

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) 4th Quarterly Performance Report - - - - - (04/2020- 06/2020)**

**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 Power Supply interruptions (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	171	237	1264	78	35	24	126	1342	0	7.5	0	11	0	2	0	16	0	35	4	1366	13459	5.76	56.79
2	Rawalpindi	66	101	797	128	11	0	0	925	0	7.5	0	11	0	2	0	16	0	35	0	925	3051	9.16	30.21
3	Attock	18	18	10	0	0	0	0	10	0	7.5	0	11	0	2	0	16	0	35	0	10	30	0.56	1.67
4	Jhelum	7	7	128	17	36	14	44	145	0	7.5	1	11	1	2	3	16	0	35	1	159	5173	22.7	739
5	Chakwal	11	11	173	18	50	0	0	191	0	7.5	0	11	0	2	0	16	0	35	0	191	3519	17.36	319.9
IESCO TOTAL		273	374	2372	241	132	38	170	2613	0	7.5	1	11	1	2	3	16	0	35	5	2651	25232	7.09	67.47

# ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2020- 06/2020)

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

		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
Sr. No.	Name of Circles	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 Power Supply Interruptions (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	221	453099	4545	457	172	99	348	5002	0	15/20	0	22/44	0	4	29615	20/24	21138	69/75	59921	5101	44845	0.01	0.10
2	Rawalpindi	244	1031944	12356	1441	56	131	393	13797	0	15/20	0	22/44	0	4	0	20/24	0	69/75	357806	13928	64008	0.01	0.06
3	Attock	123	621153	6625	2746	685	85	251	9371	0	15/20	379190	22/44	0	4	0	20/24	0	69/75	154854	9456	76035	0.015	0.12
4	Jhelum	62	389377	4290	603	816	786	1972	4893	0	15/20	58760	22/44	16939	4	226641	20/24	175441	69/75	159265	5679	180132	0.01	0.46
5	Chakwal	89	556083	7895	868	1636	266	966	8763	0	15/20	47050	22/44	47050	4	149557	20/24	149557	69/75	0	9029	179805	0.02	0.32
IESCO TOTAL		739	3051656	35711	6115	3365	1367	3930	41826	0	15/20	485000	22/44	63989	4	405813	20/24	346136	69/75	731846	43193	544825	0.01	0.18

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****04/2020- 06/2020**

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 (26 No GSS)	3	3	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	2613	2613	-	-	-
400 / 230 V	41,826	16,835	-	24,991	-
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	1	11	1	
400 / 230 V Urban	15	192617	22	16939	
400 / 230 V Rural	20	292383	175 (distribution company), 240 for KESC	47050	

## Form-2

[See rule 7(3) (b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****04/2020- 06/2020**

<b>Consumers Supply Voltage</b>	<b>Maximum permitted number of planned Power Supply Interruption for each individual consumer per Quarter (GS4)</b>	<b>Number of consumers whose planned Power Supply Interruption exceeded the maximum limit of (GS4)</b>	<b>Maximum Power Supply Interruption aggregate duration (Hours) for each individual consumer per Quarter (GS5)</b>	<b>Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of (GS5)</b>
220 KV	1	0	9	0
132 KV	1	0	9	0
66 KV	1	0	9	0
33 KV	2	0	16	0
11 KV	2	3	16	0
400 / 230 V Urban	4	119041	20	95665
400 / 230 V Rural	4	286772	24	250471

**Form-3**

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

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****04/2020- 06/2020**

<b>Consumer Supply Voltage</b>	<b>Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per Quarter (GS6)</b>	<b>Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)</b>
132 / 66 KV	1	0
33 / 11 KV	35	5
400 / 230 V Urban	68	291,171
400 / 230 V Rural	75	440,675

