total supply and demand





Daily Loading Curves



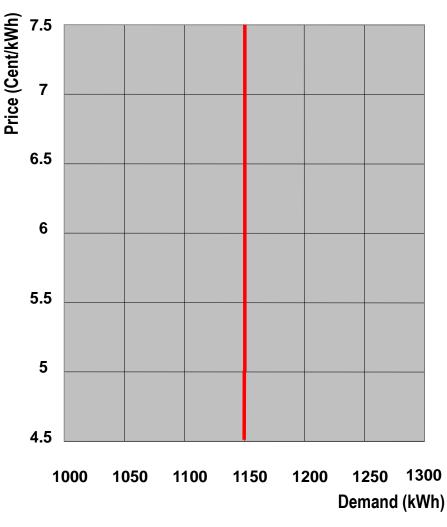


Two Demand-Side Flaws

Demand-Side Flaw-1

In addition to the above difficulties, demand side has two important flaws that make the market design and operation even more difficult;

Demand characteristics of the customers in a regulated retail market is rather ridig, i.e. it is almost insensitive to the price fluctuations in the wholesale market,





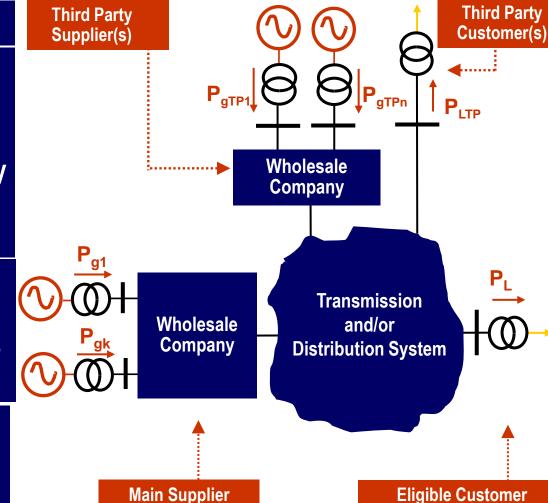
The Second Demand-Side Flaw

Definition

The second demand-side flaw is the situation that the parties in a Bilateral Agreement absorb or supply power from / to third party suppliers or to customers in grid without any contract

In practice, an exact match of the generation to consuption in a Bilateral Agreement can never be achieved

Hence, consumers always absorb from and generators submit power to grid without contract

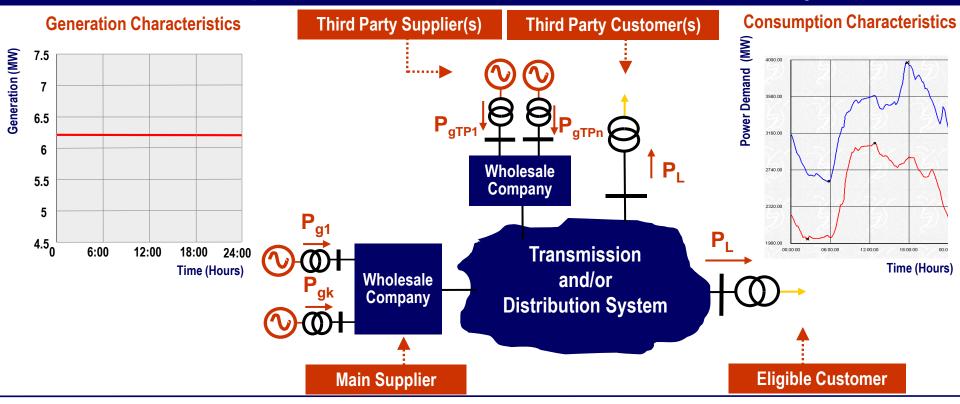




The Second Demand-Side Flaw

Mismatch between Supply and Demand

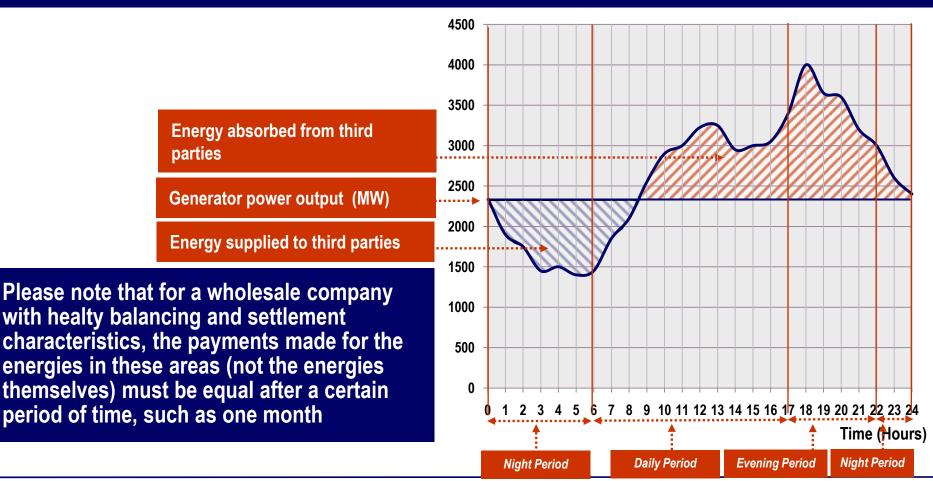
Load characteristics follows the daily loading curve, while the generation follows a flat linear profile, hence the two curves never match exactly





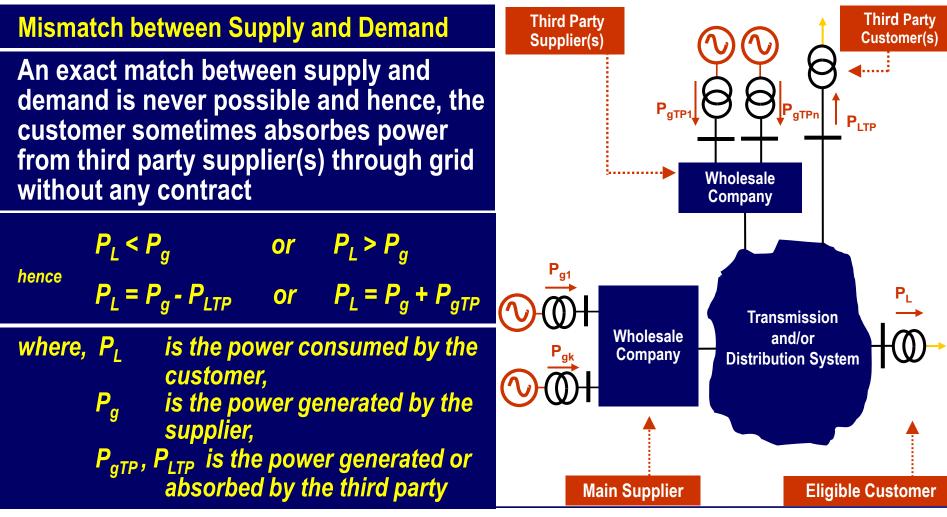
The Second Demand-Side Flaw

Daily Mismatch between Supply and Demand





The Second Demand-Side Flaw



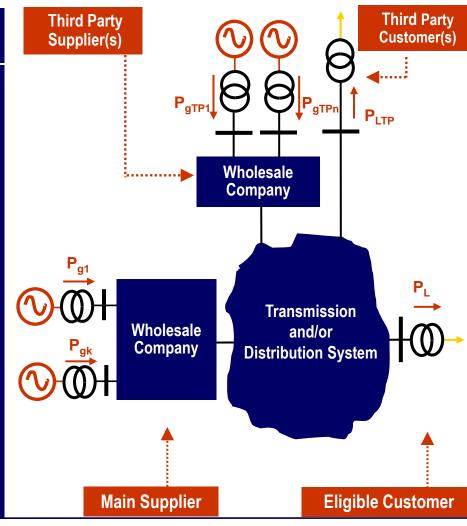


The Second Demand-Side Flaw

Mismatch between Supply and Demand

Hence;

- An exact match of supply to demand in a Bilateral Agreement is never possible,
- Customer sometimes absorbes power from third party supplier(s) through grid without any contract,
- Customer sometimes absorbes less power than the written amount in the contract, hence the supplier may be supplying a third party customer in the system through grid,
- hence, an accounting mechanism is needed among the supplier, demand and the third party supplier(s) and the customers

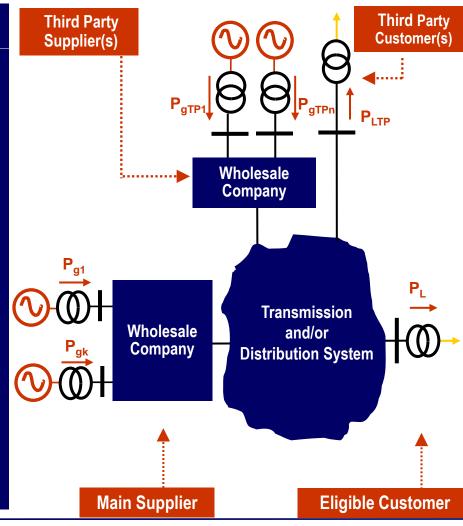




The Second Demand-Side Flaw

Mismatch between Supply and Demand

- Sometimes power consumed by the customer from third party supplier(s) through grid without any contract may be so high that, the system operator may find himself in a situation that he has no other solution, except;
- a) some consumers are to be blacked out, hence, a rotating blackout program is to be implemented without regarding the contracts or consumption levels of customers,
- b) some extra power is to be purchased at a very expensive price



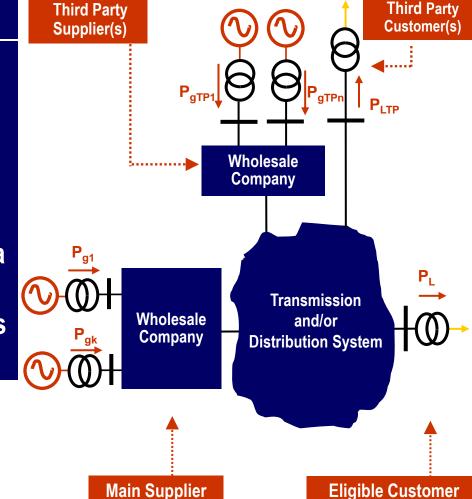


The Second Demand-Side Flaw

Mismatch between Supply and Demand

The system operator may prefer;

- purchasing power from third party suppliers, if the price is reasonable, i.e. it is within the limits of up to 10 times the long-range average,
- blacking out loads by implementing a rotating black out program to all loads without regarding the contracts or consumption levels of customers,

