

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2020- 09/2020)

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 (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	1401	105	49	35	136	1506	0	7.5	3	11	2	2	1	16	0	35	5	1541	15303	6.50	64.57
2	Rawalpindi	67	106	791	130	8	0	0	921	0	7.5	0	11	0	2	0	16	0	35	0	921	2853	8.69	26.92
3	Attock	20	20	14	0	0	0	0	14	0	7.5	0	11	0	2	0	16	0	35	0	14	42	0.70	2.10
4	Jhelum	7	7	138	10	28	17	51	148	0	7.5	0	11	1	2	4	16	0	35	1	165	5158	23.6	737
5	Chakwal	11	11	223	28	62	0	0	251	0	7.5	1	11	1	2	0	16	0	35	0	251	4389	22.82	399.0
IESCO TOTAL		276	381	2567	273	147	52	187	2840	0	7.5	4	11	4	2	5	16	0	35	6	2892	27745	7.59	72.82

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - (07/2020- 09/2020)

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)	SAFI	SAIDI
1	Islamabad	221	453099	4714	481	180	111	448	5195	0	15/20	0	22/44	29615	4	29615	20/24	97923	69/75	59921	5306	51822	0.01	0.11
2	Rawalpindi	253	1033413	14743	1640	57	148	488	16383	0	15/20	0	22/44	0	4	0	20/24	0	69/75	399274	16531	76929	0.02	0.07
3	Attock	130	641164	9944	4222	1029	134	453	14166	0	15/20	550583	22/44	0	4	0	20/24	0	69/75	438558	14300	118752	0.022	0.19
4	Jhelum	63	392003	6460	762	935	849	1078	7222	0	15/20	137364	22/44	47952	4	178591	20/24	121506	69/75	303846	8071	140200	0.02	0.36
5	Chakwal	94	564359	12004	1061	2196	213	801	13065	0	15/20	98459	22/44	98459	4	111589	20/24	111589	69/75	0	13278	215832	0.02	0.38
IESCO TOTAL		761	3084038	47865	8166	4397	1455	3268	56031	0	15/20	786406	22/44	176026	4	319795	20/24	331018	69/75	1201599	57486	603535	0.02	0.20

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****07/2020- 09/2020**

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)	2	2	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	2840	2840	-	-	-
400 / 230 V	56,031	20,742	-	35,289	-
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	4	
400 / 230 V Urban	15	282279	22	47380	
400 / 230 V Rural	20	504127	175 (distribution company), 240 for KESC	128646	

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****07/2020- 09/2020**

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	5	16	0
400 / 230 V Urban	4	57913	20	121745
400 / 230 V Rural	4	261882	24	209273

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2020- 09/2020**

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	6
400 / 230 V Urban	68	516,701
400 / 230 V Rural	75	684,898

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2020- 09/2020**

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 (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	0	0	0	0	0
132 KV	26	2	0.08	10	0.38
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	381	2892	7.59	27745	72.82
400 / 230 V	3084038	57,486	0.02	603535	0.20
TOTAL IESCO GENERAL CONSUMERS	3,084,419	60,378	0.02	631280	0.20

* 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 1st QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

07/2020- 09/2020

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	15,807	15,807	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	19,919	19,919	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	118	118	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	7	7	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 1st QUARTERLY REPORT
Overall Standards-Nominal Voltages

07/2020- 09/2020

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%	0	-
400 / 230 V Urban	+/- 5%	842	1-2 Time Each
400 / 230 V Rural	+/- 5%	639	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2020- 09/2020

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 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2020- 09/2020

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.	1716	1-2 Hrs	02 Hrs	1,101,269	240
Consumer other than industrial in urban areas	529	1-2 Hrs	02 Hrs	253,167	90
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (07.2020- to 09.2020) Total Independent Consumer 10269			0	0
Supply to Schools and Hospital	545	1-2 Hrs	02 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 1st QUARTERLY REPORT
Overall Standards-Safety

07/2020- 09/2020

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	05 No. (Fatal Accidents)	-	-
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	05 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	02 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	-	-	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Consumer Formal Complaints Report****07/2020- 09/2020**

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	392	351	35	98	2 Hour	4 Hour
Reliability of Supply	9033	99496	35	878	2 Hour	4 Hour
Planed interruptions	153	944	20	67	2 Hour	6 Hour
Supply Voltage level	133	179	25	192	2 Hour	4 Hour
New Connection	279	396	45	278	168 Hour (1 Week)	Subject to availability of material
Safety	66	81	0	84	4 Hour	6 Hour
Other	96	72	0	64	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT
System Performance

07/2020- 09/2020

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	3030.14	28	0.92
66 KV	528.30	1	0.19
33 KV	69	0	0
11 KV	25920	58871	2.27
400 / 230 V	27373	109,442	4.00