

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Annual Performance Report ----- (07/2018- 06/2019)

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	171	235	5145	325	175	112	533	5470	0	30	0	44	0	8	9	64	0	140	4	5582	57934	23.75	246.53
2	Rawalpindi	79	79	2763	271	25	0	0	3034	0	30	0	44	0	8	0	64	0	140	0	3034	9814	38.41	124.23
3	Attock	18	18	262	100	93	1	2	362	0	30	0	44	0	8	0	64	0	140	0	363	6486	20.17	360.33
4	Jhelum	7	7	399	907	362	223	1352	1306	0	30	6	44	6	8	6	64	6	140	1	1529	103994	218.4	14856
5	Chakwal	11	11	685	65	139	66	330	750	0	30	0	44	0	8	0	64	0	140	1	816	30195	74.18	2745.0
IESCO TOTAL		286	350	9254	1668	794	402	2217	10922	0	30	6	44	6	8	15	64	6	140	6	11324	208423	32.35	595.49

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Performance Standard (Distribution) Annual Performance Report ----- (07/2017- 06/2018)

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	169	234	1899	222	157	299	1192	2121	0	30	8	44	0	8	9	64	0	140	4	2420	86655	10.34	370.32
2	Rawalpindi	54	79	1884	178	76	0	0	2062	0	30	0	44	0	8	0	64	0	140	0	2062	10212	26.10	129.27
3	Attock	18	18	26	18	20	7	26	104	0	30	0	44	0	8	0	64	0	140	0	51	2838	2.83	157.67
4	Jhelum	6	6	272	11	21	33	133	283	0	30	0	44	0	8	2	64	0	140	1	316	10063	52.7	1677
5	Chakwal	9	9	453	37	95	25	76	490	0	30	0	44	0	8	0	64	0	140	0	515	11619	57.22	1291.0
IESCO TOTAL		256	346	4534	466	370	364	1427	5060	0	30	8	44	0	8	11	64	0	140	5	5364	121387	15.50	350.83

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Annual Performance Report - - - - (07/2018- 06/2019)
Performance Data 11 KV (Distribution Feeders) (Without Load Shedding)

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 (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	U=S/A	V=T/A
1	Islamabad	207	450906	16596	2104	688	1201	5904	18700	0	60/80	3991	88/175	0	16	0	80/96	0	275/300	27441	19901	445301	0.04	0.99
2	Rawalpindi	223	988697	41093	4737	527	2543	10413	45830	0	60/80	0	88/175	0	16	0	80/96	0	275/300	155011	48373	779679	0.05	0.79
3	Attock	116	585109	10972	7275	1753	822	2955	18247	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	19069	315396	0.033	0.54
4	Jhelum	62	384054	15910	7487	3894	2525	11414	23397	0	60/80	267002	88/175	17067	16	337231	80/96	302798	275/300	145325	25922	966232	0.07	2.52
5	Chakwal	76	529400	31461	3192	5363	2061	10245	34653	0	60/80	60398	88/175	60398	16	525949	80/96	525949	275/300	459738	36714	1030863	0.07	1.95
IESCO TOTAL		684	2938166	116032	24795	12225	9152	40931	140827	0	60/80	331391	88/175	77465	16	863180	80/96	828747	275/300	787515	149979	3537472	0.05	1.20

Performance Standard (Distribution) Annual Performance Report - - - - (07/2017- 06/2018)
Performance Data 11 KV (Distribution Feeders) (Without Load Shedding)

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 (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	U=S/A	V=T/A
1	Islamabad	207	437708	8163	804	179	1083	5095	8967	0	60/80	0	88/175	0	16	1959	80/96	1959	275/300	5551	10050	340927	0.02	0.78
2	Rawalpindi	223	960467	32677	3190	263	1297	4580	35867	0	60/80	0	88/175	0	16	0	80/96	0	275/300	92092	37164	388611	0.04	0.40
3	Attock	110	561725	4075	2427	608	395	1468	6442	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	6897	136785	0.012	0.24
4	Jhelum	56	356877	14099	971	929	1661	5682	15070	0	60/80	0	88/175	0	16	271394	80/96	171682	275/300	128026	16731	438981	0.05	1.23
5	Chakwal	73	502431	24696	1463	2695	1473	6612	26159	0	60/80	0	88/175	0	16	475418	80/96	180831	275/300	361513	27632	632508	0.05	1.26
IESCO TOTAL		669	2819208	83710	8855	4674	5909	23437	92505	0	60/80	0	88/175	0	16	748771	80/96	354472	275/300	587182	98474	1937812	0.03	0.69

