Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

10/2014-12/2014

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	48	-	-	-
66 KV (01 No GSS)	6	6	-	-	-
33 KV	-	-	-	-	-
11 KV	342	342	-	-	-
400 / 230 V	17,291	7,004	-	9,920	-

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)

10/2014-12/2014

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	1	-	9	-
66 KV	1	-	9	-
33 KV	2	-	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

10/2014-12/2014

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) **10/2014-12/2014**

Consumer Supply Voltage	Total number of consumers served by the distribution company in a giver year	Total annual number of consumers Power Supply Interruptions **	SAIFI (OS1) (4) = (3) / (2)	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	SAIDI (OS2) (6) = (5) / (2)
1	2	3	4	5	6
220 KV	-	-	-	-	-
132 KV	21	3	0.14	105	5.0
66 KV	1	3	3	25	25
33 KV	-	-	-	-	-
11 KV	339	388	1.14	11837	35
400 / 230 V	2369616	18,394	0.01	613149	0.26
TOTAL IESCO GENERAL CONSUMERS	2369955	18782	0.01	624986	0.26

* 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 summating 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

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

10/2014-12/2014

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	10,027	10,027	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	8,315	8,315	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	82	82	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	43	43	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

10/2014-12/2014

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%	1	1-2 Time Each
400 / 230 V Urban	+/- 5%	539	1-2 Time Each
400 / 230 V Rural	+/- 5%	702	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Frequency

10/2014-12/2014

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

10/2014-12/2014

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.	124050	5-7 Hrs	08 Hrs	1221245	205 (MW)
Consumer other than industrial in urban areas	204101	4-6 Hrs	06 Hrs	1,136,342	245 (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)			10,120	255 (MW)
Supply to Schools and Hospital	22021	4-6 Hrs	06 Hrs	1684	25 (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.	512	04 Hour	06 Hrs	33	12 (MW)
Note:- All the Govt Hospitals, having independent feeders are exampted 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:

a) Reason for load shedding (Gap between Supply and Demand).
b) Start time and date of load shedding.
c) End time and date of load shedding.
d) Priority group of consumers affected.
e) Number of consumers and load (MW) affected in each priority group.
f) Measures taken to prevent recurrence (if applicable).

Form-9

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Safety

10/2014-12/2014

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	1 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	7 Nos. (Non Fatal Accidents)		
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	-	-	-
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

10/2014-12/2014

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	676	1783	11	2312	2 Hour	4 Hour
Reliability of Supply	1142	1323	85	1645	2 Hour	4 Hour
Planed interruptions	287	1057	5	171	2 Hour	6 Hour
Supply Voltage level	488	254	2	350	2 Hour	4 Hour
New Connection	2274	996	12	1072	168 Hour (1 Week)	Subject to availibility of material
Safety	48	46	0	41	4 Hour	6 Hour
Other	129	109	0	25	2-4 Hour	8 Hour