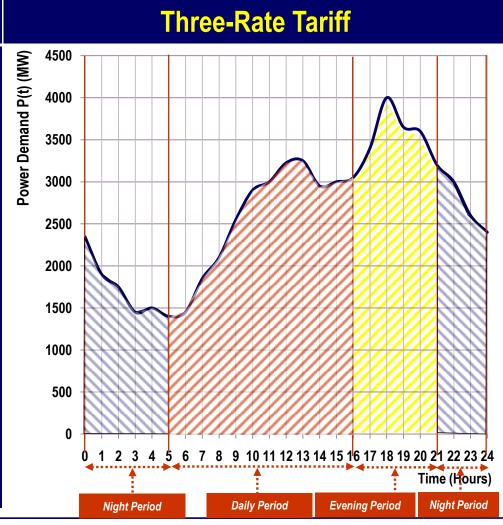




Remedies for the First Demand Side Flaw

Remedies

- The general principle is quite simple and obvious;
 - Install meters with three-rate tariff structures at retail level;
 - a) Discourage consumption during the evening period by imposing a relatively higher price,
 - b) Encourage consumption during other periods, particularly, during the night period, by imposing rerlatively lower prices,
 - Establish competitive retail markets to mix the wholesale markets



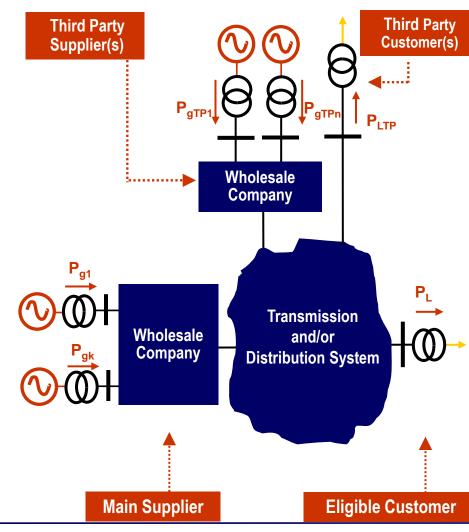


Remedies for The Second Demand-Side Flaw

Remedies

- In principle remedies for the Second Demand Side Flaw are two folded:
 - Flattening the daily loading Characteristics by;
 - a) wholesale trading,
 - b) employing a Three-rate Tariff structure,
 - Establishing a Balancing Market

The first remedy does not completely eliminate the flaw, but only reduces the amount of power taken / given from / to the third parties

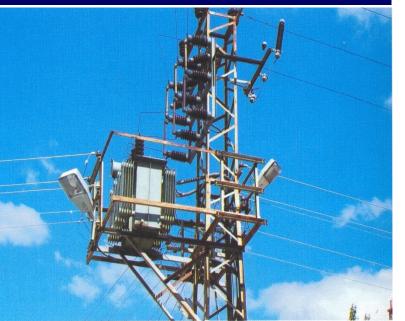


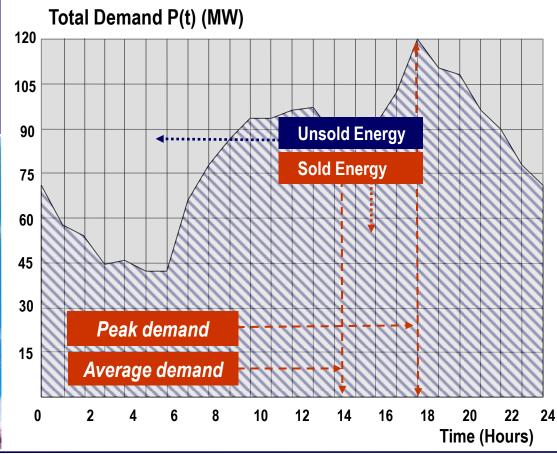


Flattening the Daily Loading Curve

Flattening the Daily Loading Curve by Wholesale Trading

Basic Principle of Wholesaling: Try to market the unsold energy remaining above the daily loading curve by offering a cheaper rate

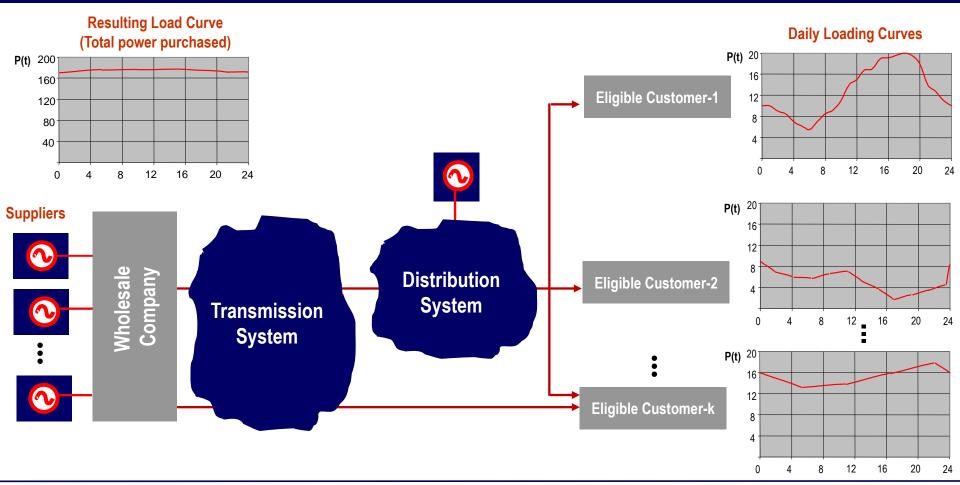






Formation of Customer Portfolio

Formation of Customer Portfolio for Wholesale Trading





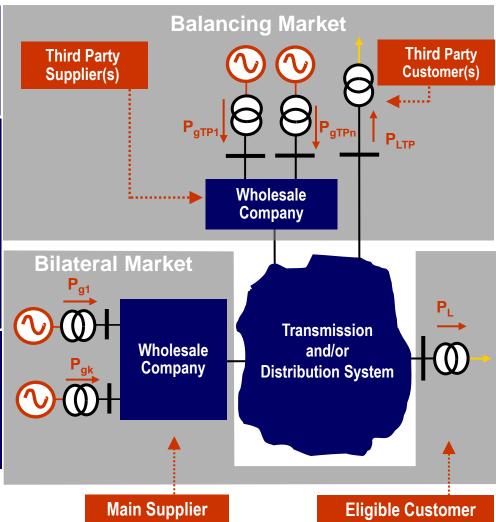
Balancing Market

Definition: Balancing is the task of maintaining the supply-demand balance in real-time

Definition:

Balancing Market is an environment, where supply and demand are balanced, i.e. mismatches in Bilateral Agreements are resolved in real time on spot price basis

Balancing Market compensates or absorbs power depending on whether the mismatch in bilateral conract is positive or negative real-time



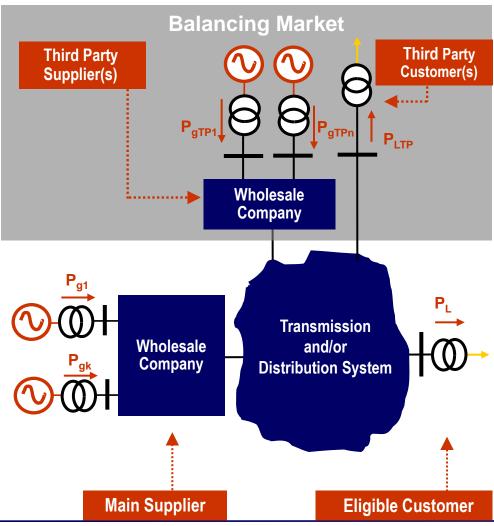


Balancing Market

The system operator sorts the third party suppliers or operating reserves (balancing plants) with respect to their marginal costs and then commits them in that order

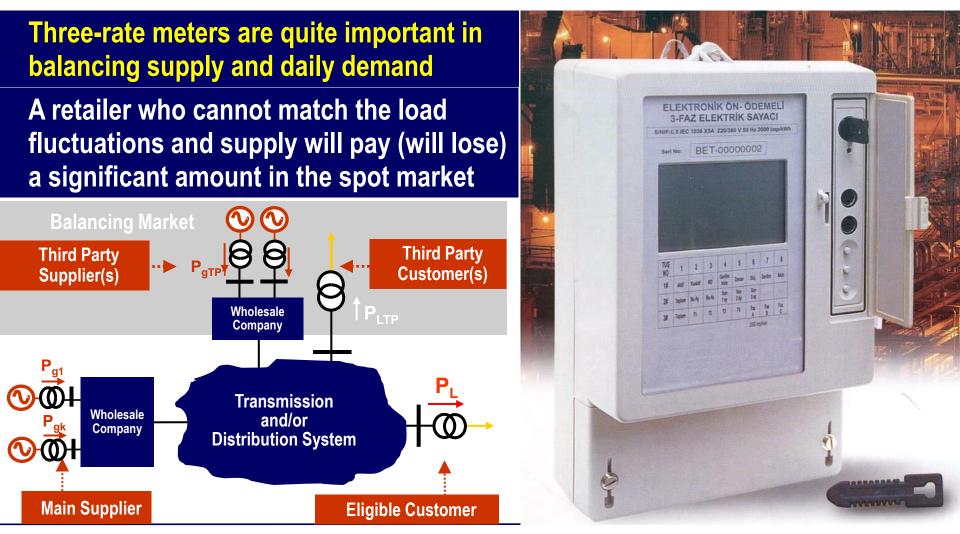
These suppliers are committed and decommitted automatically by the Load Frequency Control (LFC) System installed in the the <u>System Balancing</u> and <u>Settlement Center (BSC)</u>

In case that the resulting prices are extremely high, the system operator, or the Customer itself may decide that load shedding would be a cheaper alternative



