



Keeping Customers First



Operations & Maintenance Service





About Tata Power Solar Rooftops

Tata Power Solar Rooftops is an end to end solution provider in the solar rooftop space, serving customers across the product value chain, from supply of material and Installation & Commissioning, to post-sales support. Our solar rooftop solutions help customers in the residential, commercial, industrial, institutional and government segments, to reduce their electricity bills by upto 80%+ as well as contribute positively towards a Greener Planet. We have a cumulative installed base of 500+ MW pan India, 30,000+ customers, pan India network of 250+ channel partners, and have been awarded as the #1 player in Rooftop space by Bridge to India for 6 consecutive years from 2014 to 2019. With our 30 years' + rich experience in solar, best in class engineering and installation, and zero compromise policy to safety, we focus on providing world class complete energy solutions to our customers, including financing and lifetime service and support.

INDIA'S LARGEST
INTEGRATED
SOLAR SOLUTIONS
COMPANY

31
years of
deep domain
experience

5.4 GW
of utility
scale projects
portfolio

500 MW
rooftop projects
executed
till date

1.8 GW
of modules
shipped
worldwide

#1
solar rooftop
EPC player from
2014-20*

400 MW
module
manufacturing
capacity

300 MW
cell
manufacturing
capacity

50
million
lives impacted
till date

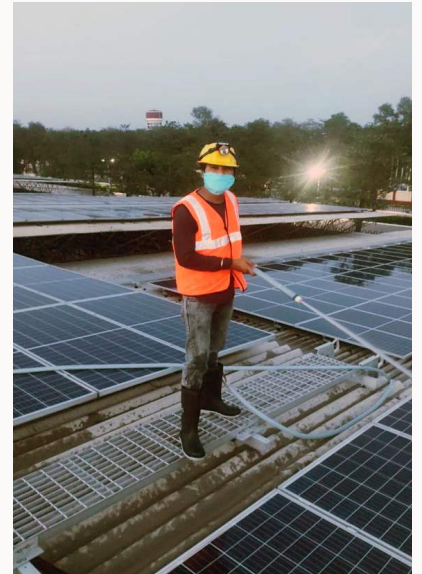
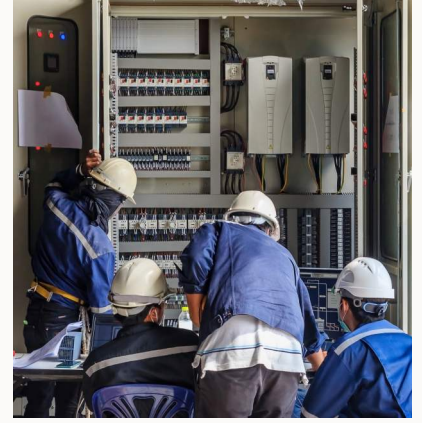


Optimal plant performance in the expert hands of Tata Power

The fast growing utility-scale PV industry in India demands well managed operation & maintenance(O&M) services to keep plant performance at par with the needed expectations as well as applicable regulations. As utilities embrace and rely on solar PV grid-connected plants for both commercial and industrial applications, Tata Power has the capabilities as well as the experience in all aspects of solar plant O&M, to help deliver optimal power.

What we offer?

Tata Power has unmatched experience in operating and maintaining large scale utility projects and solar rooftops for the last Twenty Five (25) years. We also provide remote monitoring solutions for solar power plants to enhance generation and plant availability.



Our services portfolio:

Preventive Maintenance Packages

- Frequent maintenance of thermal-based components
- Yearly service of HT side equipment
- Diagnostic testing for low power production
- Circuit testing
- IV curve tracing
- Thermal imaging
- Earth value measurement
- Retro commissioning
- Data acquisition system check
- Warranty management



Uptime Management

- Real time data collection
- Monitoring energy production (daily basis)
- Effective data interpretation
- Solar Resource Management and Prediction
- PV system monitoring systems
- Trending and Analytics for continuous improvement
- Critical and non-critical reactive repairs
- Spare parts and inventory management
- Advanced tools for effective plant maintenance

State-of-the-art Network Operations Centre

To monitor operations & manage the maintenance of solar plants, Tata Power has set up a network operations centre, giving instant business insights as a value-added service to our customers. Tata Power also monitors and maintains rooftops solar projects for its corporate customers.



