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## Analysis of Delivered Power to the Customer "Barry-Callebaut - Chocolate Factory Novi Sad"

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### Highlights

- Reasons of complaints of end-users of the distribution system
- Measurement of the desired parameters of the quality of electricity
- Analysis of measured values and consideration of the causes of events
- Mutual influences between the end-user and the distribution power system

### Abstract

The Distribution System Operator "Elektrodistribucija Srbije" (DSO), when issuing Design and Connection Conditions (DCC) to the users of the distribution system (UDS) under paragraph 4 of those Conditions, clearly defines the basic technical data on the distribution electric power system (DEPS) at the user's connection point. With this data, industrial UDS receives information about the technical characteristics of the settings in DEPS according to which it adjusts its production processes. Otherwise, the production process will be sensitive to the delivery of electricity of technical characteristics defined through DCC.

In the operational management of DEPS, UDS complaints about the quality of delivered electricity occur. Professional services of DSO, after filing a complaint, install an electricity quality analyzer of high technical performance, at the point of connection to UDS. The goal is to obtain a technically high-quality analysis that will determine the causes of the production process stoppage problem at UDS.

This paper aims to present an example from practice in the distribution area "DA Novi Sad" in the area of the branch "Elektrodistribucija Novi Sad", where UDS "Barry-Callebaut-chocolate factory Novi Sad" filed a complaint about the quality of electricity. The results of the monitoring of the delivered electricity are presented in this paper.

### Keywords

Power quality, Customer's complaint, Measurement analysis

#### Notes:

The full text of this article is available only in the Serbian language.  
In the English version, only its Abstract (given above) is available.

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