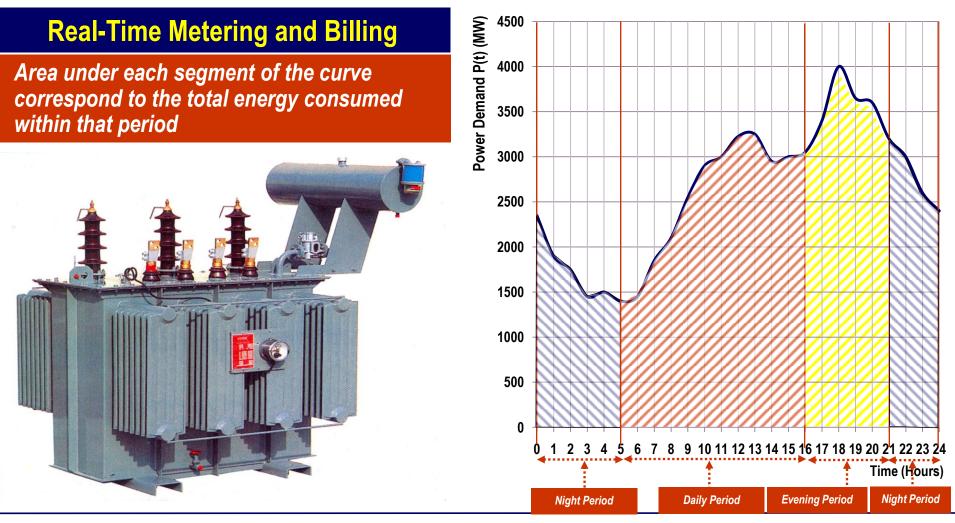


Three-Rate Meters and Balancing Market



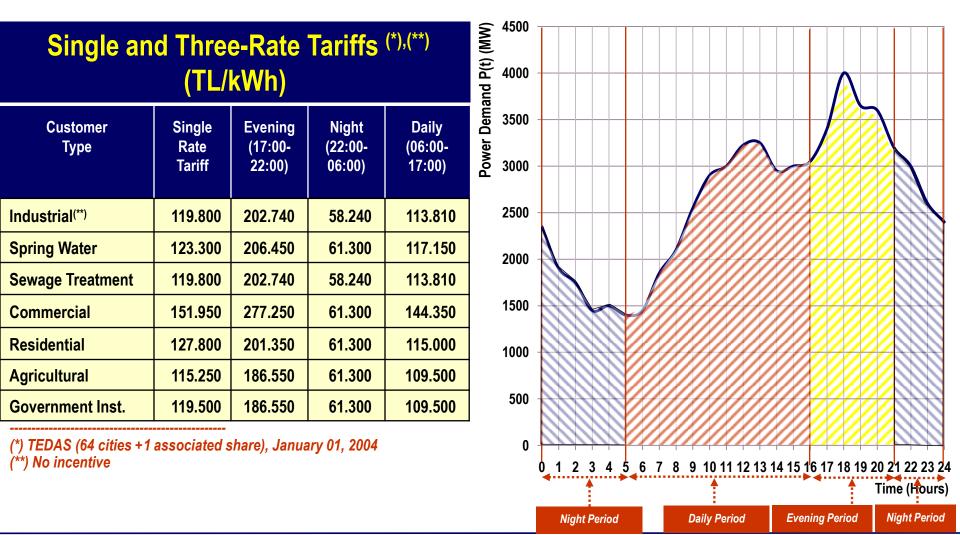


Single and Three-Rate Tariffs





Single and Three-Rate Tariffs

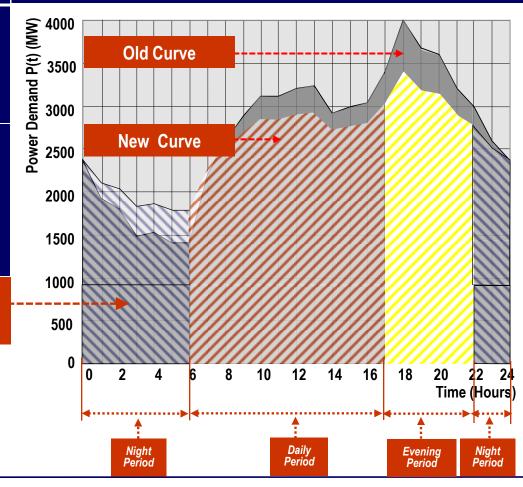




Reshaping the Daily Loading Curve

Three-Rate Tariff

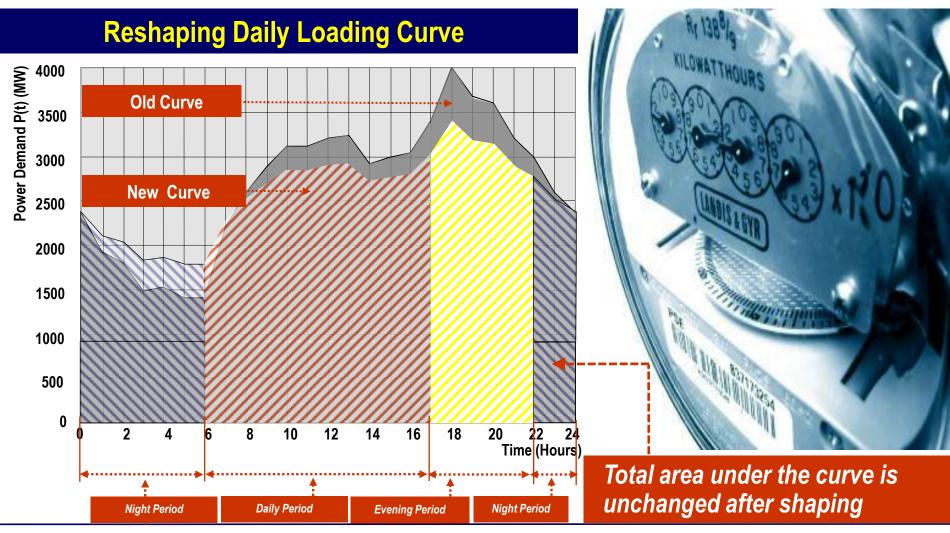
- Total area under the curve is the overall demand, hence it does not vary with reshaping
- In other words, the area reduced within the peak period is the same as the area increased within the offpeak period
- Total area under the curve is unchanged after reshaping



Reshaped Daily Loading Curve



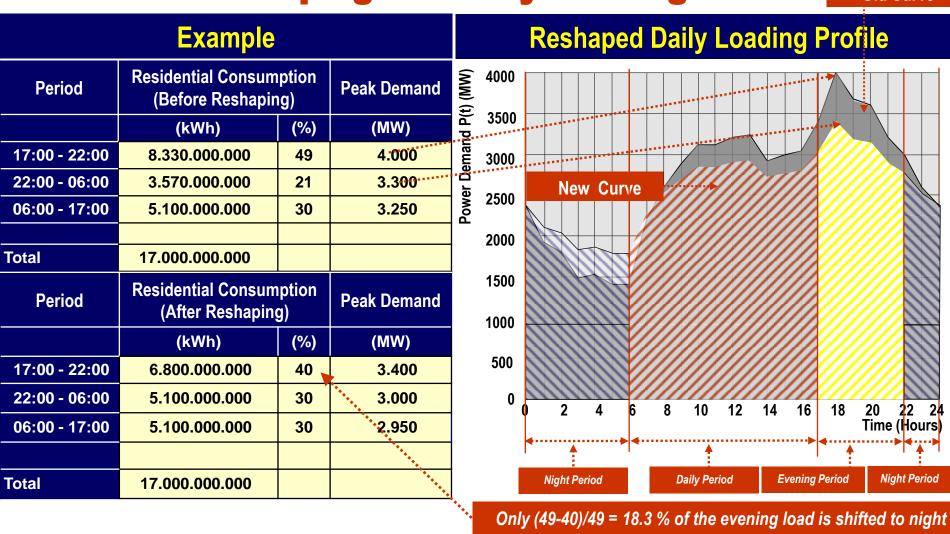
Reshaping the Daily Loading Curve





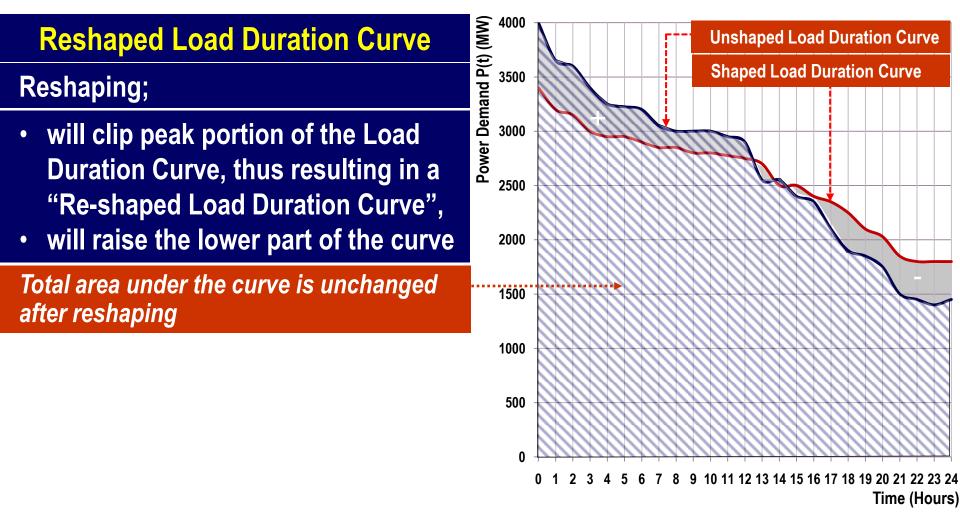
Reshaping the Daily Loading Curve

Old Curve





Reshaping the Daily Loading Curve





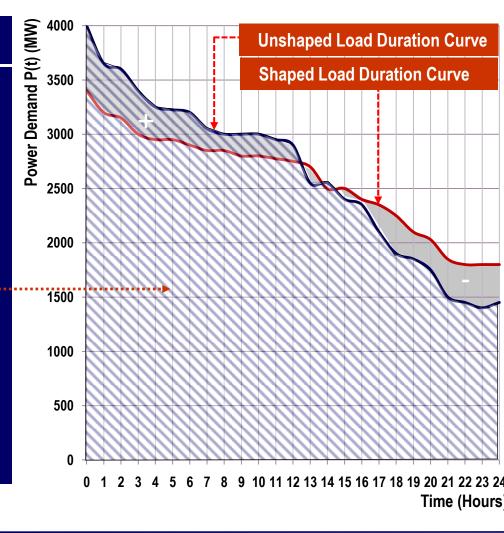
Advantages of Load Reshaping

Advantages Gained

By re-shaping the load duration curve;

a) Investment for the generation, transmission and distribution facilites to meet the same amount of energy demand will be reduced,

Hence, the generation, transmission and distribution facilities will be utilized more efficiently, since they will be more uniformly loaded,

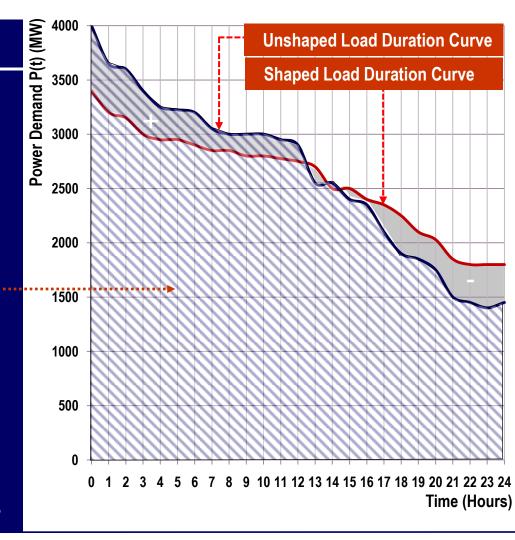




Advantages of Load Reshaping

Advantages Gained

- b) Overall tariff will be reduced since;
 - No peaker plant with expensive fuel costs will be utilized, i.e. only base plants will be utilized,
 - Expensive power exchange with the third parties (ref. to next section; "Second Demand Side Flaw") will be reduced,
 - Capacity cost is reduced since less capacity is utilized
 - No payment for scarsity rents

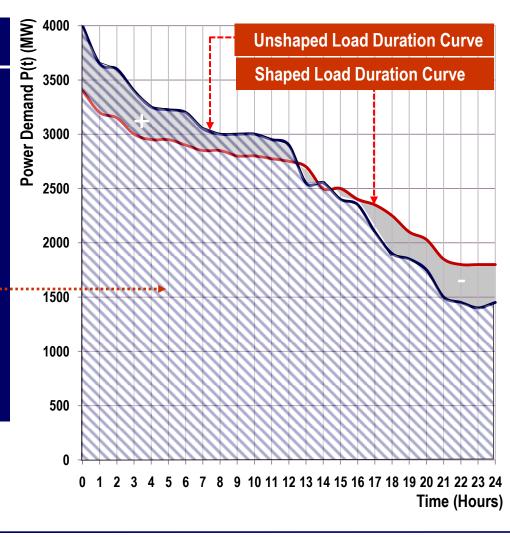




Advantages of Load Reshaping

Price Elasticity of Demand

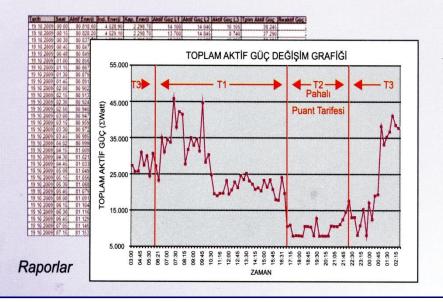
- d) Consumption will be more uniform and stable and hence investors, who plan to make investment in the generation sector will gain more confidence about the loading characteristics,
- e) Market power will be curbed, since there will be no power shortage during evenings





Monitoring Consumption

Bilgisayarda izlenecek olan bir fabrikada kompresör, soğutma kulesi, hidroforlar, aydınlatmalar, UPS, klima santrali, idari bina gibi önemli enerji tüketen makineler ve mekanlar...





