

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - (10/2015 - 12/2015)
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 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	165	228	306	111	102	104	521	417	0	30	0	44	0	8	0	64	0	140	0	521	38269	2.29	167.84
2	Rawalpindi	50	81	156	24	33	2	4	180	0	30	0	44	0	8	0	64	0	140	0	182	2712	2.25	33.48
3	Attock	18	18	48	44	25	16	64	92	0	30	0	44	0	8	0	64	0	140	0	108	5456	6.00	303.11
4	Jhelum	5	5	0	1	0	0	0	1	0	30	0	44	0	8	0	64	0	140	0	1	18	0.20	3.60
5	Chakwal	11	11	0	0	0	4	12	0	0	30	0	44	0	8	0	64	0	140	0	4	720	0.36	65.45
IESCO TOTAL		249	343	510	180	160	126	601	690	0	30	0	44	0	8	0	64	0	140	0	816	47175	2.38	137.54

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - (10/2015 - 12/2015)
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)	SAIFI	SAIDI
1	Islamabad	200	374079	1520	186	241	543	1086	1706	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2249	84189	0.01	0.23
2	Rawalpindi	217	829758	3603	426	609	341	685	4029	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	4370	88449	0.01	0.11
3	Attock	104	483812	791	1195	530	187	748	1986	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2173	79029	0.00	0.16
4	Jhelum	55	327620	337	1138	201	235	309	1475	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	1710	31611	0.01	0.10
5	Chakwal	64	447238	2423	126	214	555	2146	2549	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3104	148869	0.01	0.33
IESCO TOTAL		640	2462507	8674	3071	1795	1861	4974	11745	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	13606	432147	0.01	0.18

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****10/2015-12/2015**

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)	48	-	-	-	-
66 KV (01 No GSS)	6	-	-	-	-
33 KV	-	-	-	-	-
11 KV	690	690	-	-	-
400 / 230 V	11,745	4,885	-	6,860	-
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	

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****10/2015-12/2015**

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	4	-	9	-
66 KV	4	-	9	-
33 KV	8	-	16	-
11 KV	2	0	16	0
400 / 230 V Urban	4	0	20	0
400 / 230 V Rural	4	0	24	0

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

10/2015-12/2015

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.****(Without Load Shedding)****10/2015-12/2015**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	<u>SAIFI</u> <u>(OS1)</u> <u>(4) = (3) / (2)</u>	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI</u> <u>(OS2)</u> <u>(6) = (5) / (2)</u>
1	2	3	4	5	6
220 KV	-	-	-	-	-
132 KV	22	1	0.05	12	1
66 KV	1	1	1.00	27	27
33 KV	-	-	-	-	-
11 KV	343	816	2.38	47175	138
400 / 230 V	2462507	13,606	0.01	432147	0.18
TOTAL IESCO GENERAL CONSUMERS	2462850	14422	0.01	479322	0.19

* 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 *

10/2015-12/2015

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	11,815	11,815	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	9,459	9,459	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	101	101	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	53	53	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

10/2015-12/2015

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%	614	1-2 Time Each
400 / 230 V Rural	+/- 5%	840	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Frequency

10/2015-12/2015

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****10/2015-12/2015**

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.	123512	5-7 Hrs	08 Hrs	1243670	215 (MW)
Consumer other than industrial in urban areas	195914	4-6 Hrs	06 Hrs	1,205,507	215 (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)			0	0
Supply to Schools and Hospital	19833	4-6 Hrs	06 Hrs	2435	27 (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.	495	04 Hour	06 Hrs	33	14 (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).

Form-9

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Overall Standards-Safety****10/2015-12/2015**

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	0 No. (Fatal Accident)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	1 No. (Non Fatal Accident)	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	1 No. (Fatal Accident)	-	-
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	-	-	-

Form-10

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Consumer Formal Complaints Report****10/2015-12/2015**

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	777	2192	10	2686	2 Hour	4 Hour
Reliability of Supply	949	1833	53	1774	2 Hour	4 Hour
Planned interruptions	321	854	7	177	2 Hour	6 Hour
Supply Voltage level	583	426	5	328	2 Hour	4 Hour
New Connection	2706	1079	13	1050	168 Hour (1 Week)	Subject to availability of material
Safety	54	50	0	51	4 Hour	6 Hour
Other	119	100	0	22	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT
System Performance

10/2015-12/2015

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	22	1
66 KV	581	2	0
33 KV	153	9	6
11 KV	24,340	6,837	28
400 / 230 V	26,201	105,512	403