

# ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - ( 07/2019- 09/2019)

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	236	1707	132	38	24	71	1839	0	7.5	0	11	0	2	0	16	0	35	0	1863	11661	7.89	49.41
2	Rawalpindi	61	82	758	63	8	0	0	821	0	7.5	0	11	0	2	0	16	0	35	0	821	2754	10.01	33.59
3	Attock	18	18	107	48	23	0	0	155	0	7.5	0	11	0	2	0	16	0	35	0	155	1701	8.61	94.50
4	Jhelum	7	7	115	17	30	17	43	132	0	7.5	0	11	1	2	2	16	2	35	1	149	4761	21.3	680
5	Chakwal	11	11	258	40	77	0	0	298	0	7.5	1	11	1	2	0	16	0	35	1	298	5394	27.09	490.4
IESCO TOTAL		268	354	2945	300	176	41	114	3245	0	7.5	1	11	2	2	2	16	2	35	2	3286	26271	9.28	74.21

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Performance Standard (Distribution) 1st Quarterly Performance Report - - - - ( 07/2019- 09/2019)

Performance Data 11 K V (Distribution Feeders) (Without Load Shedding)

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)	SAFI	SAIDI
1	Islamabad	217	456867	7174	641	242	47	213	7815	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	7862	48822	0.02	0.11
2	Rawalpindi	223	999823	14444	1780	86	433	1550	16224	0	15/20	0	22/44	0	4	0	20/24	0	69/75	390810	16657	141492	0.02	0.14
3	Attock	116	593707	9101	3916	886	30	64	13017	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	13047	84303	0.022	0.14
4	Jhelum	62	375460	6167	925	1280	1271	1638	7092	0	15/20	148167	22/44	88041	4	242356	20/24	199347	69/75	302369	8363	193630	0.02	0.52
5	Chakwal	87	536297	10827	1025	2239	238	848	11852	0	15/20	95175	22/44	95175	4	112689	20/24	112689	69/75	505000	12090	217701	0.02	0.41
IESCO TOTAL		705	2962154	47713	8287	4733	2019	4313	56000	0	15/20	243342	22/44	183216	4	355045	20/24	312036	69/75	1198179	58019	685948	0.02	0.23

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****07/2019- 09/2019**

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)	1	1	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	3245	3245	-	-	-
400 / 230 V	56,000	21,031	-	34,969	-
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	1	11	2	
400 / 230 V Urban	15	36002	22	36002	
400 / 230 V Rural	20	207340	175 (distribution company), 240 for KESC	147214	

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****07/2019- 09/2019**

<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	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	2	16	2
400 / 230 V Urban	4	92122	20	87781
400 / 230 V Rural	4	262923	24	224255

**Form-3**

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

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2019- 09/2019**

<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	2
400 / 230 V Urban	68	457,560
400 / 230 V Rural	75	740,619

## Form -4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2019- 09/2019**

<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	26	1	0.04	5	0.19
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	354	3286	9.28	26271	74.21
400 / 230 V	2962154	58,019	0.02	685948	0.23
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>2,962,508</b>	<b>61,305</b>	<b>0.02</b>	<b>712219</b>	<b>0.24</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 1st QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections \*

**07/2019- 09/2019**

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	12,619	12,619	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	16,211	16,211	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	336	336	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

\* 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**

**07/2019- 09/2019**

<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 a remedial action followed a consumer request above his Power Supply voltage level check</b>
220 KV (if applicable)	+/- 5%	-	-
132 KV	+/- 5%	-	-
66 KV	+/- 5%	-	-
33 KV	+/- 5%	-	-
11 KV	+/- 5%	4	1-2 Time Each
400 / 230 V Urban	+/- 5%	907	1-2 Time Each
400 / 230 V Rural	+/- 5%	645	1-2 Time Each



**Form-7**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**

**Overall Standards-Frequency**

**07/2019- 09/2019**

<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 1st QUARTERLY REPORT**  
**Overall Standards-Frequency**

**07/2019- 09/2019**

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.	3944	1-2 Hrs	08 Hrs	1,221,131	249
Consumer other than industrial in urban areas	649	1-2 Hrs	06 Hrs	1,272,985	224
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (07.2019- to 09.2019) Total Independent Consumer 10269			8,895	82
Supply to Schools and Hospital	512	1-2 Hrs	06 Hrs	2287	20
<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.	0	0	06 Hrs	7	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****07/2019- 09/2019**

<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	03 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	04 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	01 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****07/2019- 09/2019**

<b>Nature of Complaints</b>	<b>Received by person</b>	<b>Received by Telephone</b>	<b>Received Electronically</b>	<b>Received in writting</b>	<b>Average time in hours to resolve a complaint</b>	<b>Longest time in hours to resolve a complaint</b>
Price of Electricity	459	629	23	475	2 Hour	4 Hour
Reliability of Supply	12620	125994	35	997	2 Hour	4 Hour
Planed interruptions	292	1069	10	98	2 Hour	6 Hour
Supply Voltage level	227	211	8	227	2 Hour	4 Hour
New Connection	486	581	12	434	168 Hour (1 Week)	Subject to availability of material
Safety	91	47	0	166	4 Hour	6 Hour
Other	82	95	0	43	2-4 Hour	8 Hour

**Form-11**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**  
**System Performance****07/2019- 09/2019**

<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	2950.14	10	0.34
66 KV	528.30	1	0.19
33 KV	69	0	0
11 KV	25554	59245	232
400 / 230 V	27089	139,646	516