Gerçek Zamanlı Veri Görüntüleri

MPR-SW: Bilgisayar Haberleşme Yazılımı

- Bilgisayar ortamında istenilen zaman aralığında periyodik raporların alınma
- Adetsel olarak makina başına elektrik tüketim maliyetini çıkartmak
- Elektrik enerjisi analizi ile birlikte Cosφ, faz akımı ve gerilimlerinin 31. Harmoniğe kadar takibi
- Gereksiz elektrik tüketimlerinin fark edilmesini sağlamak ve nedenlerinin araştırılarak çözümün sağlanması

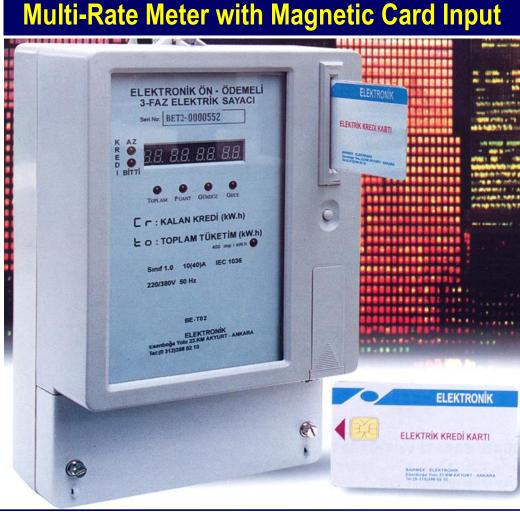


Three-Rate Meters

Three-Rate Tariff Equipment

The meter is

- Digital,
- Multi-rate (Three rates for Turkey; night, daily and evening),
- Capable of receiving and providing data through a magnetic card reader





Three-Rate Meters

Multi-Rate Meter

The meter is

- Digital,
- Multi-rate (Three rates for Turkey; night, daily and evening),
- Capable of receiving and providing data through optical port

Three-Rate Tariff Equipment





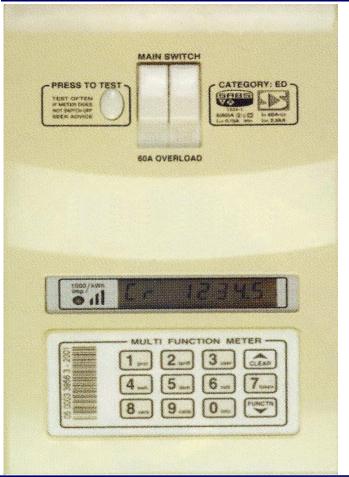
Three-Rate Meters

Multi-Rate Meter

The meter is

- Thre-phase, digital,
- Multi-rate (Three rates for Turkey; night, daily and evening),
- Capable of receiving and providing data through optical port,
- Measurement of each phase,
- Meaurement of demand,
- Measurement of phase voltages,
- RS232 port







Three-Rate Meters

Multi-Rate Meter

Three-Rate Tariff Equipment

The meter is

- Thre-phase, digital,
- Multi-rate (Three rates for Turkey; night, daily and evening),
- Capable of receiving and providing data through optical port,
- Measurement of each phase,
- Meaurement of demand,
- Measurement of phase voltages,
- RS232 or RS 484 port





Reading and Data Transfer Equipment

Hand-held Reader and Optical Port Interface





Reading and Data Transfer Equipment



Şirketler Grubu'na bağlı bilişim şirketi bağımsız sayaç okuma işi yapan 7 firma ile oluşturdukları bir platform sayesinde 7 binden fazla noktada sayaçları uzaktan okumaya başladı.

> şirketlerinin abonelerine ait sayaçları uzaktan okuduklarını söyledi. uzaktan okuma işlemini telefon altyapısından faydalanarak gerçekleştirdiklerini kaydetti.

VRP'yi, Türkiye'de pazarlayacak

Sunduğu teknolojik altyapı çözümleri nedeniyle dünyaca ünlü GSM operatörü Orange'ı 2 milyar dolarlık yazılım ve donanım satın alma anlaşmasından caydıran VRP'yi, Türkiye'de bır GSM operatörü ile anlaşma imzaladıklarını belirten bekleme

sürelerini de sıtıra indirme gibi imkansız sanılan birçok uygulamanın bu yazılımla mümkün hale geldiğini söyledi.



Bilgi İletişim Teknoloji Şirketi, 7 binden fazla noktada, bağımsız sayaç okuma işi yapan 7 firma ile oluşturdukları platform sayesinde sayaçları uzaktan okuyor. Bilgi İletişim Teknoloji Şirketi Genel Müdürü



Three-Rate Meters

Multi-Rate Meter

The meter is

- Pre-payment,
- Digital,
- Multi-rate (night, daily and evening)







Three-Rate Meters

Multi-Rate Meters

Three-Rate Tariff Equipment

SUBSTATION AUTOMATION BEGINS WITH ACCURATE METERING DATA

The MARK-V SCADA Data Port is Compatible with Valmet, Telegyr, QEI, DAQ, Motorola MOSCAD, Hathaway Systems Northwest, Tetragenics and Siemens



A Powerful Substation Automation Tool Featuring SCADA Data Port, AMR Communications & Load Profile Recorder



Calibration of Meters

Reading accuracy of meters are compared by using a standart meter, "etalon" with a known accuracy

Comparison of Accuracy by Etalon Device





Calibration of Meters

Comparison of Accuracy by Etalon Device

Reading accuracy of meters are compared by using a standart meter, "etalon" with a known accuracy

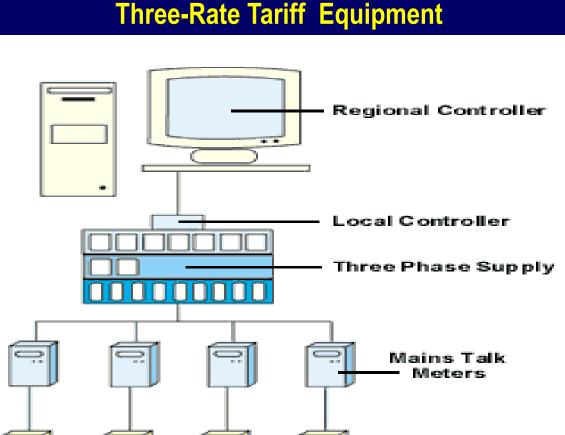




Reading Network

Reading network is used to monitor, meter, record, log, calculate real-time measurement data for;

- accounting
- billing,
- detecting and locating illicit utilization



Other l

.e. water & gas)

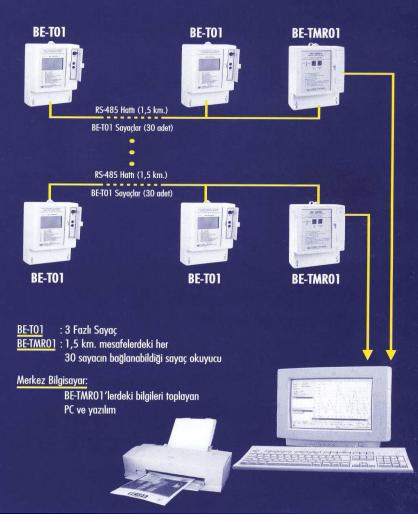


Reading Network

Main Functions of the Reading Network

Reading network is used to monitor, meter, record, log, calculate real-time measurement data for;

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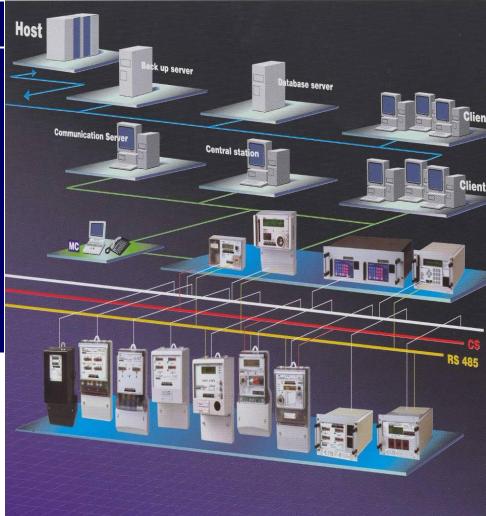


Reading Network

Main Functions of the Reading Network

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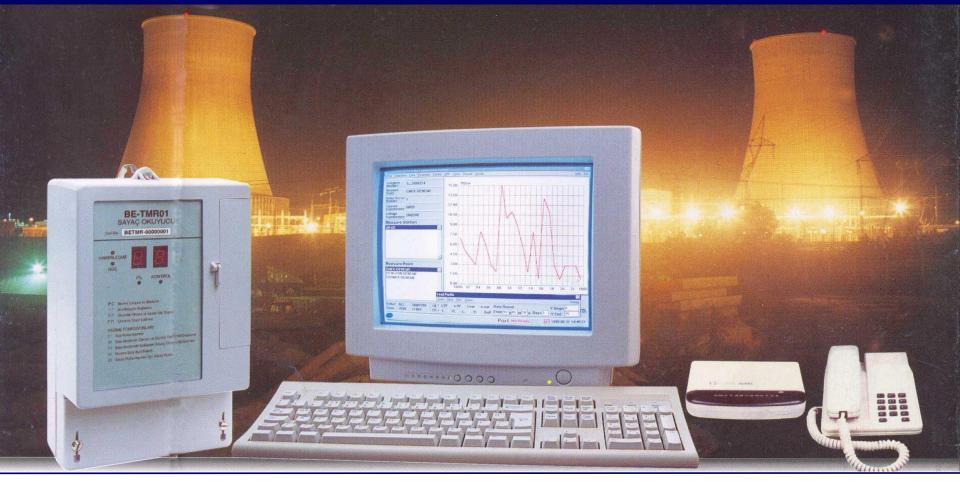
- accounting,
- billing,
- statistics,
- detecting and locating illicit utilization





Reading and Recording Equipment

Measurement, audio and video data transmission, processing and display system





AMR System in a Competitive Retail Market

Retailer -1

GPRS Energy **Transformer Substation** Fiber GPRS Energy **Retailer -n** GEM-10: GPRS Modem Manual yeni Energy 0000000 Manual E/A TES Energy 000000000000 H

