

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****07/2014-09/2014**

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)	48	48	-	-	-
66 KV (01 No GSS)	6	6	-	-	-
33 KV	-	-	-	-	-
11 KV	578	578	-	-	-
400 / 230 V	28,725	15,984	-	12,741	-
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 1st QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****07/2014-09/2014**

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 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2014-09/2014**

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

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CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2014-09/2014**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a giver year	Total annual number of consumers Power Supply Interruptions **	<u>SAIFI (OS1)</u> <u>(4) = (3) / (2)</u>	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI (OS2)</u> <u>(6) = (5) / (2)</u>
1	2	3	4	5	6
220 KV	-	-	-	-	-
132 KV	21	0	0.00	0	0.0
66 KV	1	1	1	8	8
33 KV	-	-	-	-	-
11 KV	339	598	1.76	15386	45
400 / 230 V	2363159	29,652	0.01	606669	0.26
TOTAL IESCO GENERAL CONSUMERS	2363498	30250	0.01	622055	0.26

* 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.

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CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

07/2014-09/2014

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	10,655	10,655	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	10,980	10,980	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	106	106	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	39	39	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

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CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Overall Standards-Nominal Voltages****07/2014-09/2014**

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%	488	1-2 Time Each
400 / 230 V Rural	+/- 5%	722	1-2 Time Each

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[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT
Overall Standards-Frequency

07/2014-09/2014

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

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[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2014-09/2014

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.	124101	5-7 Hrs	08 Hrs	1228317	145 (MW)
Consumer other than industrial in urban areas	199691	4-6 Hrs	06 Hrs	1,123,361	195 (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)			10,110	240 (MW)
Supply to Schools and Hospital	20302	4-6 Hrs	06 Hrs	1677	19 (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	7 (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 1st QUARTERLY REPORT
Overall Standards-Safety

07/2014-09/2014

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	4 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	8 Nos. (Non Fatal Accidents)	5 Days	8 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	04 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 1st QUARTERLY REPORT**Consumer Formal Complaints Report****07/2014-09/2014**

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	674	2079	12	2524	2 Hour	4 Hour
Reliability of Supply	1164	1482	41	1647	2 Hour	4 Hour
Planned interruptions	324	960	5	181	2 Hour	6 Hour
Supply Voltage level	516	257	3	330	2 Hour	4 Hour
New Connection	3003	1080	14	1050	168 Hour (1 Week)	Subject to availability of material
Safety	44	46	0	46	4 Hour	6 Hour
Other	143	107	0	26	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT
System Performance

07/2014-09/2014

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	2717	35	1
66 KV	581	12	2
33 KV	153	7	5
11 KV	24100	12333	51
400 / 230 V	26031	19,983	77