

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - (10/2019- 12/2019)

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 Power Supply interruptions (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	1232	70	32	86	491	1302	0	7.5	0	11	0	2	0	16	0	35	0	1388	35097	5.91	149.35
2	Rawalpindi	66	101	455	46	7	0	0	501	0	7.5	0	11	0	2	0	16	0	35	0	501	1785	4.96	17.67
3	Attock	18	18	29	0	4	0	0	29	0	7.5	0	11	0	2	0	16	0	35	0	29	327	1.61	18.17
4	Jhelum	7	7	64	3	3	11	52	67	0	7.5	0	11	0	2	1	16	1	35	1	78	3510	11.1	501
5	Chakwal	11	11	80	11	31	0	0	91	0	7.5	0	11	0	2	0	16	0	35	0	91	2100	8.27	190.9
IESCO TOTAL		273	372	1860	130	78	97	543	1990	0	7.5	0	11	0	2	1	16	1	35	1	2087	42819	5.61	115.10

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - (10/2019- 12/2019)
Performance Data 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 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 Power Supply Interruptions (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	217	450416	4370	318	111	1008	5454	4688	0	15/20	0	22/44	0	4	138449	20/24	138449	69/75	81284	5696	347003	0.01	0.77
2	Rawalpindi	244	1013110	5928	590	71	1384	6424	6518	0	15/20	0	22/44	0	4	863465	20/24	863465	69/75	90886	7902	407484	0.01	0.40
3	Attock	123	602909	3701	1483	337	1129	5776	5184	0	15/20	0	22/44	0	4	592195	20/24	592195	69/75	0	6313	377883	0.010	0.63
4	Jhelum	62	380314	2625	216	319	1456	5760	2841	0	15/20	0	22/44	0	4	380314	20/24	380314	69/75	39973	4297	372583	0.01	0.98
5	Chakwal	89	544855	5158	366	858	1400	7393	5524	0	15/20	0	22/44	544855	4	544855	20/24	150760	69/75	150760	6924	510534	0.01	0.94
IESCO TOTAL		735	2991604	21782	2973	1695	6377	30807	24755	0	15/20	0	22/44	544855	4	2519278	20/24	2125183	69/75	362903	31132	2015487	0.01	0.67

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****10/2019- 12/2019**

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)	1	1	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1990	1990	-	-	-
400 / 230 V	24,755	12,253	-	12,502	-
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	0	22	105882	
400 / 230 V Rural	20	0	175 (distribution company), 240 for KESC	438973	

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****10/2019- 12/2019**

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	1	16	1
400 / 230 V Urban	4	1170406	20	1072939
400 / 230 V Rural	4	1348872	24	1052244

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****10/2019- 12/2019**

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	1
400 / 230 V Urban	68	57,531
400 / 230 V Rural	75	305,372

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****10/2019- 12/2019**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	<u>SAIFI</u> (OS1) (4) = (3) / (2)	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI</u> (OS2) (6) = (5) / (2)
1	2	3	4	5	6
220 KV	0	0	0	0	0
132 KV	26	1	0.04	5	0.19
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	372	2,087	5.61	42,819	115.10
400 / 230 V	2,991,604	31,132	0.01	2,015,487	0.67
TOTAL IESCO GENERAL CONSUMERS	2,991,976	33,219	0.01	2,058,306	0.69

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

10/2019- 12/2019

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 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	14,975	14,975	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	19,666	19,666	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	116	116	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	29	29	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 2nd QUARTERLY REPORT
Overall Standards-Nominal Voltages

10/2019- 12/2019

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 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%	11	1-2 Time Each
400 / 230 V Urban	+/- 5%	997	1-2 Time Each
400 / 230 V Rural	+/- 5%	655	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2019- 12/2019

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

Form-8

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2019- 12/2019

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.	91	1 Hr	1-2 Hrs	676,796	107
Consumer other than industrial in urban areas	25	1 Hr	1-2 Hrs	246,953	60
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	1	No industrial Load Shedding w.e.f (10.2019- to 12.2019)		18	7
Supply to Schools and Hospital	28	1 Hr	1-2 Hrs	1420	8
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 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 2nd QUARTERLY REPORT
Overall Standards-Safety**10/2019- 12/2019**

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	01 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	04 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	02 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	01 No. (Non Fatal Accident)	-	-
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 2nd QUARTERLY REPORT**Consumer Formal Complaints Report****10/2019- 12/2019**

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	283	323	15	114	2 Hour	4 Hour
Reliability of Supply	12011	109658	45	790	2 Hour	4 Hour
Planed interruptions	244	1077	12	97	2 Hour	6 Hour
Supply Voltage level	200	107	6	245	2 Hour	4 Hour
New Connection	479	571	15	427	168 Hour (1 Week)	Subject to availability of material
Safety	56	47	0	203	4 Hour	6 Hour
Other	81	85	0	38	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT
System Performance

10/2019- 12/2019

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	2950.14	10	0.34
66 KV	528.30	1	0.19
33 KV	69	0	0
11 KV	25,659	26,745	104
400 / 230 V	27,160	122,504	451