ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2018- 09/2018)

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	113	126	1402	77	42	9	33	1479	0	7.5	0	11	0	2	2	16	0	35	1170	1488	8706	11.81	69.10
2	Rawalpindi	61	79	752	98	10	0	0	850	0	7.5	0	11	0	2	0	16	0	35	0	850	2856	10.76	36.15
3	Attock	18	18	13	11	6	1	2	24	0	7.5	0	11	0	2	0	16	0	35	0	25	519	1.39	28.83
4	Jhelum	7	7	145	10	18	8	43	155	0	7.5	0	11	0	2	2	16	1	35	1	163	4089	23.3	584
5	Chakwal	11	11	279	21	57	0	0	300	0	7.5	0	11	1	2	0	16	0	35	1	300	4257	27.27	387.0
IESCO TOTAL		210	241	2591	217	133	18	78	2808	0	7.5	0	11	1	2	4	16	1	35	1172	2826	20427	11.73	84.76

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2018- 09/2018)

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	207	439363	4434	650	211	82	334	5084	0	15/20	4113	22/44	0	4	26753	20/24	26753	69/75	83093	5166	46012	0.01	0.10
2	Rawalpindi	223	958257	13021	1230	171	166	483	14251	0	15/20	0	22/44	0	4	0	20/24	0	69/75	445421	14417	78303	0.02	0.08
3	Attock	112	568102	1358	1182	250	44	89	2540	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	2584	24414	0.005	0.04
4	Jhelum	57	359968	5647	369	422	195	480	6016	0	15/20	11321	22/44	0	4	105849	20/24	38608	69/75	278427	6211	71109	0.02	0.20
5	Chakwal	74	507459	10729	586	1228	173	674	11315	0	15/20	13035	22/44	13035	4	13035	20/24	13035	69/75	495151	11488	146307	0.02	0.29
IESCO TOTAL		673	2833149	35189	4017	2283	660	2060.4	39206	0	15/20	28469	22/44	13035	4	145637	20/24	78396	69/75	1302092	39866	366145	0.01	0.13

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

07/2018- 09/2018

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 (24 No GSS)	-	-	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	2808	2808	-	-	-
400 / 230 V	39,206	16,629	-	22,577	-

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	1
400 / 230 V Urban	15	16034	22	7665
400 / 230 V Rural	20	12435	175 (distribution company), 240 for KESC	5370

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

07/2018- 09/2018

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	4	16	1
400 / 230 V Urban	16	31055	20	40740
400 / 230 V Rural	16	114582	24	37656

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

07/2018- 09/2018

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	1172
400 / 230 V Urban	68	487,740
400 / 230 V Rural	75	814,352

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **07/2018- 09/2018**

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	2	0.08	18	0.69
66 KV	1	0	0	5	5
33 KV	0	0	0	0	0
11 KV	241	2826	11.73	20427	85
400 / 230 V	2833149	39,866	0.01	366145	0.13
TOTAL IESCO GENERAL CONSUMERS	**2,833,390**	**42,692**	**0.02**	**386572**	**0.14**

* 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 1st QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

07/2018- 09/2018

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	13,775	13,775	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	13,376	13,376	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	103	103	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	34	34	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 1st QUARTERLY REPORT

Overall Standards-Nominal Voltages

07/2018- 09/2018

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%	2	1-2 Time Each
400 / 230 V Urban	+/- 5%	1124	1-2 Time Each
400 / 230 V Rural	+/- 5%	796	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2018- 09/2018

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 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2018- 09/2018

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.	81608	4-6 Hrs	08 Hrs	1,288,498	339
Consumer other than industrial in urban areas	75631	2-3 Hrs	06 Hrs	1,531,261	351
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (07.2017- to 09.2017) Total Indepaedent Consumer 10269			11,008	130
Supply to Schools and Hospital	7865	2-3 Hrs	06 Hrs	2493	24
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.	495	2-3 Hrs	06 Hrs	33	9
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 1st QUARTERLY REPORT

Overall Standards-Safety

07/2018- 09/2018

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	05 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	02 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	04 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	-	-	-

Note:- Out of 05 No Fatal Accident of Public, 01 No relates with PD (CO) IESCO Islamabad.

Note:- All 04 No Non-Fatal Accident of Public relates with PD (CO) IESCO Islamabad.

Form-10

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Consumer Formal Complaints Report

07/2018- 09/2018

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	358	1282	10	1221	2 Hour	4 Hour
Reliability of Supply	16079	127711	649	1033	2 Hour	4 Hour
Planed interruptions	274	817	6	115	2 Hour	6 Hour
Supply Voltage level	370	219	2	170	2 Hour	4 Hour
New Connection	1652	1081	8	688	168 Hour (1 Week)	Subject to availibility of material
Safety	49	30	0	45	4 Hour	6 Hour
Other	76	78	0	17	2-4 Hour	8 Hour
IESCO Total	18858	131218	675	3289		
		Total Complaints		**154040**		

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

System Performance

07/2018- 09/2018

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	18	0.62
66 KV	581	0	0
33 KV	69	0	0
11 KV	25246	42014	166
400 / 230 V	26874	145,472	541