EE 710 Electricity Trading, Electrical and Electronics Eng. Dept., METU, Spring 2005, Prof. Dr. Osman SEVAİOĞLU, Page 45

Host (Main Computer)



Return Rate of Three-Rate Tariff Equipment

Return Rate

In New York, when operating reserves run extremely short, prices has driven up to <u>6000 USD / MWh, i.e. 600 Cents</u> / <u>kWh</u>

It can be easily calculated that the return rate of the investment made in three-rate real-time metering equipment is quite short

Extension of real-time meters from 8 to 13 GW and implementation in California in just a few months cost \$ 25 M, the amount of money a utility was losing paer day at the height of the crisis



Three-Rate Tariff Equipment

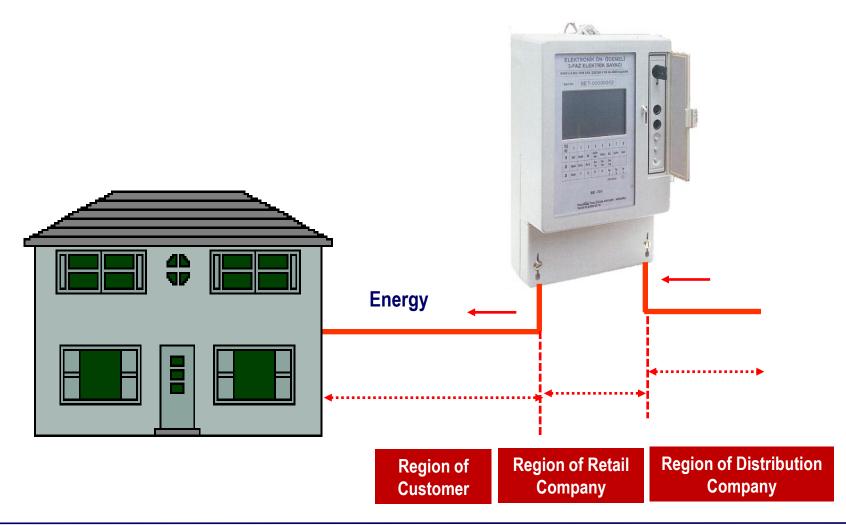


Return Rate of Three-Rate Metering Equipment

Three-Rate Tariff Equipment	Return Rate		
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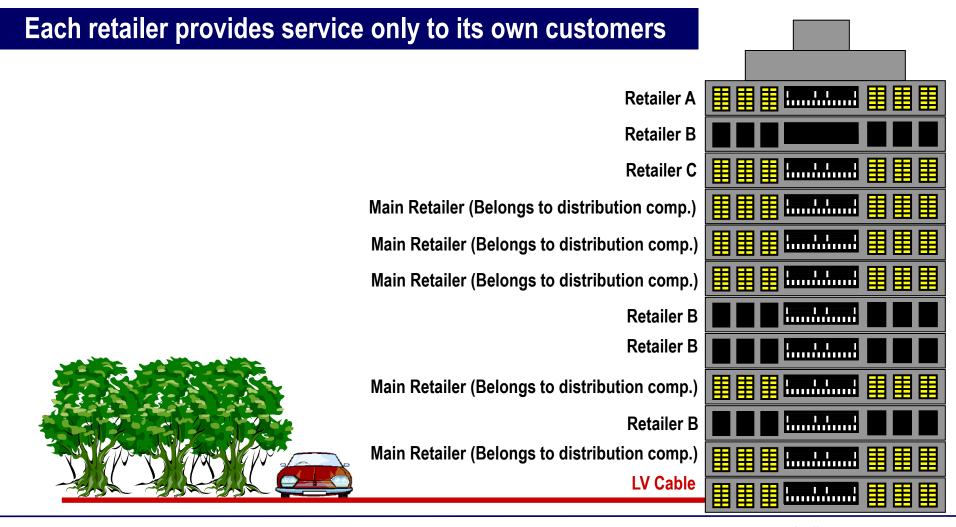


Regions of Activity



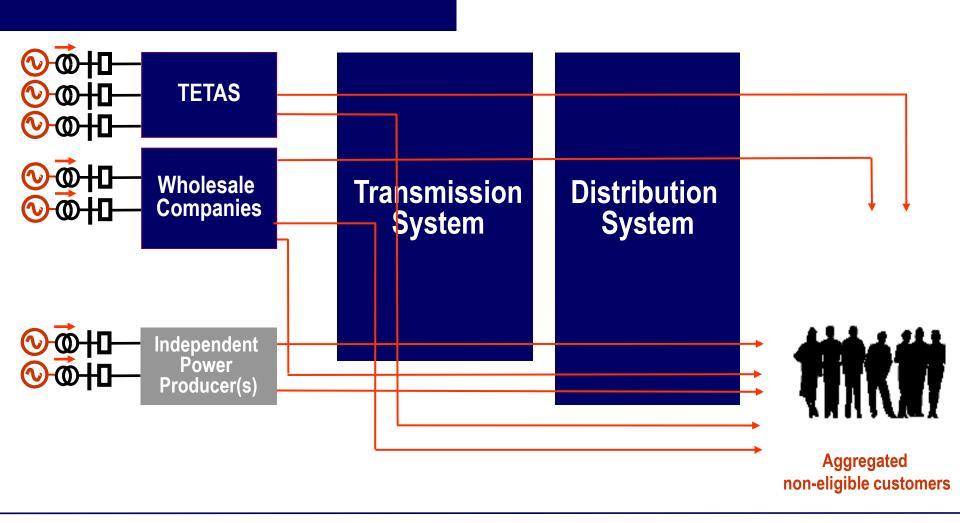
Competitive Retail Markets

METU



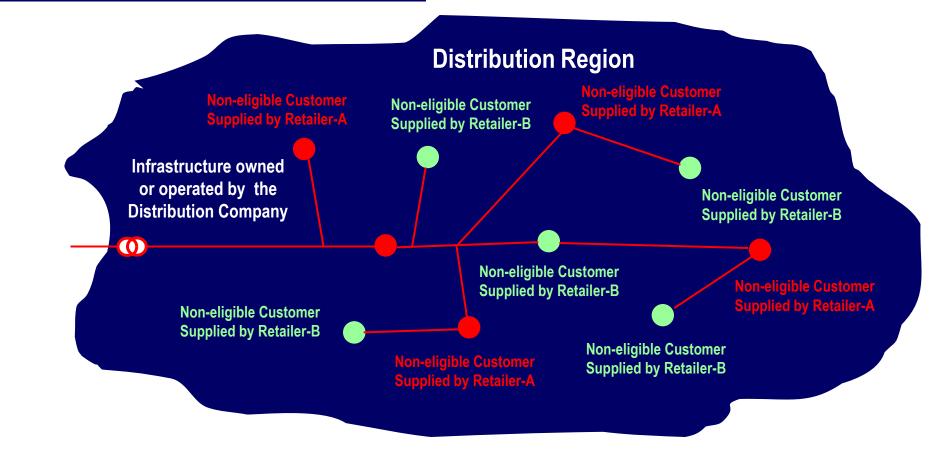


Aggregation of Demands



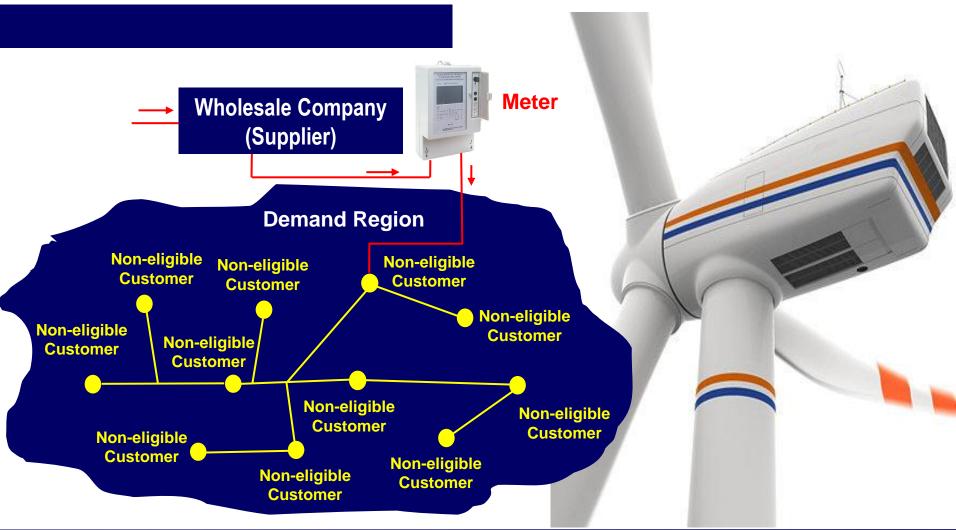


Retail Competition in a Region





Aggregation of Demands by a Single Meter

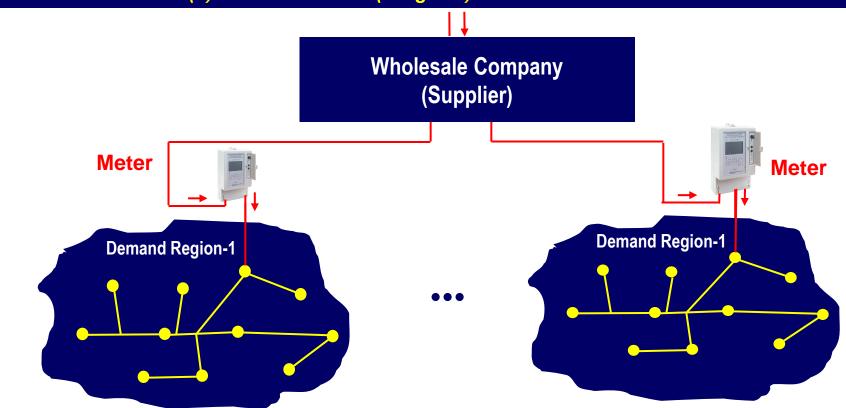




Aggregation of Decentralized Demands

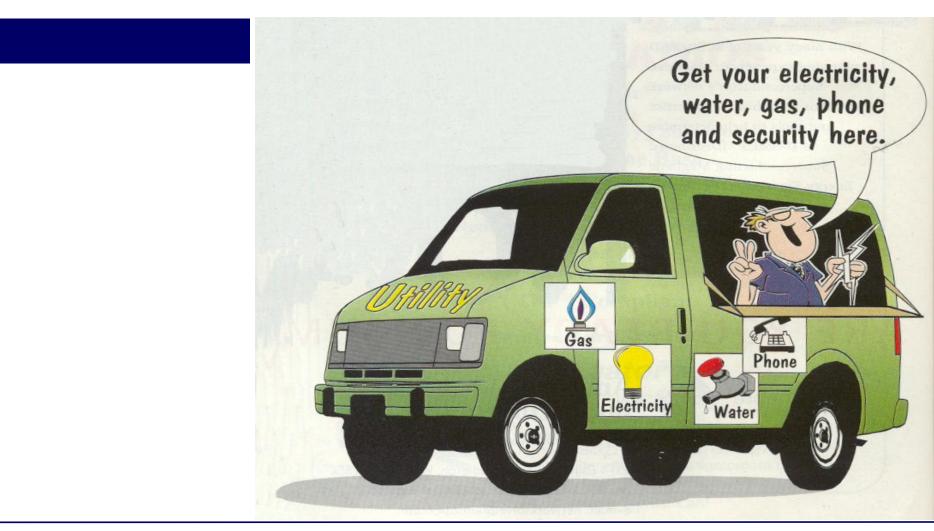
Customers or customer groups located in the same Distribution Region^(*)

(*) Distribution Region: (a) TEDAS Regions (64 cities and related coordinators), (b) Shares of TEDAS (7 regions)





Competitive Retail Markets





An Example in USA



Utility Choice Electric is a Texas based company providing electricity services to industrial, commercial, and residential customers in Texas.

