

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - (01/2019- 03/2019)
Performance Data 11 K V (Independent Feeders) (Without Load Shedding)

Sr: No.	Name of Circles	A		B	C	D	E	F	G	H=C-G	I	J	K	L	M	N	O	P	Q	R	S = B+C+E	T = Bx3+ Dx60+Fx60	U=S/A	V=T/A
		No. of 11KV Feeders	Total No. of 400/230 Volts Consumers	Consumer Annual Total Short Interruptions	Consumer Annual Total un-planned long interruption	Consumer Annual long un-planned interruptions duration (Hrs)	Consumers Annual Total No. of Planned Interruption	Consumer Annual Planned Interruption Duration (Hrs)	Un-planned Interruptions restored within 10 (Hrs) (GS1)	Restored after 10 (Hrs)	PMT No. of un-planned Interruption Annual (GS2)	No. of consumers whose un-planned supply interruption exceeded PMT (GS2)	Max PMT Agt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agt planned interruption (GS4)	Max PMT Agt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agt limit (GS5)	Max PMT short duration (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	116	126	1381	58	28	27	143	1439	0	7.5	13	11	4	2	9	16	5	35	5	1466	14424	11.63	114.48
2	Rawalpindi	64	82	616	44	5	0	0	660	0	7.5	0	11	0	2	0	16	0	35	0	660	2148	8.05	26.20
3	Attock	18	18	88	36	34	0	0	124	0	7.5	0	11	0	2	0	16	0	35	0	124	2304	6.89	128.00
4	Jhelum	7	7	99	528	168	45	215	627	0	7.5	6	11	6	2	5	16	5	35	1	672	23274	96.0	3325
5	Chakwal	11	11	104	8	16	66	330	112	0	7.5	0	11	0	2	0	16	0	35	0	178	21072	16.18	1915.6
IESCO TOTAL		216	244	2288	674	251	138	688	2962	0	7.5	19	11	10	2	14	16	10	35	6	3100	63222	12.70	259.11

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2018- 12/2018)

Performance Data 11 K V (Distribution Feeders) (Without Load Shedding)

Sr. No.	Name of Circles	A		B	C	D	E	F	G	H=C-G	I	J	K	L	M	N	O	P	Q	R	S = B+C+E	T = Bx3+ Dx60+Fx60	U=S/A	V=T/A
		No. of 11KV Feeders	Total No. of 400/230 Volts Consumers	Consumer Annual Total Short Interruptions	Consumer Annual Total un-planned long interruption	Consumer Annual long un-planned interruptions duration (Hrs)	Consumers Annual Total No. of Planned Interruption	Consumer Annual Planned Interruption Duration (Hrs)	Un-planned Interruptions restored within 10 (Hrs) (GS1)	Restored after 10 (Hrs)	PMT No. of un-planned Interruption Annual (GS2)	No. of consumers whose un-planned supply interruption exceeded PMT (GS2)	Max PMT Agt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agt limit (GS3)	Max PMT No. of planned Interruptions (GS4)	No. of consumers who exceeded limit of Agt planned interruption (GS4)	Max PMT Agt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agt limit (GS5)	Max PMT short duration (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAFI	SAIDI
1	Islamabad	207	445858	3961	430	144	438	2182	4391	0	15/20	238058	22/44	0	4	77276	20/24	91681	69/75	68216	4829	151423	0.01	0.34
2	Rawalpindi	241	970621	8304	953	150	816	3264	9257	0	15/20	0	22/44	0	4	0	20/24	0	69/75	110613	10073	229752	0.01	0.24
3	Attock	114	576071	2658	1792	397	333	1288	4450	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	4783	109074	0.008	0.19
4	Jhelum	59	368178	2845	3574	1320	500	2307	6419	0	15/20	275679	22/44	134007	4	251787	20/24	303542	69/75	64199	6919	226175	0.02	0.61
5	Chakwal	76	522504	5779	798	1205	897	4827	6577	0	15/20	17245	22/44	17245	4	522504	20/24	522504	69/75	522504	7474	379257	0.01	0.73
IESCO TOTAL		697	2883232	23547	7547	3216	2984	13868	31094	0	15/20	530982	22/44	151252	4	851567	20/24	917727	69/75	765532	34078	1095681	0.01	0.38

