

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) 4th Quarterly Performance Report - - - - - (04/2018- 06/2018)**

**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	234	234	62	60	24	11	22	122	0	7.5	0	11	0	2	0	16	0	35	0	133	2952	0.57	12.62
2	Rawalpindi	79	79	656	69	7	0	0	725	0	7.5	0	11	0	2	0	16	0	35	0	725	2388	9.18	30.23
3	Attock	18	18	12	3	4	0	0	15	0	7.5	0	11	0	2	0	16	0	35	0	15	276	0.83	15.33
4	Jhelum	6	6	106	4	9	5	10	110	0	7.5	0	11	0	2	0	16	0	35	1	115	1416	19.2	236
5	Chakwal	9	9	165	19	51	0	0	184	0	7.5	0	11	0	2	0	16	0	35	0	184	3555	20.44	395.0
IESCO TOTAL		346	346	1001	155	95	16	32	1156	0	7.5	0	11	0	2	0	16	0	35	1	1172	10587	3.39	30.60

# ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2018- 06/2018)

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	207	437708	2574	286	97	75	150	2860	0	15/20	0	22/44	0	4	0	20/24	0	69/75	7418	2935	22566	0.01	0.05
2	Rawalpindi	223	960467	11715	1088	71	160	458	12803	0	15/20	0	22/44	0	4	0	20/24	0	69/75	253120	12963	66885	0.01	0.07
3	Attock	110	561725	858	799	194	6	24	1657	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	1663	15654	0.003	0.03
4	Jhelum	56	356877	5307	400	447	232	511.4	5707	0	15/20	17002	22/44	0	4	147612	20/24	36279	69/75	281240	5939	73395	0.02	0.21
5	Chakwal	73	502431	8724	681	1222	193	1257	9405	0	15/20	0	22/44	0	4	99320	20/24	99320	69/75	453333	9598	174912	0.02	0.35
IESCO TOTAL		669	2819208	29178	3254	2031	666	2400	32432	0	15/20	17002	22/44	0	4	246932	20/24	135599	69/75	995111	33098	353412	0.01	0.13

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****04/2018- 06/2018**

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)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	1156	1156	-	-	-
400 / 230 V	32,432	13,195	-	19,237	-
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	0	
400 / 230 V Urban	15	8133	22	0	
400 / 230 V Rural	20	8869	175 (distribution company), 240 for KESC	0	

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)**

				<b><u>04/2018- 06/2018</u></b>
<b>Consumers Supply Voltage</b>	<b>Maximum permitted number of planned Power Supply Interruption for each individual consumer per Quarter (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	9	0
132 KV	4	0	9	0
66 KV	4	0	9	0
33 KV	8	0	16	0
11 KV	8	0	16	0
400 / 230 V Urban	16	116604	20	102252
400 / 230 V Rural	16	130328	24	33347

**Form-3**

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

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions**

		<b><u>04/2018- 06/2018</u></b>
<b>Consumer Supply Voltage</b>	<b>Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per Quarter (GS6)</b>	<b>Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of (GS6)</b>
132 / 66 KV	1	0
33 / 11 KV	35	1
400 / 230 V Urban	68	297,708
400 / 230 V Rural	75	697,403

## Form -4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****04/2018- 06/2018**

<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 ( OS1 )</u> <u>(4) = (3) / (2)</u></b>	<b>Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***</b>	<b><u>SAIDI ( 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	25	2	0.08	20	0.80
66 KV	1	1	1	3	3
33 KV	0	0	0	0	0
11 KV	346	1172	3.39	10587	30.60
400 / 230 V	2819208	33,098	0.01	353412	0.13
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>2,819,554</b>	<b>34,270</b>	<b>0.01</b>	<b>363999</b>	<b>0.13</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 4th QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections \*

04/2018- 06/2018

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	13,255	13,255	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	15,582	15,582	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	148	148	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	47	47	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	1	1	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 4th QUARTERLY REPORT

Overall Standards-Nominal Voltages

04/2018- 06/2018

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	-	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	.-	-
11 KV	+/- 5%	2	1-2 Time Each
400 / 230 V Urban	+/- 5%	1185	1-2 Time Each
400 / 230 V Rural	+/- 5%	843	1-2 Time Each



**Form-7**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**

**Overall Standards-Frequency**

**04/2018- 06/2018**

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

## Form-8

[See rule 7(3)(b)]

# CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

## Overall Standards-Frequency

**04/2018- 06/2018**

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.	69541	4-6 Hrs	08 Hrs	1372904	400
Consumer other than industrial in urban areas	89165	2-3 Hrs	06 Hrs	1,433,054	368
Agricultural consumers where there is dedicated Supply	0	.-	0	0	0
Industrial consumers	No industrial Load Shedding (04.2018- to 06.2018) Total Independent Consumer 10269			10,962	185
Supply to Schools and Hospital	6802	2-3 Hrs	06 Hrs	2504	30
<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.	495	2-3 Hrs	06 Hrs	33	9

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 4th QUARTERLY REPORT**  
**Overall Standards-Safety**

**04/2018- 06/2018**

<b>Type of Incident</b>	<b>Number of Electrical incidents</b>	<b>Average duration of absence from work</b>	<b>Longest duration of absence from work</b>
Electrical incident resulting in death or permanent serious injury / disability to member of staff	1	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	6	15 days	24 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	5	-	-
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 4th QUARTERLY REPORT****Consumer Formal Complaints Report****04/2018- 06/2018**

<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	411	1304	15	1245	2 Hour	4 Hour
Reliability of Supply	1279	2005	247	1322	2 Hour	4 Hour
Planned interruptions	233	1860	7	105	2 Hour	6 Hour
Supply Voltage level	762	735	3	389	2 Hour	4 Hour
New Connection	1670	1089	10	754	168 Hour (1 Week)	Subject to availability of material
Safety	64	49	0	53	4 Hour	8 Hour
Other	122	84	0	25	2-4 Hour	8 Hour

**Form-11**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**  
**System Performance****04/2018- 06/2018**

<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	2897.14	26	0.90
66 KV	581	4	0.69
33 KV	69	2	2.90
11 KV	25157	33588	134
400 / 230 V	26775	90,453	338