

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - ( 4/2015 - 6/2015 )

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	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	165	228	125	150	116	0	0	275	0	30	0	44	0	8	0	64	0	140	0	275	7317	1.21	32.09
2	Rawalpindi	46	77	243	55	76	2	4	298	0	30	0	44	0	8	0	64	0	140	0	300	5523	3.90	71.73
3	Attock	18	18	30	11	11	15	45	41	0	30	0	44	0	8	0	64	0	140	0	56	3446	3.11	191.44
4	Jhelum	5	5	0	20	4	1	2	20	0	30	0	44	0	8	0	64	0	140	0	21	330	4.20	66.00
5	Chakwal	11	11	0	0	0	0	0	0	0	30	0	44	0	8	0	64	0	140	0	0	0	0.00	0.00
IESCO TOTAL		245	339	398	236	207	18	51	634	0	30	0	44	0	8	0	64	0	140	0	652	16616	1.92	49.01

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) Quarterly Performance Report - - - - - ( 4/2015 - 6/2015 )**

Sr: No.	Name of Circles	Performance Data 11 KV ( 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	
		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	200	365122	1974	8165	4775	198	396	10139	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	10337	310284	0.03	0.85
2	Rawalpindi	210	815414	3325	339	471	251	485	3664	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3915	67353	0.00	0.08
3	Attock	95	480019	883	1110	531	343	850	1993	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2336	85537	0.00	0.18
4	Jhelum	54	321808	0	2002	258	175	661	2002	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2177	55134	0.01	0.17
5	Chakwal	62	440592	3973	302	57	209	767	4275	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	4484	61347	0.01	0.14
IESCO TOTAL		621	2422955	10155	11918	6092	1176	3159	22073	0	60/80	0	88/175	0	0	0	80/96	0	275/300	0	23249	579655	0.01	0.24

Form-1  
[See rule 7(3) (b) I]  
**CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**  
**Guaranteed Standards-Unplanned Power Supply Interruptions**

**04/2015-06/2015**

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 (21 No GSS)	3	-	-	-	-
66 KV (01 No GSS)	1	-	-	-	-
33 KV	-	-	-	-	-
11 KV	634	634	-	-	-
400 / 230 V	22,073	11,240	-	10,833	-
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	-	
400 / 230 V Urban	15	0	22	0	
400 / 230 V Rural	20	0	175 (distribution company), 240 for KESC	0	

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

04/2015-06/2015

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	-	9	-
132 KV	1	-	9	-
66 KV	1	-	9	-
33 KV	2	-	16	-
11 KV	2	0	16	0
400 / 230 V Urban	4	0	20	0
400 / 230 V Rural	4	0	24	0

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

04/2015-06/2015

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	-
33 / 11 KV	35	-
400 / 230 V Urban	68	0
400 / 230 V Rural	75	0

## Form -4

## CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

04/2015-06/2015

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	(Without Load Shedding)		Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	SAIDI (OS2) (6) = (5) / (2)
			SAIFI (OS1) (4) = (3) / (2)			
1	2	3	4		5	6
220 KV	-	-	-		-	-
132 KV	22	3	0.14		30	1.4
66 KV	1	1	1		65	65
33 KV	-	-	-		-	-
11 KV	339	652	1.92		16616	49
400 / 230 V	2422955	23,249	0.01		579655	0.24
TOTAL IESCO GENERAL CONSUMERS	2423294	23901	0.01		596271	0.25

\* 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 QUARTERLY REPORT

## Guaranteed Standards – Time Frame for New Connections \*

04/2015-06/2015

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	9,013	9,013	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	8,753	8,753	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	75	75	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	16	16	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 QUARTERLY REPORT

## Overall Standards-Nominal Voltages

04/2015-06/2015

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%	3	1-2 Time Each
400 / 230 V Urban	+/- 5%	346	1-2 Time Each
400 / 230 V Rural	+/- 5%	536	1-2 Time Each



CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Frequency

04/2015-06/2015

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 QUARTERLY REPORT

## Overall Standards-Frequency

04/2015-06/2015

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.	130614	5-7 Hrs	08 Hrs	1214269	190 (MW)
Consumer other than industrial in urban areas	208783	4-5 Hrs	06 Hrs	1,199,972	230 (MW)
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory load reduction / Load Management as per PEPCO instructions (4-6 Hrs)			10,127	252 (MW)
Supply to Schools and Hospital	25078	4-5 Hrs	06 Hrs	1693	22.5 (MW)
Defense / strategic institutions (most of them are exempted from load shedding, except a few) 10 No Grids and 80 No O/G feeder having load of 170 MW is exempted from load shedding.	512	04 Hour	06 Hrs	33	9 (MW)

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 QUARTERLY REPORT

## Overall Standards-Safety

04/2015-06/2015

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	1 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	10 Nos. (Non Fatal Accidents)	20 Days	30 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	4 No Fatal Accidents & 02 No Non Fatal Accidents	-	-
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 QUARTERLY REPORT

## Consumer Formal Complaints Report

04/2015-06/2015

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	445	166	10	326	2 Hour	4 Hour
Reliability of Supply	1192	1000	30	136	2 Hour	4 Hour
Planned interruptions	454	872	5	78	2 Hour	6 Hour
Supply Voltage level	288	158	2	121	2 Hour	4 Hour
New Connection	223	142	13	104	168 Hour (1 Week)	Subject to availability of material
Safety	36	33	0	31	4 Hour	6 Hour
Other	113	101	0	23	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT  
System Performance

04/2015-06/2015

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	2772	33	1
66 KV	581	1	0
33 KV	153	6	4
11 KV	24272	3803	16
400 / 230 V	26145	16,251	62