

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) 1st Quarterly Performance Report - - - - ( 7/2016- 9/2016)**  
**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)	Consumer's 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	168	233	620	122	143	77	294	742	0	30	0	44	0	8	0	64	0	140	0	819	28063	3.52	120.44
2	Rawalpindi	54	84	299	32	44	2	4	331	0	30	0	44	0	8	0	64	0	140	0	333	3777	3.96	44.96
3	Attock	18	18	25	30	15	7	9	55	0	30	0	44	0	8	0	64	0	140	0	62	1495	3.44	83.06
4	Jhelum	6	6	21	0	0	8	19	21	0	30	0	44	0	8	0	64	0	140	0	29	1203	4.8	201
5	Chakwal	10	10	0	4	4	0	0	4	0	30	0	44	0	8	0	64	0	140	0	4	240	0.40	24.0
<b>IESCO TOTAL</b>		<b>256</b>	<b>351</b>	<b>965</b>	<b>188</b>	<b>206</b>	<b>94</b>	<b>326</b>	<b>1153</b>	<b>0</b>	<b>30</b>	<b>0</b>	<b>44</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>64</b>	<b>0</b>	<b>140</b>	<b>0</b>	<b>1247</b>	<b>34778</b>	<b>3.55</b>	<b>99.08</b>

# ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - ( 7/2016 - 9/2016 )

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	203	391545	2561	264	380	346	692	2825	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3171	71979	0.01	0.18
2	Rawalpindi	219	861373	7176	955	1342	341	685	8131	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	8472	143142	0.01	0.17
3	Attock	105	495926	867	1049	511	105	210	1916	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2021	45857	0.005	0.09
4	Jhelum	55	334830	2694	302	205	196	546	2996	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3192	53132	0.01	0.16
5	Chakwal	69	461351	4971	317	659	203	734	5288	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	5491	98493	0.01	0.21
IESCO TOTAL		651	2545025	18269	2887	3097	1191	2867	21156	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	22347	412603	0.01	0.16

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****07/2016-09/2016**

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)	5	5	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	1153	1153	-	-	-
400 / 230 V	21,156	9,396	-	11,760	-
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 1st QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****07/2016-09/2016**

<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	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	0	20	0
400 / 230 V Rural	16	0	24	0

**Form-3**

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

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2016-09/2016**

<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	0
400 / 230 V Urban	68	0
400 / 230 V Rural	75	0

## Form -4

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2016-09/2016**

<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	24	5	0.21	38	1.58
66 KV	1	1	1	5	5
33 KV	0	0	0	0	0
11 KV	351	1247	3.55	34778	99
400 / 230 V	2545025	22,347	0.01	412603	0.16
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>2,545,376</b>	<b>23,594</b>	<b>0.01</b>	<b>447381</b>	<b>0.18</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 \***

**07/2016-09/2016**

<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 consumers who applied for a new connection and were 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	14,166	14,166	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	12,906	12,906	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	93	93	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	57	57	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**

**07/2016-09/2016**

<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%	3	1-2 Time Each
400 / 230 V Urban	+/- 5%	665	1-2 Time Each
400 / 230 V Rural	+/- 5%	870	1-2 Time Each



Form-7

[See rule 7(3)(b)]

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

**Overall Standards-Frequency**

**07/2016-09/2016**

<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****07/2016-09/2016**

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.	122069	5-7 Hrs	08 Hrs	1260189	158
Consumer other than industrial in urban areas	199175	4-6 Hrs	06 Hrs	1,272,563	210
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory as per PEPCO instructions (9 Hrs at a stretch w.e.f 01.07.2016 to 09.07.2016). No industrial load shedding carried out w.e.f 10.07.2016 to 30.09.2016.			10,174	185
Supply to Schools and Hospital	20107	4-6 Hrs	06 Hrs	2417	24
<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	4 Hrs	06 Hrs	33	10

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****07/2016-09/2016**

<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	04 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	6 Nos. (Non Fatal Accidents)	12 Days	20 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	02 No Fatal Accidents & 05 No Non Fatal Accidents	-	-
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 1st QUARTERLY REPORT****Consumer Formal Complaints Report****07/2016-09/2016**

<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	681	2081	10	2788	2 Hour	4 Hour
Reliability of Supply	1037	1619	99	1804	2 Hour	4 Hour
Planed interruptions	351	1007	6	225	2 Hour	6 Hour
Supply Voltage level	591	378	4	404	2 Hour	4 Hour
New Connection	3412	898	13	1064	168 Hour (1 Week)	Subject to availability of material
Safety	69	46	0	60	4 Hour	6 Hour
Other	121	92	0	25	2-4 Hour	8 Hour

**Form-11**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**  
**System Performance****07/2016-09/2016**

<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	24	1
66 KV	581	1	0.17
33 KV	69	5	7.25
11 KV	24629	22673	92
400 / 230 V	26314	32,737	124