ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - - (04/2021-06/2021)

P e r f o r m a n c e D a t a 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 Agrt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agrt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agrt planned interruption (GS4)	Max PMT Agrt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agrt 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	172	242	440	46	53	16	77	486	0	7.5	0	11	0	2	4	16	0	35	1	502	9120	2.07	37.69
2	Rawalpindi City	26	52	288	23	3	0	0	311	0	7.5	0	11	0	2	0	16	0	35	0	311	1044	5.98	20.08
3	Rawalpindi Cantt	43	57	446	15	4	0	0	461	0	7.5	0	11	0	2	0	16	0	35	0	461	1578	8.09	27.68
4	Attock	20	20	14	0	0	0	0	14	0	7.5	0	11	0	2	0	16	0	35	0	14	42	0.70	2.10
5	Jhelum	7	7	59	21	27	12	54	80	0	7.5	0	11	0	2	1	16	1	35	1	92	5008	13.1	715
6	Chakwal	13	13	175	27	57	0	0	202	0	7.5	0	11	0	2	0	16	0	35	0	202	3945	15.54	303.46
IESCO TOTAL		281	391	1422	132	144	28	131	1554	0	7.5	0	11	0	2	5	16	1	35	2	1582	20736	4.05	53.03

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - - (04/2021-06/2021)

P e r f o r m a n c e D a t a 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 Agrt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agrt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agrt planned interruption (GS4)	Max PMT Agrt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agrt 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	221	470720	5999	671	246	27	138	6670	0	15/20	2901	22/44	0	4	0	20/24	0	69/75	119211	6697	41037	0.01	0.09
2	Rawalpindi City	121	543482	4638	492	179	187	561	5130	0	15/20	0	22/44	0	4		20/24	0	69/75	72009	5317	58314	0.01	0.11
3	Rawalpindi Cantt	152	602056	9123	1211	441	203	609	10334	0	15/20	113108	22/44	0	4	0	20/24	0	69/75	301299	10537	90380	0.02	0.15
4	Attock	134	709835	6136	4084	911	177	350	10220	0	15/20	664809	22/44	0	4	0	20/24	0	69/75	0	10397	94068	0.01	0.13
5	Jhelum	66	406755	4298	770	903	652	921	5068	0	15/20	124483	22/44	16584	4	204020	20/24	130156	69/75	197260	5720	122334	0.01	0.30
6	Chakwal	85	527874	6900	675	1280	220	974	7575	0	15/20	0	22/44	0	4	131235	20/24	131235	69/75	0	7795	155940	0.01	0.30
	IESCO TOTAL	779	3260722	37094	7903	3960	1466	3553	44997	0	15/20	905301	22/44	16584	4	335255	20/24	261391	69/75	689779	46463	562073	0.01	0.17

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

(04/2021-06/2021)

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	1554	1554	-	-	-
400 / 230 V	44,997	18,156	-	26,854	-

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	0	11	0
400 / 230 V Urban	15	305937	22	16584
400 / 230 V Rural	20	599364	44 (distribution company), 60 for KESC	0

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

(04/2021-06/2021)

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	1	0	9	0
66 KV	1	0	9	0
33 KV	2	0	16	0
11 KV	2	5	16	1
400 / 230 V Urban	4	42198	20	37072
400 / 230 V Rural	4	293057	24	224319

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

(04/2021-06/2021)

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	2
400 / 230 V Urban	68	257,959
400 / 230 V Rural	75	431,820

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **(04/2021-06/2021)**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a giver year	Total annual number of consumers Power Supply Interruptions **	SAIFI (OS1) (4) = (3) / (2)	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	SAIDI (OS2) (6) = (5) / (2)
1	2	3	4	5	6
220 KV	0	0	0	0	0
132 KV	26	3	0.12	38	1.46
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	391	1582	4.05	20736	53.03
400 / 230 V	3260722	46,463	0.01	562073	0.17
TOTAL IESCO GENERAL CONSUMERS	**3,261,113**	**48,045**	**0.01**	**582809**	**0.18**

* 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 summating 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 4th QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

(04/2021-06/2021)

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	24,806	24,806	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	22,159	22,159	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	139	139	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	25	25	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

(04/2021-06/2021)

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%	-	-
400 / 230 V Urban	+/- 5%	1555	1-2 Time Each
400 / 230 V Rural	+/- 5%	1259	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Overall Standards-Frequency

(04/2021-06/2021)

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 4th QUARTERLY REPORT

Overall Standards-Frequency

(04/2021-06/2021)

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.	9478	01 Hour	01-02 Hours	1,106,026	115
Consumer other than industrial in urban areas	2207	01 Hour	01-02 Hours	341,932	15
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (04.2021 to 06.2021)			0	0
Supply to Schools and Hospital	2209	01 Hour	01 Hour	1439	3
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	0	0
Note:- All the Govt Hospitals, having independent feeders are exampted 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:

a) Reason for load shedding (Gap between Supply and Demand).
b) Start time and date of load shedding.
c) End time and date of load shedding.
d) Priority group of consumers affected.
e) Number of consumers and load (MW) affected in each priority group.
f) 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

(04/2021-06/2021)

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.	03 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	05 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	02 No. (Non Fatal Accidents)	-	-
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

(04/2021-06/2021)

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	641	505	152	90	2 Hour	4 Hour
Reliability of Supply	5318	68625	91	30	2 Hour	4 Hour
Planed interruptions	120	1495	58	66	2 Hour	6 Hour
Supply Voltage level	299	676	200	279	2 Hour	4 Hour
New Connection	583	514	160	209	168 Hour (1 Week)	Subject to availibility of material
Safety	81	37	0	52	4 Hour	6 Hour
Other	585	267	0	78	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

System Performance

(04/2021-06/2021)

System Voltage	Total length of Distribution System in Service (Km)	Total number of Distribution System Faults	Faults / Km of Distribution System
220 KV (if applicable)	-	-	-
132 KV	3482.09	30	0.86
66 KV	312.46	0	0.00
33 KV	44	0	0.00
11 KV	26,237	46,551	1.77
400 / 230 V	27,624	74,064	2.68