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****04/2020- 06/2020**

<b>Consumer Supply Voltage</b>	<b>Total number of consumers served by the distribution company in a given year</b>	<b>Total annual number of consumers Power Supply Interruptions **</b>	<b><u>SAIFI ( OS1 )</u> <u>(4) = (3) / (2)</u></b>	<b>Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***</b>	<b><u>SAIDI ( OS2 )</u> <u>(6) = (5) / (2)</u></b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
220 KV	0	0	0	0	0
132 KV	26	3	0.12	21	0.81
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	374	2,651	7.09	25,232	67.47
400 / 230 V	3,051,656	43,193	0.01	544,825	0.18
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>3,052,030</b>	<b>45,844</b>	<b>0.02</b>	<b>570,057</b>	<b>0.19</b>

## Form-5

# CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections \*

**04/2020- 06/2020**

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 within the maximum permitted time period of (OS3)
Voltage level upto 400 V and load upto 15 KW (Urban)	30	12,457	12,457	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	13,739	13,739	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	79	79	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	22	22	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 4th QUARTERLY REPORT**  
**Overall Standards-Nominal Voltages**

**04/2020- 06/2020**

<b>Consumers Supply Voltage (OS4)</b>	<b>Maximum permitted voltage level deviations</b>	<b>Number of consumers who requested their Power Supply voltage levels to be checked</b>	<b>Number of times where a remedial action followed a consumer request above his Power Supply voltage level check</b>
220 KV (if applicable)	+/- 5%	-	-
132 KV	+/- 5%	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	-	-
11 KV	+/- 5%	0	1-2 Time Each
400 / 230 V Urban	+/- 5%	857	1-2 Time Each
400 / 230 V Rural	+/- 5%	653	1-2 Time Each



Form-7

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**

**Overall Standards-Frequency**

**04/2020- 06/2020**

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

## Form-8

[See rule 7(3)(b)]

# CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

## Overall Standards-Frequency

**04/2020- 06/2020**

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.	NIL	NIL	NIL	NIL	NIL
Consumer other than industrial in urban areas	NIL	NIL	NIL	NIL	NIL
Agricultural consumers where there is dedicated Supply	NIL	NIL	NIL	NIL	NIL
Industrial consumers	NIL	NIL	NIL	NIL	NIL
Supply to Schools and Hospital	NIL	NIL	NIL	NIL	NIL
<b>Defense / strategic institutions</b> (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.	NIL	NIL	NIL	NIL	NIL

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 4th QUARTERLY REPORT**  
**Overall Standards-Safety**

**04/2020- 06/2020**

<b>Type of Incident</b>	<b>Number of Electrical incidents</b>	<b>Average duration of absence from work</b>	<b>Longest duration of absence from work</b>
Electrical incident resulting in death or permanent serious injury / disability to member of staff	01 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	05 No. (Non Fatal Accidents)	20 Days	28 Days
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	04 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	01 No. (Non Fatal Accident)	-	-
Electrical incident injuring member of the public not involving distribution company's plant or equipment	-	-	-
Safety reports received on toll free telephone number	-	-	-

## Form-10

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Consumer Formal Complaints Report****04/2020- 06/2020**

<b>Nature of Complaints</b>	<b>Received by person</b>	<b>Received by Telephone</b>	<b>Received Electronically</b>	<b>Received in writing</b>	<b>Average time in hours to resolve a complaint</b>	<b>Longest time in hours to resolve a complaint</b>
Price of Electricity	353	21739	25	112	2 Hour	4 Hour
Reliability of Supply	9380	94528	45	830	2 Hour	4 Hour
Planned interruptions	163	995	18	81	2 Hour	6 Hour
Supply Voltage level	117	155	10	180	2 Hour	4 Hour
New Connection	271	366	30	299	168 Hour (1 Week)	Subject to availability of material
Safety	42	33	0	128	4 Hour	6 Hour
Other	106	80	0	62	2-4 Hour	8 Hour

## Form-11

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**  
**System Performance**

**04/2020- 06/2020**

<b>System Voltage</b>	<b>Total length of Distribution System in Service (Km)</b>	<b>Total number of Distribution System Faults</b>	<b>Faults/100 Km of Distribution System</b>
220 KV ( if applicable )	-	-	-
132 KV	3030.14	24	0.79
66 KV	528.30	0	0
33 KV	69	0	0
11 KV	25,804	44,439	172
400 / 230 V	27,300	104,783	384