With over 250 years of combined experience and expertise in the energy industry, the founders of Utility Choice understand how the energy value chain works in its entirety.

We are committed to providing our Texas customers with a reliable and competitively priced supply of electricity and related services that help create a safe and secure environment in which to conduct their businesses and personal lives.



...bringing you the power **to make a choice!** 5773 Woodway Dr., PMB-U Houston, Texas 77057

> T: 713.465.6200 F: 713.973.1411 www.uchoice.com

Deregulation means Choice.

Utility Choice Electric

means Savings.

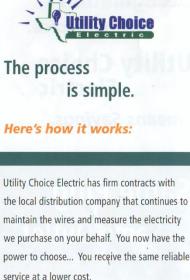
Same Plug... Same Outlet

Better Choice.



An Example in USA





Everything stays the same:

- You will not need new power lines.
- You will not need to change your meter.
- You will enjoy the same uninterrupted service.

The only thing that changes is your bill.

It's less.

They turn at the same speed, but not the same rate.



It's your choice!

Bringing you the power of Choice.

electricity.

Same

Better

When selecting your electric service provider, we believe that reliability and price are of utmost importance. That's why Utility Choice Electric is committed to providing our Texas customers with a reliable and competitively priced supply of electricity and related services. We source the best supply for our customers, which means our customers get the best price.

Now that you have the power to make a choice,

Make a change.

Call Utility Choice for the best rate.

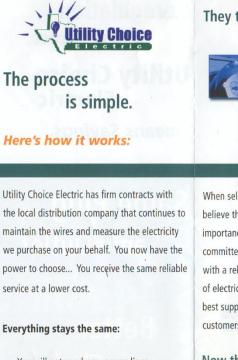
713.465.6200





An Example in USA





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electricity.

Same

Bette

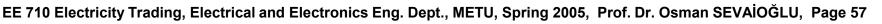
When selecting your electric service provider, we believe that reliability and price are of utmost importance. That's why Utility Choice Electric is committed to providing our Texas customers with a reliable and competitively priced supply of electricity and related services. We source the best supply for our customers, which means our customers get the best price.

Now that you have the power to make a choice,

Make a change.

Call Utility Choice for the best rate.

713.465.6200





Transaction of Meter Readings by Web Facilities

Transmitting meter readings through Web facilities

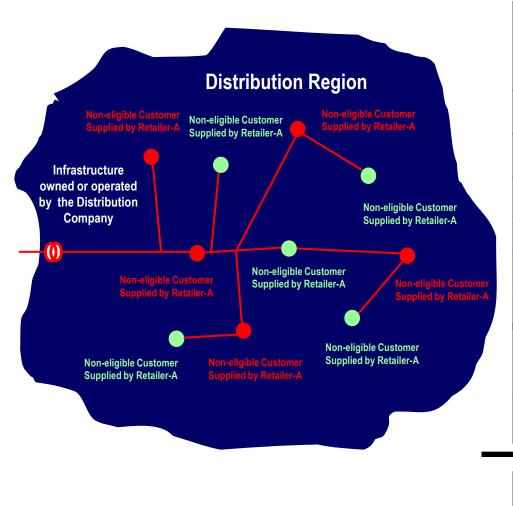
Meter Reading Form - Electricity

Please complete the form and click the send button to process your meter reading. All the fields marked with an asterisk * must be completed to send this form.

24 June 2003	<u>s</u> end clea <u>r</u>		London Electricity on call 24hrs a day
My name is *			
My E-mail address is			
My telephone number is			
My house number or name is *			
My postcode is *			
My account number (see bill) is	; *		
The meter was read on *			
My electricity readings; Meter1 (Daily);	Meter2 (Evening);	Meter 3 (night); *	
My electricity <u>Economy7</u> rate re	eading (if applicable) is		
Our Privacy Policy Top			



Distribution Operational Expenditures



O&M Expenditures

Management Expenditures

Operational taxes, fees and duties

Annual personnel and staff salaries

Payments for outsourced services

Various annual operational expenditures

Annual technical and capital depretiations

Payment for auditing services

Annual payments for TOR charge and interest

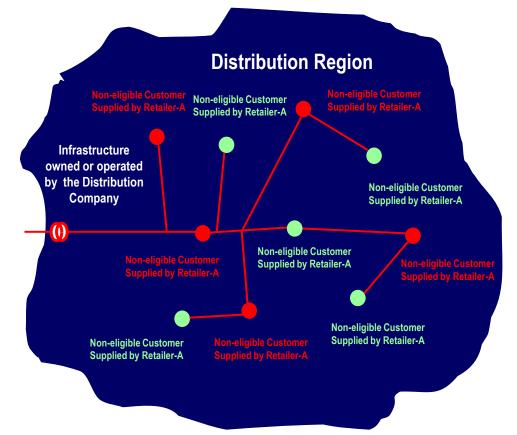
Annual payments for capital amortization

Reasonable divident for distribution services

Distribution Operational Expenditures



Distribution Operational Charges



Expenditures for all kinds of services

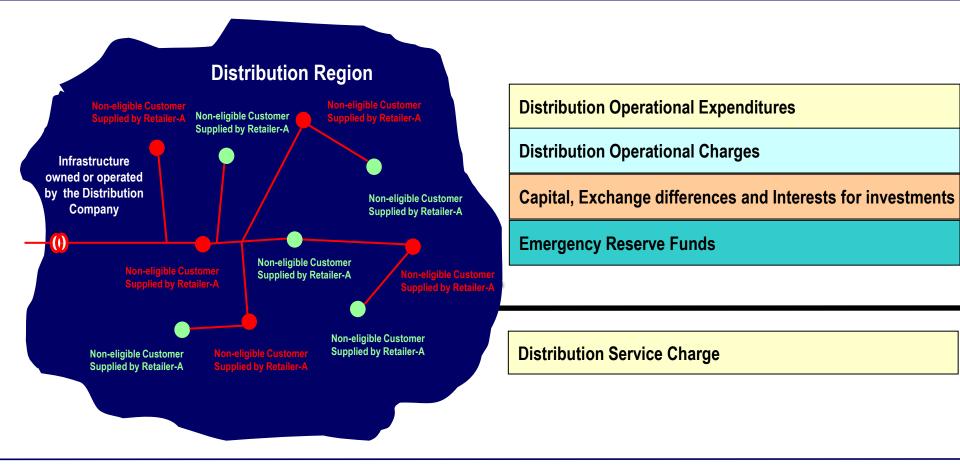
Expenditures for street illumination and similar services

Expenditures for power service to worship facilities

Distribution Operational Charges

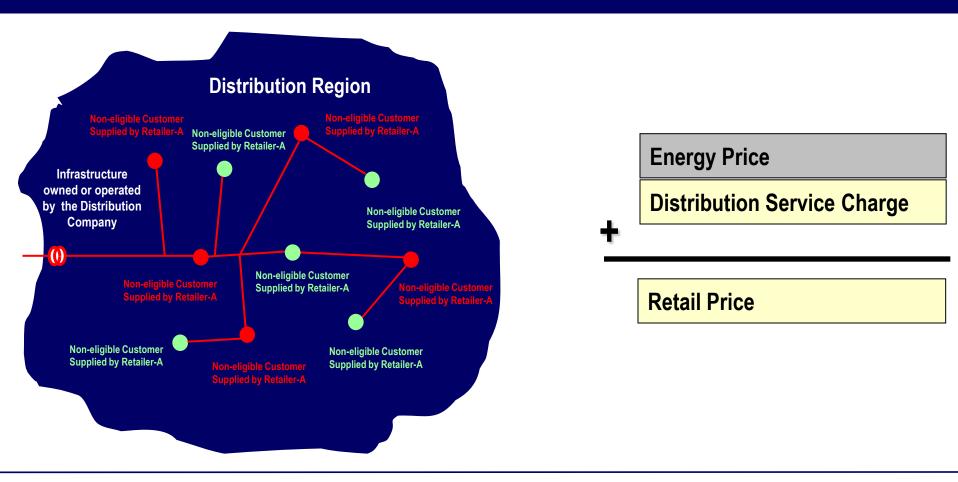


Distribution Service Charge





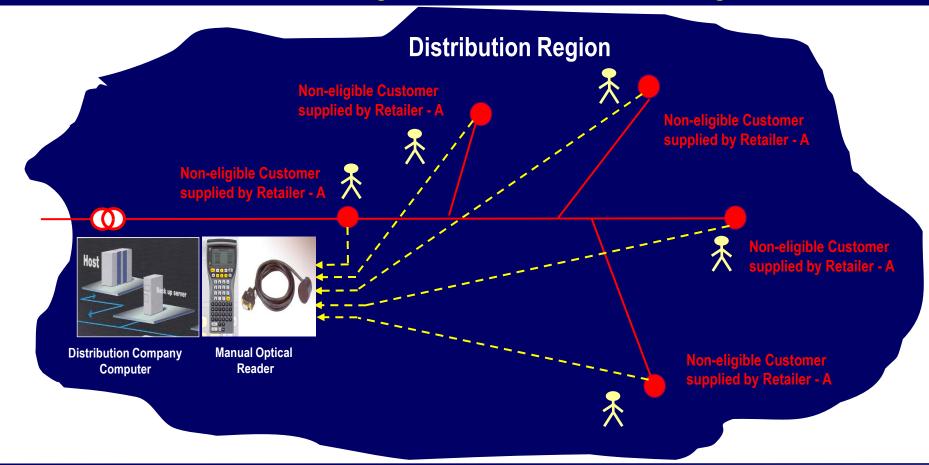
Retail Price





Distribution Service Charge

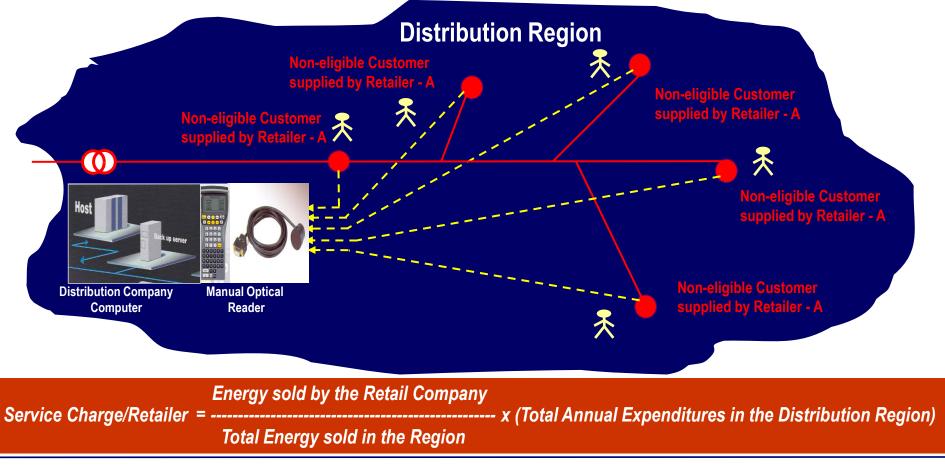
Accounting of Distribution Service Charge