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****01/2019- 03/2019**

Consumers Supply Voltage	Total Number of unplanned consumer Power Supply Interruptions	Number of Urban unplanned consumers Power Supply Interruptions (GSIU)		Number of Rural Unplanned consumers Power Supply Interruptions (GSIR)	
		Restored within 10 Hrs:	Extending beyond 10 Hrs:	Restored within 16 Hrs:	Extending beyond 16 Hrs:
220 KV	-	-	-	-	-
132 KV (25 No GSS)	4	4	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	2962	2962	-	-	-
400 / 230 V	31,094	12,540	-	18,554	-
Consumers Supply Voltage	Maximum permitted number of unplanned Power Supply Interruptions for each individual consumer per Quarter (GS2)	Number of consumers whose number of unplanned Power Supply Interruptions exceeded the maximum limit of GS2.	Maximum permitted aggregate duration of unplanned Power Supply Interruptions for each individual consumers per Quarter (hours) (GS3)	Number of consumers whose aggregate unplanned Power Supply Interruption time exceed the maximum limit of GS3.	
220 KV	2	-	6	-	
132 KV	2	-	6	-	
66 KV	2	-	6	-	
33 KV	8	-	11	-	
11 KV	8	19	11	10	
400 / 230 V Urban	15	120696	22	102125	
400 / 230 V Rural	20	410286	175 (distribution company), 240 for KESC	49127	

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****01/2019- 03/2019**

Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per Quarter (GS4)	Number of consumers whose planned Power Supply Interruption exceeded the maximum limit of (GS4)	Maximum Power Supply Interruption aggregate duration (Hours) for each individual consumer per Quarter (GS5)	Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of (GS5)
220 KV	1	0	9	0
132 KV	4	0	9	0
66 KV	4	0	9	0
33 KV	8	0	16	0
11 KV	8	14	16	10
400 / 230 V Urban	16	200304	20	276199
400 / 230 V Rural	16	651263	24	641528

Form-3

[See rule 7(3)-(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****01/2019- 03/2019**

Consumer Supply Voltage	Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per Quarter (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)
132 / 66 KV	1	0
33 / 11 KV	35	6
400 / 230 V Urban	68	176,749
400 / 230 V Rural	75	588,783

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****01/2019- 03/2019**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	<u>SAIFI (OS1)</u> <u>(4) = (3) / (2)</u>	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI (OS2)</u> <u>(6) = (5) / (2)</u>
1	2	3	4	5	6
220 KV	0	0	0	0	0
132 KV	26	4	0.15	24	0.92
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	244	3100	12.70	63222	259
400 / 230 V	2883232	34,078	0.01	1095681	0.38
TOTAL IESCO GENERAL CONSUMERS	2,883,476	37,178	0.01	1158903	0.40

* Calculation of SAIFI (OS1) and SAIDI (OS2) shall not include any power supply interruptions caused due to failure or outage (planned or unplanned) on the Generation and / or Transmission System (Owned by NTDC) or another ensee's System.

**Total number of consumers power supply interruptions shall be computed by summing the total number of consumers affected by each and ever power supply interruption for all the power supply interruptions in a given year.

*** Aggregate sum of all consumers power supply interruption durations in minutes shall be computed by summation for each and every power supply interruption the product of total number of consumers affected by a power supply interruption and the duration of such power supply interruption in minutes.

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

01/2019- 03/2019

Eligible consumer's new Power Supply Connection requirements (Voltage and load level specific)	Maximum * time period of provision of new connection (calendar days) (OS3)	Total number of eligible consumers who applied for a new connection	Total number of eligible consumers who applied for a new connection and were connected within the maximum permitted time period of (OS3)	Total number of eligible consumer who applied for a new connection but did not receive connection thin the maximum permitted time period of (OS3)
Voltage level upto 400 V and load upto 15 KW (Urban)	30	11,061	11,061	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	16,648	16,648	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	95	95	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	31	31	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	0	0	0
Voltage level 66KV and above for all loads	496	0	0	0

* Time shall be counted from the date of registration of the application for a new connection till such time the consumer is provided the electric power supply. However, the limits of this standard shall not include any time required that is beyond the control of a distribution company.

Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT
Overall Standards-Nominal Voltages

01/2019- 03/2019

Consumers Supply Voltage (OS4)	Maximum permitted voltage level deviations	Number of consumers who requested their Power Supply voltage levels to be checked	Number of times where a remedial action followed a consumer request above his Power Supply voltage level check
220 KV (if applicable)	+/- 5%	-	-
132 KV	+/- 5%	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	-	-
11 KV	+/- 5%	3	1-2 Time Each
400 / 230 V Urban	+/- 5%	1004	1-2 Time Each
400 / 230 V Rural	+/- 5%	605	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Overall Standards-Frequency

01/2019- 03/2019

Consumers frequency	Maximum permitted frequency deviations	Total number of consumers who requested their frequency levels to be checked	Total number of times where a remedial action followed a consumer request about his frequency level check
50 Hertz	+/- 1%	Nil	Nil

Form-8

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Overall Standards-Frequency

01/2019- 03/2019

Priority group consumers	Number of instances of actuation of load shedding (OS6)	Average duration of load shedding period (Hours) per day	Maximum duration of load shedding period (Hours) in a day	Number of Consumers affected in each priority group	Load (MW) interrupted due to load shedding in each priority group
Consumer in Rural areas.	20884	0-1 Hrs	01 Hrs	1,397,686	284
Consumer other than industrial in urban areas	4604	0-1 Hrs	01 Hrs	1,237,575	224
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (01.2019- to 03.2019)			8,676	85
Supply to Schools and Hospital	805	0-1 Hrs	01 Hrs	2251	20
Defense / strategic institutions (most of them are exempted from load shedding, except a few) 10 No Grids and 82 No O/G feeder having load of 176 MW is exempted from load shedding.	0	0	0	7	0

Note:- All the Govt Hospitals, having independent feeders are exempted from load shedding, however the hospitals fed from general feeders have to suffer load shedding or to use their own generators.

Each instance of load shedding is individually reported on an immediate basis giving the following information:

- Reason for load shedding (Gap between Supply and Demand).
- Start time and date of load shedding.
- End time and date of load shedding.
- Priority group of consumers affected.
- Number of consumers and load (MW) affected in each priority group.
- Measures taken to prevent recurrence (if applicable).

Form-9

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT
Overall Standards-Safety

01/2019- 03/2019

Type of Incident	Number of Electrical incidents	Average duration of absence from work	Longest duration of absence from work
Electrical incident resulting in death or permanent serious injury / disability to member of staff	-	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	-	-	-
Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days.	-	-	-
Electrical incident resulting in injury to member of staff not requiring absence from work	-	-	-
Electrical incident resulting in death or permanent serious injury / disability to member of the public	05 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	-	-	-
Electrical incident injuring member of the public not involving distribution company's plant or equipment	-	-	-
Safety reports received on toll free telephone number	-	-	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Consumer Formal Complaints Report****01/2019- 03/2019**

Nature of Complaints	Received by person	Received by Telephone	Received Electronically	Received in writting	Average time in hours to resolve a complaint	Longest time in hours to resolve a complaint
Price of Electricity	447	642	18	579	2 Hour	4 Hour
Reliability of Supply	13549	115488	25	1004	2 Hour	4 Hour
Planed interruptions	282	952	10	104	2 Hour	6 Hour
Supply Voltage level	237	178	5	206	2 Hour	4 Hour
New Connection	657	762	5	392	168 Hour (1 Week)	Subject to availability of material
Safety	64	51	0	95	4 Hour	6 Hour
Other	86	75	0	36	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT
System Performance**01/2019- 03/2019**

System Voltage	Total length of Distribution System in Service (Km)	Total number of Distribution System Faults	Faults/100 Km of Distribution System
220 KV (if applicable)	-	-	-
132 KV	2897.14	19	0.66
66 KV	581	0	0
33 KV	69	0	0
11 KV	25395	34056	134
400 / 230 V	27000	130,066	482