

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2017- 09/2017)

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	168	234	678	115	114	0	0	793	0	7.5	0	11	0	2	17	16	13	35	3	793	8897	3.39	38.02
2	Rawalpindi	61	78	410	26	31	0	4	436	0	7.5	0	11	0	2	0	16	0	35	0	436	3339	5.59	42.81
3	Attock	18	18	33	10	11	4	16	43	0	7.5	0	11	0	2	0	16	0	35	0	47	1719	2.61	95.50
4	Jhelum	6	6	56	2	5	9	28	58	0	7.5	0	11	0	2	1	16	0	35	0	67	2166	11.2	361
5	Chakwal	9	9	160	8	20	11	22	168	0	7.5	0	11	1	2	0	16	0	35	0	179	3000	19.89	333.3
IESCO TOTAL		262	345	1337	161	182	24	70	1498	0	7.5	0	11	1	2	18	16	13	35	3	1522	19121	4.41	55.42

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - (07/2017- 09/2017)
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)	U=S/A	V=T/A
1	Islamabad	207	415624	1779	243	326	100	200	2022	0	15/20	0	22/44	0	4	16734	20/24	0	69/75	10335	2122	36867	0.01	0.09
2	Rawalpindi	223	899313	8048	906	225	63	189	8954	0	15/20	0	22/44	0	4	0	20/24	0	69/75	138403	9017	48999	0.01	0.05
3	Attock	109	528447	2396	292	717	25	50	2688	0	15/20	17067	22/44	0	4	0	20/24	0	69/75	24671	2713	53208	0.005	0.10
4	Jhelum	55	345382	3586	194	179	262	1002.3	3780	0	15/20	0	22/44	0	4	129615	20/24	81830	69/75	153636	4042	81606	0.01	0.24
5	Chakwal	73	480050	7545	346	691	180	473	7891	0	15/20	0	22/44	0	4	0	20/24	0	69/75	313664	8071	92475	0.02	0.19
IESCO TOTAL		667	2668816	23354	1981	2137	630	1914.3	25335	0	15/20	17067	22/44	0	4	146349	20/24	81830	69/75	640709	25965	313155	0.01	0.12

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****07/2017- 09/2017**

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)	-	-	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1498	1498	-	-	-
400 / 230 V	25,335	9,716	-	15,619	-
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	12064	22	0	
400 / 230 V Rural	20	5003	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)****07/2017- 09/2017**

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	0	9	0
132 KV	4	0	9	0
66 KV	4	0	9	0
33 KV	8	0	16	0
11 KV	8	18	16	13
400 / 230 V Urban	16	42869	20	22712
400 / 230 V Rural	16	103480	24	59118

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2017- 09/2017**

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	0
33 / 11 KV	35	3
400 / 230 V Urban	68	153,173
400 / 230 V Rural	75	487,536

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****07/2017- 09/2017**

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	0	0	0	0	0
132 KV	21	0	0	0	0
66 KV	1	0	0	5	5
33 KV	0	0	0	0	0
11 KV	345	1522	4.41	19121	55
400 / 230 V	2668816	25,965	0.01	313155	0.12
TOTAL IESCO GENERAL CONSUMERS	2,669,161	27,487	0.01	332276	0.12

* 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 *

07/2017- 09/2017

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	15,624	15,624	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	16,330	16,330	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	197	197	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	48	48	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

07/2017- 09/2017

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%	5	1-2 Time Each
400 / 230 V Urban	+/- 5%	937	1-2 Time Each
400 / 230 V Rural	+/- 5%	903	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2017- 09/2017

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 1st QUARTERLY REPORT**Overall Standards-Frequency****07/2017- 09/2017**

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.	76616	4-6 Hrs	08 Hrs	1295982	336
Consumer other than industrial in urban areas	139932	2-3 Hrs	06 Hrs	1,359,981	363
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (07.2017- to 09.2017) Total Independent Consumer 10269			10,382	130
Supply to Schools and Hospital	11374	2-3 Hrs	06 Hrs	2453	24
Defense / strategic institutions (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 1st QUARTERLY REPORT**Overall Standards-Safety****07/2017- 09/2017**

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	04 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)	28 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	-	-	-
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 1st QUARTERLY REPORT**Consumer Formal Complaints Report****07/2017- 09/2017**

Nature of Complaints	Received by person	Received by Telephone	Received Electronically	Received in writting	Average time in hours to resolve a complaint	Longest time in hours to resolve a complaint
Price of Electricity	397	1264	10	1273	2 Hour	4 Hour
Reliability of Supply	1090	2296	246	1260	2 Hour	4 Hour
Planed interruptions	299	1219	7	125	2 Hour	6 Hour
Supply Voltage level	579	645	4	316	2 Hour	4 Hour
New Connection	1904	1081	22	766	168 Hour (1 Week)	Subject to availability of material
Safety	47	106	0	47	4 Hour	6 Hour
Other	116	70	0	24	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT
System Performance

07/2017- 09/2017

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	2897.14	42	1.45
66 KV	581	0	0.00
33 KV	69	0	0.00
11 KV	24898	26833	108
400 / 230 V	26602	87,892	330