Distribution Service Charge

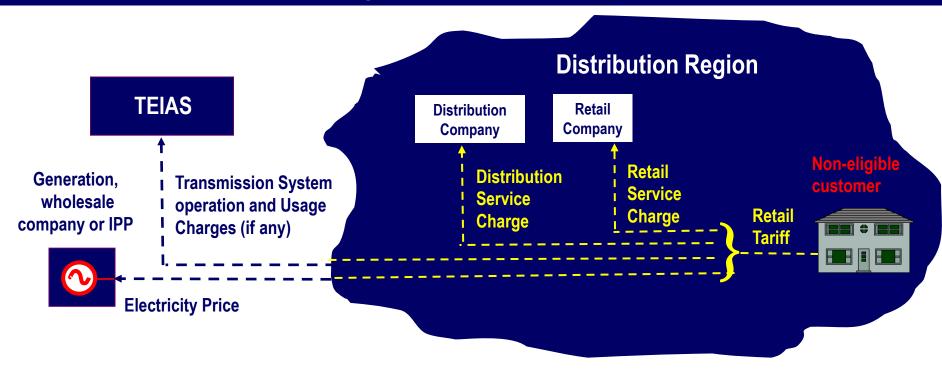
Calculation of Distribution Service Charge





Components of Retail Tariff

Components of Retail Tariff



Tariff = Retail Service Charge + Distribution Service Charge + Transmission Service Charge + Energy Purchasing Price



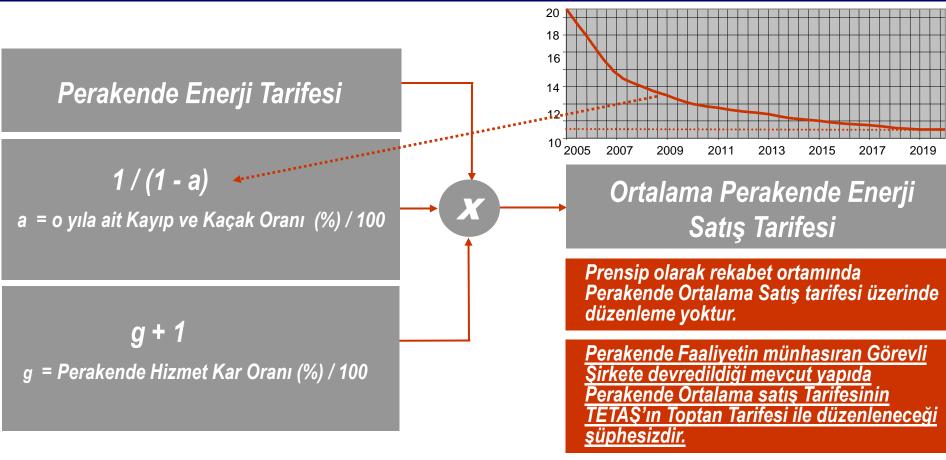
Perakende Satış Tarifesi





Perakende Satış Tarifesi

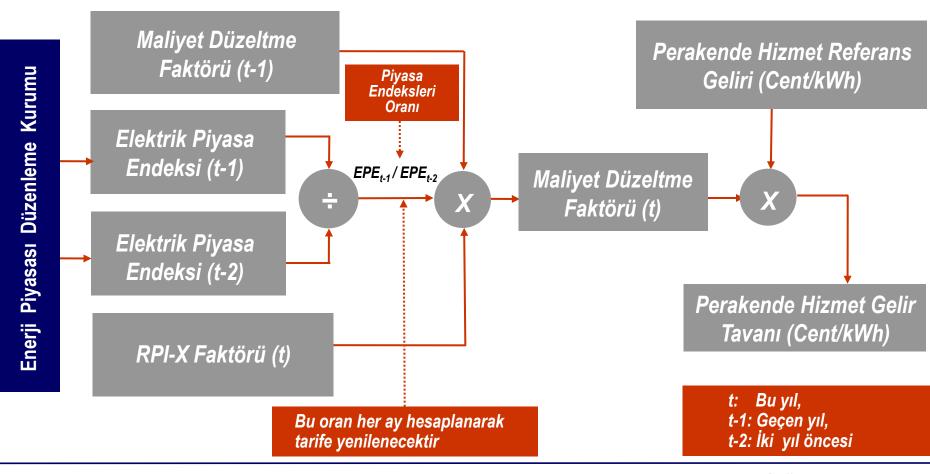






Perakende Satış Gelir Düzenlemesi

Perakende Ortalama Hizmet Tarifesi





21 Bölge İHD Modeli (2005)

21 Bölge (2005)

İHD (Lisans Devri) Modeli





Maliyet Esaslı Tarife İstanbul (Avrupa)

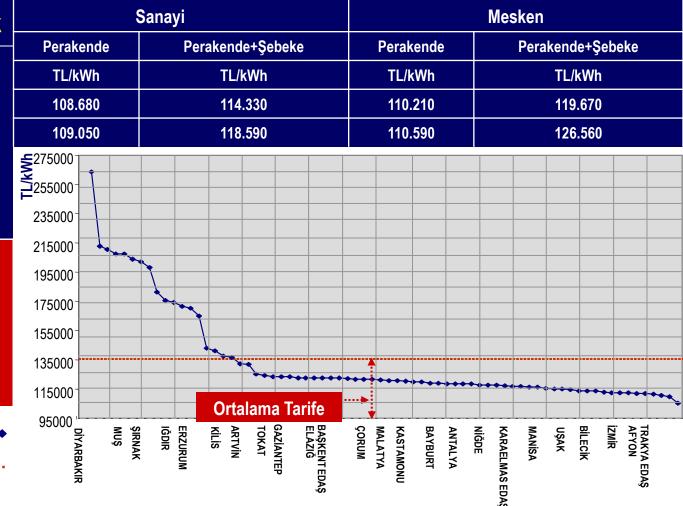
Hazine Desteği (DGD) Yok

Bu modelde;

- Her bölgede fiyat maliyete göre oluşur,
- Hazine desteği DGD yoktur,
- KK yüksek bölgelerde fiyat yüksektir
- Sosyal değil,
- Siyasete, özellikle muhalefetin tahrikine son derece açık,
- Uygulanması son derece zor ve siyaseten riskli

Bölge Ortalama Satış Fiyatı —

Ortalama Tarife



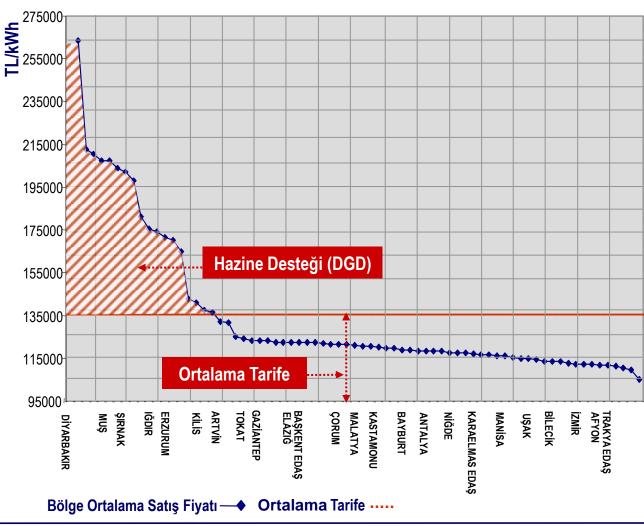


Maliyet Esaslı Tarife

Hazine Desteği (DGD) Var

Bu modelde;

- Hazine desteği vardır,
- Her bölgede fiyat maliyete göre oluşur,
- KK nedeniyle tarifesi ortalamadan yüksek bölgelere DGD yapılacaktır,
- Bu DGD EPDK tarafından yıllara göre X-Faktörü ile azaltılacaktır.
- Sosyal,
- Fakat, Siyasi İrade gerektiriyor,
- Hazine kabul etmiyor,
- DGD toplamının doğru bir şekilde hesaplanması lazım





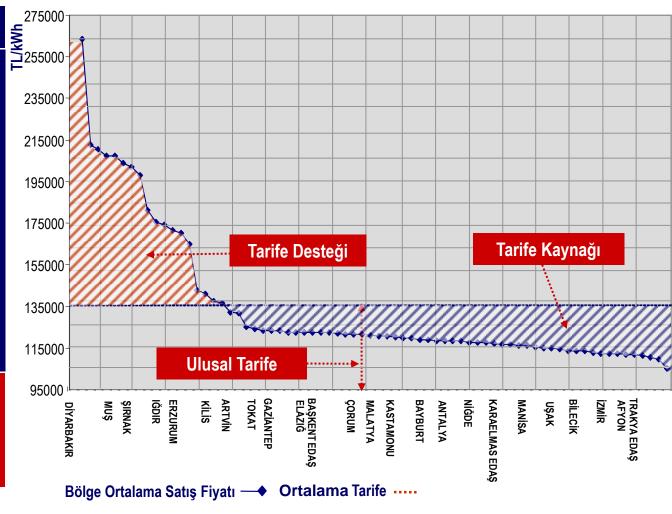
Fiyat Eşitleme Mekanizması (Strateji Belgesi)

Bu modelde:

- Hazine desteği yoktur,
- Her bölgede fiyat maliyete göre oluşur,

Hazine Desteği (DGD) Yok

- KK yüksek bölgeler KK düşük olan bölgeler tarafından desteklenecektir,
- DGD Enerji Piyasası Düzenleme Kurumu tarafından yıllara göre X-Faktörü ile azaltılacaktır.
- Sosyal değil,
- Batı Bölgesindeki sanayiciler itiraz edecek,
- Yasal dayanağı zayıf



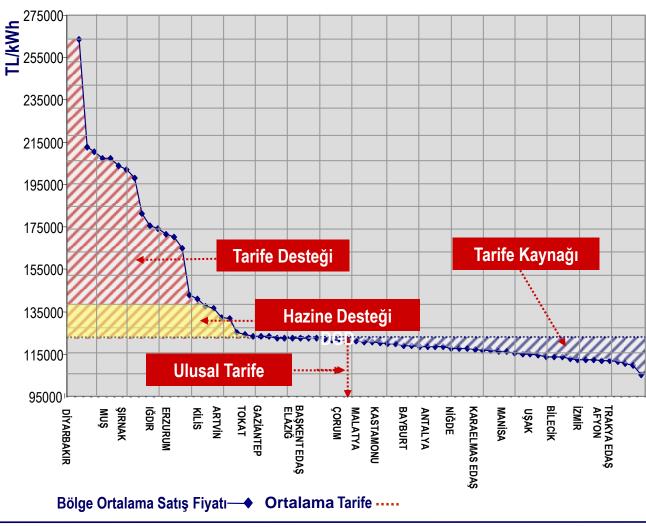


Fiyat Eşitleme Mekanizması (Strateji Belgesi)

