

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) Annual Performance Report - - - - (07/2020- 06/2021)**

**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	172	242	2646	295	178	198	1086	2941	0	30	12	44	5	8	1	64	0	140	4	3139	83778	12.97	346.19
2	City Rawalpindi	26	51	910	83	9	0	0	993	0	30	0	44	0	8	0	64	0	140	1	993	3270	19.47	64.12
2	Cantt Rawalpindi	43	57	1498	146	18	0	0	1644	0	30	0	44	0	8	7	64	0	140	0	1644	5574	28.84	97.79
3	Attock	20	20	89	0	0	0	0	89	0	30	0	44	0	8	0	64	0	140	0	89	267	4.45	13.35
4	Jhelum	7	7	297	53	86	89	341	350	0	30	0	44	0	8	5	64	2	140	1	439	26498	62.71	3785
5	Chakwal	13	13	529	69	160	0	0	598	0	30	0	44	0	8	0	64	0	140	0	598	11187	46.00	860.5
<b>IESCO TOTAL</b>		<b>281</b>	<b>390</b>	<b>5969</b>	<b>646</b>	<b>451</b>	<b>287</b>	<b>1427</b>	<b>6615</b>	<b>0</b>	<b>30</b>	<b>12</b>	<b>44</b>	<b>5</b>	<b>8</b>	<b>13</b>	<b>64</b>	<b>2</b>	<b>140</b>	<b>6</b>	<b>6902</b>	<b>130574</b>	<b>17.70</b>	<b>334.81</b>

# ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Annual Performance Report - - - - (07/2020- 06/2021)

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 (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	221	470720	16274	1680	619	2046	9585	17954	0	60/80	0	88/175	0	16	144930	80/96	138751	275/300	75154	20000	661062	0.04	1.40
2	City Rwp	121	543482	16073	1544	441	1255	3859	17617	0	60/80	0	88/175	0	16	0	80/96	0	275/300	39385	18872	306213	0.03	0.56
3	Cantt Rwp	152	602056	30890	3612	989	1576	4905	34502	0	60/80	41784	88/175	0	16	0	80/96	0	275/300	214805	36078	446310	0.06	0.74
3	Attock	134	709835	22728	11147	2434	2888	12596	33875	0	60/80	517409	88/175	0	16	683979	80/96	546264	275/300	0	36763	969984	0.052	1.37
4	Jhelum	66	406755	16272	2044	2504	3954	11599	18316	0	60/80	24422	88/175	0	16	399228	80/96	399228	275/300	153994	22270	894996	0.05	2.20
5	Chakwal	85	527874	25651	2279	4559	2418	11478	27930	0	60/80	91694	88/175	91694	16	521065	80/96	521065	275/300	0	30348	1039173	0.06	1.97
IESCO TOTAL		779	3260722	127888	22306	11546	14137	54022	150194	0	60/80	675309	88/175	91694	16	1749202	80/96	1605308	275/300	483338	164331	4317738	0.05	1.32

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****(07/2020- 06/2021)**

Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per Annum (GS4)	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 (25 No GSS)	14	14	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	6615	6615	-	-	-
400 / 230 V	150,194	59,475	-	90,719	-
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	6	-	26	-	
132 KV	6	-	26	-	
66 KV	6	-	26	-	
33 KV	30	-	44	-	
11 KV	30	12	44	5	
400 / 230 V Urban	60	231822	88	6928	
400 / 230 V Rural	80	443487	175 (distribution company), 240 for KESC	84766	

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

				<b><u>(07/2020- 06/2021)</u></b>
<b>Consumers Supply Voltage</b>	<b>Maximum permitted number of planned Power Supply Interruption for each individual consumer per Annum (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	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	13	64	2
400 / 230 V Urban	16	509744	80	478085
400 / 230 V Rural	16	1239458	96	1127223

**Form-3**

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

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

		<b><u>(07/2020- 06/2021)</u></b>
<b>Consumer Supply Voltage</b>	<b>Maximum premitted number of short duration Power Supply Interruptions for each individual consumer per Annum (GS6)</b>	<b>Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)</b>
132 / 66 KV	4	0
33 / 11 KV	140	6
400 / 230 V Urban	275	178,382
400 / 230 V Rural	300	304,956

