

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - (01/2018- 03/2018)**

**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 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	168	234	487	58	25	201	438	545	0	7.5	8	11	0	2	36	16	13	35	3	746	29241	3.19	124.96
2	Rawalpindi	61	78	465	49	5	0	0	514	0	7.5	0	11	0	2	0	16	0	35	0	514	1695	6.59	21.73
3	Attock	18	18	8	3	3	0	0	11	0	7.5	0	11	0	2	0	16	0	35	0	11	204	0.61	11.33
4	Jhelum	6	6	36	2	2	18	88	38	0	7.5	0	11	0	2	2	16	2	35	0	56	5484	9.3	914
5	Chakwal	9	9	74	4	4	9	35	78	0	7.5	0	11	0	2	0	16	0	35	0	87	2562	9.67	284.7
<b>IESCO TOTAL</b>		<b>262</b>	<b>345</b>	<b>1070</b>	<b>116</b>	<b>39</b>	<b>228</b>	<b>561</b>	<b>1186</b>	<b>0</b>	<b>7.5</b>	<b>8</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>38</b>	<b>16</b>	<b>15</b>	<b>35</b>	<b>3</b>	<b>1414</b>	<b>39186</b>	<b>4.10</b>	<b>113.58</b>

# ISLAMABAD ELECTRIC SUPPLY COMPANY

## Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - (01/2018- 03/2018) Performance Data 11 K V (Distribution 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	207	436507	1544	160	48	567	3337	1704	0	15/20	23	22/44	0	4	122631	20/24	122631	69/75	21391	2271	207732	0.01	0.48
2	Rawalpindi	223	938016	7076	730	97	418	1695	7806	0	15/20	0	22/44	0	4	0	20/24	0	69/75	115037	8224	128748	0.01	0.14
3	Attock	110	552972	688	246	61	302	1208	934	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	1236	78204	0.002	0.14
4	Jhelum	56	352790	2626	241	156	696	2387.2	2867	0	15/20	0	22/44	0	4	350897	20/24	304918	69/75	57380	3563	160440	0.01	0.45
5	Chakwal	73	496251	4137	287	509	575	2468	4424	0	15/20	0	22/44	0	4	496251	20/24	496251	69/75	22442	4999	191031	0.01	0.38
IESCO TOTAL		669	2776536	16071	1664	871	2558	11095	17735	0	15/20	23	22/44	0	4	969779	20/24	923800	69/75	216250	20293	766155	0.01	0.28

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****01/2018- 03/2018**

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	1186	1186	-	-	-
400 / 230 V	17,735	8,129	-	9,606	-
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	8	11	0	
400 / 230 V Urban	15	0	22	0	
400 / 230 V Rural	20	23	175 (distribution company), 240 for KESC	0	

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)**

				<b><u>01/2018- 03/2018</u></b>
<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	4	0	9	0
132 KV	4	0	9	0
66 KV	4	0	9	0
33 KV	8	0	16	0
11 KV	8	38	16	15
400 / 230 V Urban	16	297814	20	297814
400 / 230 V Rural	16	671965	24	625986

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

		<b><u>01/2018- 03/2018</u></b>
<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	3
400 / 230 V Urban	68	s
400 / 230 V Rural	75	122,788

## Form -4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****01/2018- 03/2018**

<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</u> <u>( OS1 )</u> <u>(4) = (3) / (2)</u></b>	<b>Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***</b>	<b><u>SAIDI</u> <u>( 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	21	0	0	0	0
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	345	1414	4.10	39186	113.58
400 / 230 V	2776536	20,293	0.01	766155	0.28
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>2,776,881</b>	<b>21,707</b>	<b>0.01</b>	<b>805341</b>	<b>0.29</b>

\* 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.

## Form-5

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**  
**Guaranteed Standards – Time Frame for New Connections \***

01/2018- 03/2018

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 within the maximum permitted time period of (OS3)
Voltage level upto 400 V and load upto 15 KW (Urban)	30	17,471	17,471	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	22,687	22,687	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	208	208	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	38	38	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 3rd QUARTERLY REPORT**  
**Overall Standards-Nominal Voltages**

**01/2018- 03/2018**

<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	-	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	.-	-
11 KV	+/- 5%	3	1-2 Time Each
400 / 230 V Urban	+/- 5%	1098	1-2 Time Each
400 / 230 V Rural	+/- 5%	869	1-2 Time Each



Form-7

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**

**Overall Standards-Frequency**

**01/2018- 03/2018**

<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 3rd QUARTERLY REPORT

## Overall Standards-Frequency

**01/2018- 03/2018**

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.	62205	4-6 Hrs	08 Hrs	1357227	313
Consumer other than industrial in urban areas	145611	2-3 Hrs	06 Hrs	1,406,585	337
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			10,459	130
Supply to Schools and Hospital	9502	2-3 Hrs	06 Hrs	2481	22
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).

## Form-9

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**  
**Overall Standards-Safety**

**01/2018- 03/2018**

<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	-	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	5	-	-
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	4	-	-
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	-	-	-

## Form-10

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Consumer Formal Complaints Report****01/2018- 03/2018**

<b>Nature of Complaints</b>	<b>Received by person</b>	<b>Received by Telephone</b>	<b>Received Electronically</b>	<b>Received in writting</b>	<b>Average time in hours to resolve a complaint</b>	<b>Longest time in hours to resolve a complaint</b>
Price of Electricity	409	1278	12	1231	2 Hour	4 Hour
Reliability of Supply	1060	1913	355	1189	2 Hour	4 Hour
Planed interruptions	230	1274	5	93	2 Hour	6 Hour
Supply Voltage level	801	559	4	436	2 Hour	4 Hour
New Connection	1671	1101	21	768	168 Hour (1 Week)	Subject to availability of material
Safety	46	31	0	46	4 Hour	6 Hour
Other	106	68	0	20	2-4 Hour	8 Hour

## Form-11

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**  
**System Performance**

**01/2018- 03/2018**

<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	2897.14	49	1.69
66 KV	581	0	0.00
33 KV	69	0	0.00
11 KV	25000	18921	76
400 / 230 V	26735	87,378	327