

# PROSUMER FEEDBACK

WE ALL NEED PEOPLE WHO WILL GIVE US FEEDBACK THAT'S  
HOW WE IMPROVE



**NAME OF THE CONSUMER :** *K. Mohana Krishnaiah,*

**ADDRESS:** *F19 Manyata Residency, Manyata Tech Park, Nagawara*

**DESCRIBE FEEDBACK:**

- 1. Excellent support from BESCOM till date.*
- 2. Synchronization happened on 16-Jun-15. First reading has been taken on 12-Aug-15. Bill has not yet come.*
- 3. There is difference of about 10+ units (on average) per day between solar meter (also inverter reading) reading and bi-directional meter reading with respect to export of energy. Please suggest how to go about resolving this issue.*
- 4. It will be good for BESCOM, Consumers and System integrators if BESCOM provides details of power generation by all RTSPVs on monthly basis on BESCOM website. It provides transparency which in turns brings efficiency in all systems. For example, consumer will know whether his system is generating power efficiently vis-à-vis other systems.*
- 5. Overall I am very happy with BESCOM/Net-metering concept till date.*

**NAME OF THE CONSUMER :** *N.S.Srinivasalu*

**ADDRESS:**

*# 45, NKS Premier, Belli Basavanna, Temple Street, Mamulpet, Bangalore 53*

**DESCRIBE FEEDBACK:**

*Fantastic Experience, Support from the Solar Helpdesk was Great, especially Ms Bindu. Without Solar helpdesk it would have been really painful, The entire procedure was updated by the Help desk, and they used to even follow-up and fix appointment from the respective AEE(MT & Bescom O&M) to conduct timely Inspection . It's really grateful to see that the Solar Helpdesk took the ownership of entire process after Installation & Commissioning till the final Approval was granted (i.e Synchronization). Thank you Solar Help desk, Keep up the Good work,*

**NAME OF THE CONSUMER :** *Ranganatha*

**ADDRESS:** *# 43, Harsha Layout, Elechanahalli ,Bangalore.*

**DESCRIBE FEEDBACK:**

**PLUS POINTS :**

*Support from BESCOM is excellent. Specifically I appreciate AEE Kumar's support. This is an excellent scheme, hope many will adopt this.*

**IMPROVEMENTS:**

- *Requirement to have separate box for DC and AC circuits should be added in FAQ/ guidelines to consumers.*
- *Clarity required on what will be rates after 31<sup>st</sup> March 2018*
- *Provision to self-usage of solar power generated in case BESCOM power outage.*
- *Increase awareness among public, should clear fear of delays in getting subsidies*
- *Fear of dealing government offices among general public is one of the reason they stay away this scheme.*
- *BESCOM should create awareness on economical profitability.*

**NAME OF THE CONSUMER:** *Neel Mathews*

**ADDRESS:** # 774, 7<sup>th</sup> cross, 3<sup>rd</sup> Main, Nisarga Layout, Bannerghatta Post

*Bangalore 53.*

**DESCRIBE FEEDBACK:**

*We installed the solar roof top on 09/06/2015. But we have not received the first payment yet. We are happy with the overall services from Bescom staff and functioning of our system.*

**NAME OF THE CONSUMER:** *Venkatesh*

**ADDRESS:** *# 88, Nanjappa Layout, Vidyaranyapura post ,Bangalore.*

**DESCRIBE FEEDBACK:**

*Dear Team,*

- I have contacted the Sub division for the billing issue and they have promised to resolve it.*
- Secondly i am completing 2 more installations of 3KWp each and i have got the approval for those this week, I am waiting for the MTD report for synchronizing at one place.*
- I have been contacted by Corporate office - Solar division and offered assistance on reference of receipt of the application , which is excellent support.*
- We have been promoting the cause and its slowly picking up. As manufacturers of BOS i am also standardizing on ACDB/DCDB/EARTHING KITS/AJB/DC CABLES/MC4 Connectors as package so that some day customer can order the kit and installers can easily fix it without worrying on the design aspect. so the number of installers can go up and also customer can get a good product confirming to your specification. Panels and inverters are however already freezed by you.*
- I once again compliment your support in this regard.*

NAME OF THE CONSUMER: *Ram*

DESCRIBE FEEDBACK:

- *Thank you for your mail and your query. S12 subdivision engineers were very helpful and processed our application quickly. I thank you for that.*
- *However we had some problem in getting the bi directional meter. We had to wait for more than 3 weeks to get the meter after giving the purchase order. We have now given the meter for testing at the Mt lab. I will be submitting the ppa and the work completion report after we receive the meter test reports*
- *I request you to kindly expedite the next procedures since I will be out of country from 1 week of May.*

NAME OF THE CONSUMER: *Mohan*

DESCRIBE FEEDBACK:

*Er Rajeshwari, Miss Bindu,*

*Thank you for clarifying doubts during our visit to DSM, It was a different experience rather than normal government organization.*

*Pl mail me list of approved vendors for Bi directional meter and power purchase agreement copy.*

*This we could not get through net.*

**NAME OF THE CONSUMER:** *Venkatachalam*

**ADDRESS:** *# 90, Shankarapuram ,Bangalore.*

**DESCRIBE FEEDBACK:**

- *I am happy that our system has integrated to BESCOM*
- *For the idea being participation by well spread variety of consumer over Bangalore & supported by different staff at no of locations I like to place my thanks to sincere effort to coordinating group and the suppliers.*
- *I have yet to cross the first cycle of billing & the regular billing person not familiar with this type of meter.*

**NAME OF THE CONSUMER:** *Mulakur. M.G*

**ADDRESS:** *# 784, 23<sup>rd</sup> cross, 16<sup>th</sup> Main, 3<sup>rd</sup> Sector,*

*HSR Layout ,Bangalore.*

**DESCRIBE FEEDBACK:**

- *Many thanks for communicating with consumers. Production in my unit is less compared with others I told the installer to set it right. Installation*
- *I am yet to receive payment from BESCO. A meeting if conducted at central office, the solar producers have a chance to meet and discuss their problems and it will help better coordination between individuals and BESCO*
- *Hope a get together is highly useful sir*

**NAME OF THE CONSUMER:** *Anil Kumar Sabaji*

**ADDRESS** *#3,3rd Main 1st Block,3rdPhase,Banashankari.Bengaluru.*

**DESCRIBE FEEDBACK:**

*I am one of the first few consumers who installed Solar PV plant on own roof Top. I was amazed at the courtesy and customer focus of BEESCOM particularly at their Solar Help Desk,AT one time when I sent an email to BEESCOM MD on a Sunday night regarding few initial glitches I was surprised to see him taking up that matter with concerned officer in matter of minutes though it was leave evening. The sole credit of facilitating SOLAR projects in BEESCOM region goes to BEESCOM corporate office and solar helpdesk. There is no success without people putting their best in their work and Solar Help Desk is an example for the same. My special thanks goes to Mr. Pandey ( MD) for guiding and motivating the team, Mrs. Rajeshwari for implementing the mission, Mr. Kiran Kumar & Ms. Bindu for their customer focus and dedication in their work, Thank you all for your good work you made BEESCOM a different place.*

NAME OF THE CONSUMER: Venkatesh

DESCRIBE FEEDBACK:

*I am extremely satisfied with the support from the solar help desk and team in the solar section. I had contacted them for support to fix up 3Kwp rooftop solar PV system. All my doubts clarified and support was extended to full fill the requirements.*

*Very good response from team.....*

*Good luck*