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****(07/2018- 06/2019)**

Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per Annum (GS4)	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)	15	15	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	10922	10922	-	-	-
400 / 230 V	140,827	57,745	-	83,082	-
Consumers Supply Voltage	Maximum permitted number of unplanned Power Supply Interruptions for each individual consumer per Annum (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 Annum GS3.	Number of consumers whose aggregate unplanned Power Supply Interruption time exceed the maximum limit of GS3.	
220 KV	6	-	26	-	-
132 KV	6	-	26	-	-
66 KV	6	-	26	-	-
33 KV	30	-	44	-	-
11 KV	30	6	44	6	-
400 / 230 V Urban	60	116490	88	17067	-
400 / 230 V Rural	80	214901	175 (Distribution Company), 240 for KESC	60398	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****07/2017- 06/2018**

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 (25 No GSS)	6	6	-	-	-
66 KV (01 No GSS)	2	2	-	-	-
33 KV	-	-	-	-	-
11 KV	5060	5060	-	-	-
400 / 230 V	92,505	37,910	-	54,595	-
Consumers Supply Voltage	Maximum permitted number of unplanned Power Supply Interruptions for each individual consumer per Annum (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 Annum GS3.	Number of consumers whose aggregate unplanned Power Supply Interruption time exceed the maximum limit of GS3.	
220 KV	6	-	26	-	-
132 KV	6	-	26	-	-
66 KV	6	-	26	-	-
33 KV	30	-	44	-	-
11 KV	30	8	44	0	-
400 / 230 V Urban	60	0	88	0	-
400 / 230 V Rural	80	0	175 (distribution company), 240 for KESC	0	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)**

				<u>(07/2018- 06/2019)</u>
Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per Annum (GS4)	Number of consumers whose planned Power Supply Interruption exceeded the maximum limit of (GS4)	Maximun Power Supply interruption aggregate duration (Hrs) for each individual consumer per Annum (GS5)	Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of (GS5)
220 KV	4	0	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	15	64	6
400 / 230 V Urban	16	230478	80	233758
400 / 230 V Rural	16	632702	96	594989

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)**

				<u>07/2017- 06/2018</u>
Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per Annum (GS4)	Number of consumers whose planned Power Supply Interruption exceeded the maximum limit of (GS4)	Maximun Power Supply interruption aggregate duration (Hrs) for each individual consumer per Annum (GS5)	Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of (GS5)
220 KV	4	0	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	11	64	0
400 / 230 V Urban	16	221127	80	155585
400 / 230 V Rural	16	527644	96	198887

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

		<u>(07/2018- 06/2019)</u>
Consumer Supply Voltage	Maximum premitted number of short duration Power Supply Interruptions for each individual consumer per Annum (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)
132 / 66 KV	4	0
33 / 11 KV	140	6
400 / 230 V Urban	275	145,034
400 / 230 V Rural	300	642,481

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

		<u>07/2017- 06/2018</u>
Consumer Supply Voltage	Maximum premitted number of short duration Power Supply Interruptions for each individual consumer per Annum (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)
132 / 66 KV	4	0
33 / 11 KV	140	1
400 / 230 V Urban	275	88,271
400 / 230 V Rural	300	498,911

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****(07/2018- 06/2019)**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	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	15	0.58	146	5.62
66 KV	1	1	1.00	23	23
33 KV	0	0	0	0	0
11 KV	350	11324	32.35	208423	595.49
400 / 230 V	2938166	149,979	0.05	3537472	1.20
TOTAL IESCO GENERAL CONSUMERS	2,938,516	161,303	0.05	3745895	1.27

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2017- 06/2018**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given 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	25	6	0.24	188	7.52
66 KV	2	4	2.00	32	16
33 KV	0	0	0	0	0
11 KV	346	5364	15.50	121387	350.83
400 / 230 V	2819208	98,474	0.03	1937812	0.69
TOTAL IESCO GENERAL CONSUMERS	2,819,554	103,838	0.04	2059199	0.73

* 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.