Our flagship projects, under the O&M cover

- 16000 KW Radha Soami Satsang Beas (RSSB), Punjab
- 6060 KW Mangalore Refinery and Petrochemicals Ltd., Karnataka
- 3680 KW Tata Motors Limited Jamshedpur, Jharkhand
- 2670 KW Cochin International Airport Limited, Kerala
- 1800 KW Modelama Exports, Haryana
- 1500 KW JIPMER Hospital, Pondicherry
- 1228 KW GE India Industrial Pvt. Ltd., Chakan, Maharashtra
- 1000 KW Tata Toyo Radiator, Chakan, Maharashtra
- 999 KW SI Group India Pvt. Ltd., Ranjangaon, Maharashtra
- 999 KW TATA AUTOCOMP SYSTEM LTD, Interior Plastic Division, Chakan, Maharashtra
- 974 KW TATA AUTOCOMP SYSTEM LTD, Interior Plastic Division, Chinchwad, Maharashtra
- 885 KW TATA AUTOCOMP SYSTEM LTD GY Batteries, Ranjangaon, Maharashtra
- 820 KW Brabourne Stadium, Mumbai
- 480 KW RNS Institute of Technology, Bangalore, Karnataka
- 465 KW EESL Ralegaon, Maharashtra
- 415 KW EESL Rampuri, Maharashtra
- 408 KW GE BE Pvt. Ltd., Bangalore, Karnataka
- 377 KW EESL Palam, Maharashtra

We have more than 1 GW under Tata Power's operation & maintenance management program. Our plants have an average plant up time of more than 99.6% and a proven performance ratio over industry norms of 85%.

O&M Service offering

ACTIVITY	COMPARISON OF SERVICE OFFERINGS	SURAKSHA PLUS	SURAKSHA	BANDHAN	RAKSHA
Response time and Turn around time	2 Hrs. response time and 48 Hrs. Turn around time	●	●	●	●
Repair / Replacement of Defective	Repair /replacement of defective Modules, Parts within Warranty Invertors/ PCUs and other equipment as and when required subject to warranty in force.	●	●	●	●
Tools Tackles	Use of advanced tools for Plant Maintenance	●	●	●	●
Remote monitoring Vide cloud /Mobile*	Monitor Solar Plant Performance	●	●	●	●
Plant performance report	Monthly reports generated by Network operating center	●	●	●	●
Consumables like SPD, Fuse etc.	Free Consumable Charges	●	●	●	●
Money back Generation Guarantee	Money back Guaranteed if generation is < 90% of P90 figures @ Rs.3.5/Kwhr for shortfall calculated on Annual basis	●	●	●	●
Service advisor / expert visit	Once every quarter for assessment of plant performance	●	●	●	●
Plant Uptime Guarantee	Generation Optimisation of the Plants under warranty 98%	●	●	●	●
Dedicated Hot line - 8 am to 8 PM	Direct Connect with technical expert	●	●	●	●
Power Manager** / ***	Ensure maximum utilisation of Solar power	●	●	●	●
Preventive Maintenance Support	Number of visits to site	24	24	12	6

* Remote monitoring Unit will be provided at extra cost for Raksha and Bandhan customer's

** Power manager will be provided at additional cost for Suraksha customers where net metering is not Available

*** Suraksha will be applicable to customers having power manager installed at their facility.

Contact us for more information:

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Channel Partner/ Service Centre

EXCELLENCE IN O&M CAN BE THE DIFFERENCE BETWEEN "GOOD" PLANT PERFORMANCE AND "GREAT" PLANT PERFORMANCE!!"