ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - - (01/2021- 03/2021)

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	171	237	417	66	26	72	434	483	0	7.5	3	11	0	2	0	16	4	35	3	555	28851	2.34	121.73
2	Rawalpindi City	26	52	253	11	1	0	0	264	0	7.5	0	11	0	2	0	16	0	35	0	264	819	5.08	15.75
3	Rawalpindi Cantt	43	57	303	15	4	0	0	318	0	7.5	0	11	0	2	0	16	0	35	0	318	1149	5.58	20.16
4	Attock	20	20	17	0	0	0	0	17	0	7.5	0	11	0	2	0	16	0	35	0	17	51	0.85	2.55
5	Jhelum	7	7	52	20	24	35	125	72	0	7.5	1	11	0	2	3	16	2	35	0	107	9088	15.3	1298
6	Chakwal	13	13	69	6	18	0	0	75	0	7.5	0	11	0	2	0	16	0	35	0	75	1287	5.77	99.00
IESCO TOTAL		280	386	1111	118	73	107	559	1229	0	7.5	4	11	0	2	3	16	6	35	3	1336	41245	3.46	106.85

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - - (01/2021- 03/2021)

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	457710	2576	271	111	895	4188	2847	0	15/20	0	22/44	0	4	143655	20/24	143655	69/75	0	3742	265668	0.01	0.58
2	Rawalpindi City	121	552334	3969	269	97	475	1425	4238	0	15/20	0	22/44	0	4	95409	20/24	95409	69/75	71130	4713	103227	0.01	0.19
3	Rawalpindi Cantt	151	586543	5300	593	265	660	1980	5893	0	15/21	0	22/45	0	4	474641	20/25	474641	69/76	25344	6553	150600	0.01	0.26
4	Attock	130	664815	2988	1941	287	1184	5640	4929	0	15/20	159638	22/44	0	4	657139	20/24	626419	69/75	0	6113	364584	0.01	0.55
5	Jhelum	65	403752	2609	324	466	1102	4052	2933	0	15/20	0	22/44	0	4	402476	20/24	400390	69/75	39481	4035	278912	0.01	0.69
6	Chakwal	85	522241	3306	290	564	896	4478	3596	0	15/20	0	22/44	0	4	515564	20/24	515564	69/75	0	4492	312438	0.01	0.60
	IESCO TOTAL	773	3187395	20748	3688	1790	5212	21763	24436	0	15/20	159638	22/44	0	4	2288884	20/24	2256078	69/75	135955	29648	1475429	0.01	0.46

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

01/2021- 03/2021

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)	4	4	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1229	1229	-	-	-
400 / 230 V	24,436	11,498	-	12,938	-

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	4	11	0
400 / 230 V Urban	15	146751	22	0
400 / 230 V Rural	20	12887	44 (distribution company), 60 for KESC	0

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

01/2021- 03/2021

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	3	16	6
400 / 230 V Urban	4	940972	20	929425
400 / 230 V Rural	4	1347912	24	1326653

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

01/2021- 03/2021

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	3
400 / 230 V Urban	68	87,058
400 / 230 V Rural	75	48,897

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **01/2021- 03/2021**

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	4	0.15	38	1.46
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	386	1336	3.46	41245	106.85
400 / 230 V	3187395	29,648	0.01	1475429	0.46
TOTAL IESCO GENERAL CONSUMERS	**3,187,781**	**30,984**	**0.01**	**1516674**	**0.48**

* 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 3rd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

01/2021- 03/2021

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	20,088	20,088	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	18,732	18,732	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	216	216	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	18	18	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	2	2	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

01/2021- 03/2021

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%	1979	1-2 Time Each
400 / 230 V Rural	+/- 5%	1619	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Overall Standards-Frequency

01/2021- 03/2021

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 3rd QUARTERLY REPORT

Overall Standards-Frequency

01/2021- 03/2021

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.	1812	1-2 Hrs	02 Hrs	835,499	115
Consumer other than industrial in urban areas	195	1-2 Hrs	02 Hrs	260,492	15
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (01.2021- to 03.2021)			0	0
Supply to Schools and Hospital	32	1-2 Hrs	02 Hrs	253	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 3rd QUARTERLY REPORT

Overall Standards-Safety

01/2021- 03/2021

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.	01 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	06 (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	03 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 3rd QUARTERLY REPORT

Consumer Formal Complaints Report

01/2021- 03/2021

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	2054	546	50	98	2 Hour	4 Hour
Reliability of Supply	5967	65450	46	19	2 Hour	4 Hour
Planed interruptions	162	1475	71	121	2 Hour	6 Hour
Supply Voltage level	219	454	112	209	2 Hour	4 Hour
New Connection	436	427	43	510	168 Hour (1 Week)	Subject to availibility of material
Safety	168	93	0	94	4 Hour	6 Hour
Other	504	210	0	86	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

System Performance

01/2021- 03/2021

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	33	0.95
66 KV	312.46	0	0.00
33 KV	44	0	0.00
11 KV	26,150	25,665	0.98
400 / 230 V	27,531	71,482	2.60