Hazine Desteği (DGD) Var

Bu modelde;

- Hazine desteği kısmen vardır,
- Her bölgede fiyat maliyete göre oluşur,
- KK yüksek bölgeler; kısmen KK düşük olan bölgeler tarafından, kısmen de Hazine tarafından desteklenecektir,
- DGD EPDK tarafından yıllara göre X-Faktörü ile azaltılacaktır.
- Sosyal değil,
- Batı Bölgesindeki sanayiciler itiraz edecek,
- Yasal dayanağı zayıf



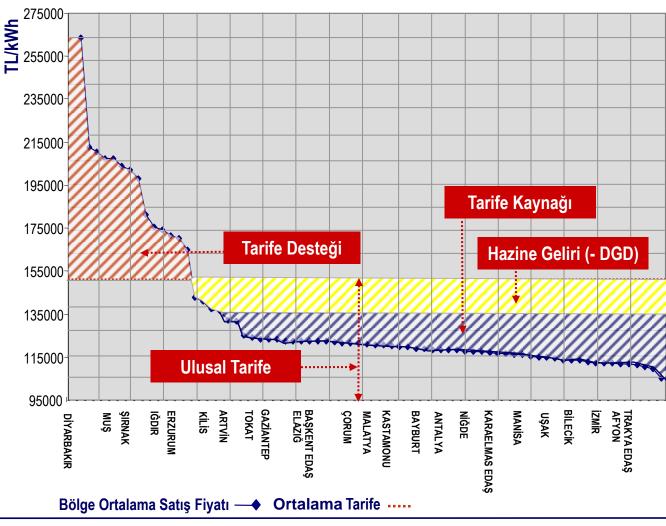


Fiyat Eşitleme Mekanizması (Strateji Belgesi)

Hazine Geliri (-DGD) Var

Bu modelde;

- Her bölgede fiyat maliyete göre oluşur,
- Ulusal Tarife Ortalama tarifeden daha yüksek seçilir,
- KK yüksek bölgeler;
 KK düşük olan
- bölgeler tarafından desteklenir,
- Ulusal Tarife Ortalama Tarifeden daha yüksektir,
- Tarife farkı Hazineye akar (-DGD),



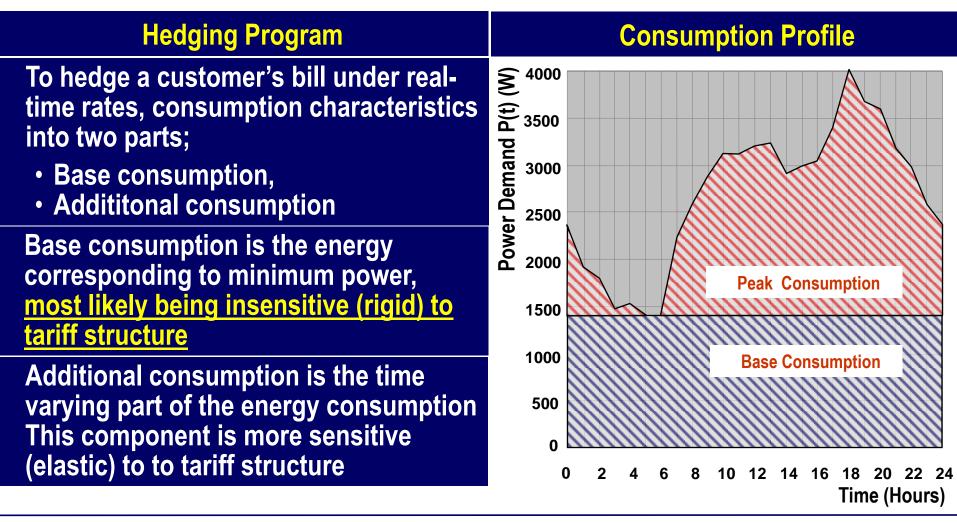


Hedging Program for Competitive Retail Markets

Implementing Price Hedging Program	Three-Rate Tariff					
Most customers are risk averse and not willing to transfer to three-rate tariff	ELEKTRİK FATURA BİLDİRİMİ BAŞKENT ELEKTRİK DAĞİTIM A.Ş. Necatibey Cad. No.: 10 KIZILAY/ANKARA İşletme 006.07.77.00.00 UMİ TKİY ŞB.					
Hence an appropriate <u>"Price Hedging</u> <u>Program"</u> may be used to convince the customers	Dosya No Sıra No AKTİF Son Endeks İlk Endeks	39/00 300 19778 MKB Gündüz 26559.000	04692.0 K	Tarife 5.08.1.3 ent Mesk. Dönem 2004/05 Ekip 906 1.000 Gece		
For that purpose, past usage patterns of each customer are documented, submitted and the expected prices in the near future, if they agree to transfer	(+/-) KWh Tüketim Tüketim Tut. ENDÜKTİF Son Endeks İlk Endeks (+/-) KWh Tüketim Tüketim Tut.	26402.000 0 157.000 20 064 549	Çarpan İlk Okuma Taril Son Okuma Tari Okuma Saati Tebliğ Tarihi Kira-Bakım	03.04.2004		
to three-rate tariff structure are informed	Enerji Tutarı Tüketim Ver. (+/-) Tutar FATURA	20 064 549 1 003 227 0	Güç Bedeli K.D.V. Teşvik İndirimi	3 792 200 0 0		
The hedging program is continually updated for any change in; principles, prices, consumption profiles	TUTARI ÖDEME TAR.	ecikme Zammi Hari BAŞKENT E.I ŞEKERBANK-F TEKSTİL-TUF ALTERNATİF- İŞBANK-FİNF	DODO - 2004 - 2 D.A.S.TAH PAMUK-VAK KISHBANK- DISBANK- DISBANK- NS-DENTZ KBANK-AN	TL 24 0.05.2004 0 -TL .UEZNELERI IFBANK-HSBC -PTT-0YAK KOC-Y.KREDI -AKBANK-TEB		

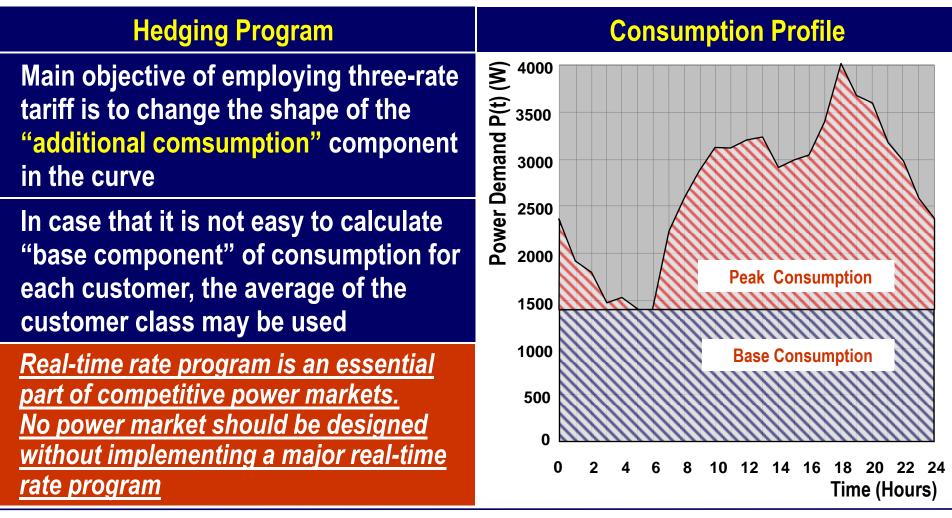


Hedging



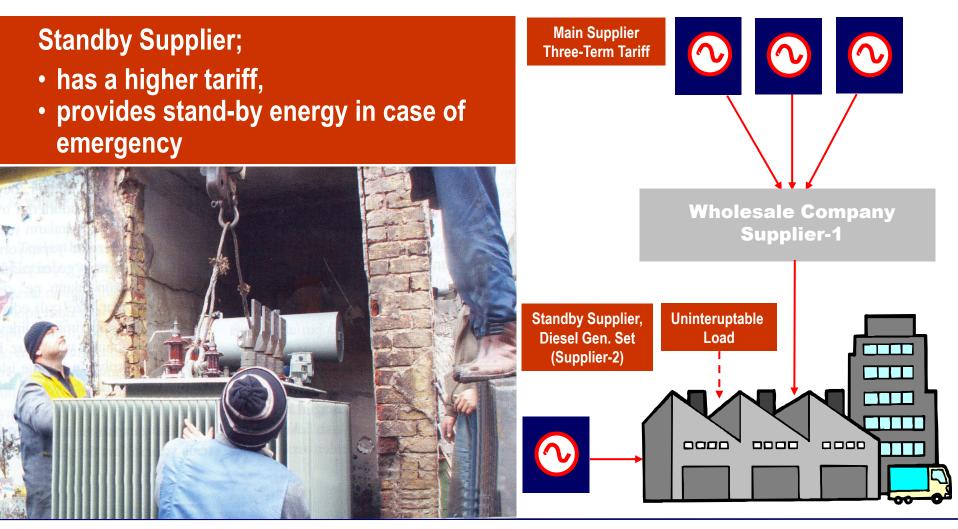


Hedging





Increasing Service Reliability by a Standby Supply





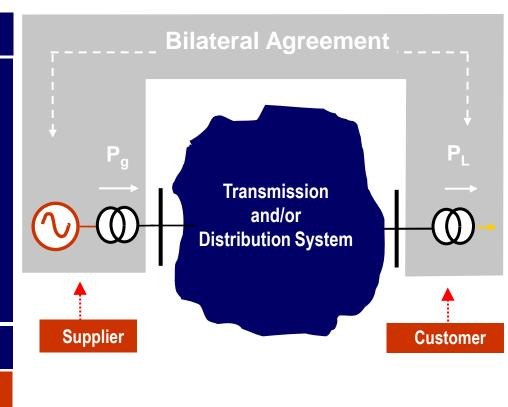
Bilateral Agreements

Definition

- Definition: Bilateral Agreement is an electricity trading contract made between a supplier and a customer on;
 - the amount,
 - price,
 - duration,
 - and other conditions

of trading

The general principle in designing Bilateral Agreements in competitive markets is that the parties are <u>completely free</u> on the technical and commercial conditions in the Contract





Bilateral Agreements

Application

All Bilateral Agreements (Electricity Sale Agreements) (ESA) concerning power trades among all market participants are submitted to BSC for approval and recording

BSE examines the agreements in terms of ;

- amount,
- feasibility,
- system security, (congestion possibility),
- system stability,
- load frequency control,
- resulting increase in system losses





Formation of Supplier Portfolio

Bilateral Agreements with two or more suppliers

Suppliers