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards – Time Frame for New Connections *

(07/2018- 06/2019)

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 consumer who applied for a new connection but and work 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	82,120	82,120	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	75,137	75,137	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	374	374	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	163	163	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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards – Time Frame for New Connections *

07/2017- 06/2018

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	79,647	79,647	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	77,664	77,664	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	738	738	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	176	176	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	1	1	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.

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Nominal Voltages

(07/2018- 06/2019)

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 remedial action followed a consumer request above his power supply voltage level checked
220 KV (if applicable)	+/- 5%	-	-
132 KV	+/- 5%	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	.-	.-
11 KV	+/- 5%	12	1-2 Time Each
400 / 230 V Urban	+/- 5%	6699	1-2 Time Each
400 / 230 V Rural	+/- 5%	3368	1-2 Time Each

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Nominal Voltages

07/2017- 06/2018

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%	14	1-2 Time Each
400 / 230 V Urban	+/- 5%	4117	1-2 Time Each
400 / 230 V Rural	+/- 5%	2221	1-2 Time Each

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

(07/2018- 06/2019)

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

07/2017- 06/2018

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

(07/2018- 06/2019)

Priority group consumers	Maximum permitted number of planned Power Supply	Average duration of load shedding period (Hours) per day	Maximum Duration of Load Shedding Period (Hrs) 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.	109821	2-3 Hrs	04 Hrs	1430762	384
Consumer other than industrial in urban areas	81836	2	02 Hrs	1,493,645	330
Agricultural consumers where there is dedicated Supply	0	-	0	0	0
Industrial consumers	No industrial Load Shedding (07.2018- to 06.2019) Total Independent Consumer 10269			11,227	127
Supply to Schools and Hospital	8993	2 Hrs	2 Hrs	2517	32
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	-	-	-	9

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

07/2017- 06/2018

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.	171775	4-6 Hrs	08 Hrs	1372904	400
Consumer other than industrial in urban areas	161234	2-3 Hrs	06 Hrs	1,433,054	330
Agricultural consumers where there is dedicated Supply	0	-	0	0	0
Industrial consumers	No industrial Load Shedding (01.2018- to 03.2018) Total Independent Consumer 10269			10,962	185
Supply to Schools and Hospital	18674	2-3 Hrs	06 Hrs	2504	32
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 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).

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Overall Standards-Safety****(07/2018- 06/2019)**

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	8	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	5	15 days	25 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	21	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	7	-	-
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 ANNUAL REPORT**Overall Standards-Safety****07/2017- 06/2018**

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	7	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	13	-	-
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	13	-	-
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 ANNUAL REPORT**Consumer Formal Complaints Report****(07/2018- 06/2019)**

Nature of Complaints	Received by person	Received by Telephone	Received Electronically	Received in writing	Average time in hours to resolve a complaint	Longest time in hours to resolve a complaint
Price of Electricity	1634	5645	74	3081	2 Hour	4 Hour
Reliability of Supply	54587	462679	732	7870	2 Hour	4 Hour
Planed interruptions	997	4348	32	999	2 Hour	6 Hour
Supply Voltage level	758	1179	20	1000	2 Hour	4 Hour
New Connection	3021	2941	27	2451	168 Hour (1 Week)	Subject to availability of material
Safety	153	133	0	267	4 Hour	6 Hour
Other	345	328	0	136	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Consumer Formal Complaints Report****07/2017- 06/2018**

Nature of Complaints	Received by person	Received by Telephone	Received Electronically	Received in writing	Average time in hours to resolve a complaint	Longest time in hours to resolve a complaint
Price of Electricity	1284	5693	52	3088	2 Hour	4 Hour
Reliability of Supply	3126	4779	281	4443	2 Hour	4 Hour
Planed interruptions	825	4822	25	991	2 Hour	6 Hour
Supply Voltage level	1278	1737	16	1121	2 Hour	4 Hour
New Connection	3136	3057	78	2501	168 Hour (1 Week)	Subject to availability of material
Safety	108	87	0	145	4 Hour	6 Hour
Other	445	295	0	91	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
System Performance

(07/2018- 06/2019)

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	84	2.90
66 KV	581	2	0.34
33 KV	69	0	0.00
11 KV	25457	151749	596
400 / 230 V	27041	525,868	1945

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
System Performance

07/2017- 06/2018

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	173	5.97
66 KV	581	9	1.55
33 KV	69	0	0.00
11 KV	25157	97565	388
400 / 230 V	26775	375,205	1401