## Form -4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****(07/2020- 06/2021)**

<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	26	14	0.54	120	4.62
66 KV	1	1	1.00	6	6
33 KV	0	0	0	0	0
11 KV	390	6902	17.70	130574	334.81
400 / 230 V	3260722	164,331	0.05	4317738	1.32
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>3,261,112</b>	<b>171,233</b>	<b>0.05</b>	<b>4448312</b>	<b>1.36</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 ANNUAL REPORT****Guaranteed Standards – Time Frame for New Connections \*****(07/2020- 06/2021)**

<b>Eligible consumer's new Power Supply Connection requirements ( Voltage and load level specific )</b>	<b>Maximum * time period of provision of new connection ( calendar days ) (OS3 )</b>	<b>Total number of eligible consumers who applied for a new connection</b>	<b>Total number of eligible consumer who applied for a new connection but and work connected within the Maximum permitted time period of (OS3)</b>	<b>Total number of eligible consumer who applied for a new connection but did not receive connection thin the maximum permitted time period of (OS3)</b>
Voltage level upto 400 V and load upto 15 KW (Urban)	30	80,615	80,615	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	80,899	80,899	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	573	573	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	70	70	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	5	5	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 ANNUAL REPORT**  
**Overall Standards-Nominal Voltages**

**(07/2020- 06/2021)**

<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 remedial action followed a consumer request above his power supply voltage level checked</b>
220 KV (if applicable)	+/- 5%	-	-
132 KV	+/- 5%	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	.-	.-
11 KV	+/- 5%	0	1-2 Time Each
400 / 230 V Urban	+/- 5%	5300	1-2 Time Each
400 / 230 V Rural	+/- 5%	4213	1-2 Time Each



Form-7

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**  
**Overall Standards-Frequency**

**(07/2020- 06/2021)**

<b>Consumers frequency</b>	<b>Maximum permitted Frequency deviation</b>	<b>Total number of consumers who requested their frequency levels to be checked</b>	<b>Total number of times where remedial action followed a consumers request about his frequency levels check</b>
50 Hertz	+/-1%	NIL	NIL

## Form-8

[See rule 7(3)(b)]

# CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

## Overall Standards-Frequency

**(07/2020- 06/2021)**

Priority group consumers	Maximum permitted number of planned Power Supply	Average duration of load shedding period (Hours) per day	Maximum Duration of Load Shedding Period (Hrs) 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.	12804	1-2 Hrs	02 Hrs	1651689	330
Consumer other than industrial in urban areas	4080	1-2 Hrs	02 Hrs	430,708	176
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	23	Manadotry Load Reducton / Load management as per PEPCO Directions		1	0
Supply to Schools and Hospital	2414	1 Hrs	2 Hrs	1439	21
<b>Defense / strategic institutions</b> (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.	-	-	-	-	-

Note:- All the Govt Hospitals, having independent feeders are exemtped 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**

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**  
**Overall Standards-Safety**

**(07/2020- 06/2021)**

<b>Type of Incident</b>	<b>No of Electrical Incidents</b>	<b>Average duration of absence from work</b>	<b>Longest Duration absence from work</b>
Electrical incident resulting in death or permanent serious injury / disability to member of staff	5 No (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	07 No (Non-Fatal Accidents)	15 days	25 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	17 No (Fatal Accidents)	-	.-
Electrical incident injuring member of the public involving distribution company's plant or equipment	9 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 ANNUAL REPORT****Consumer Formal Complaints Report****(07/2020- 06/2021)**

<b>Nature of Complaints</b>	<b>Received by Person</b>	<b>Received by Telephone</b>	<b>Received Electronically</b>	<b>Received in writing</b>	<b>Average time in hours to resolve a complaint</b>	<b>Longest time in hours to resolve a complaint</b>
Price of Electricity	2098	1924	271	384	2 Hour	4 Hour
Reliability of Supply	27523	320114	219	1714	2 Hour	4 Hour
Planned interruptions	635	4953	164	369	2 Hour	6 Hour
Supply Voltage level	780	1552	361	975	2 Hour	4 Hour
New Connection	1720	1932	294	1433	168 Hour (1 Week)	Subject to availability of material
Safety	412	281	0	329	4 Hour	6 Hour
Other	1292	612	0	285	2-4 Hour	8 Hour

**Form-11**

**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**  
**System Performance**

**(07/2020- 06/2021)**

<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	3482.09	113	3.25
66 KV	312.46	1	0.32
33 KV	44	0	0
11 KV	26,237	156,809	598
400 / 230 V	27,624	349,570	1265