

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - (01/2017- 03/2017) 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	169	234	354	44	50	145	398	398	0	30	0	44	0	8	0	64	0	140	0	543	27950	2.32	119.44
2	Rawalpindi	54	73	99	5	4	2	4	104	0	30	0	44	0	8	0	64	0	140	0	106	768	1.45	10.52
3	Attock	18	18	32	23	15	12	48	55	0	30	0	44	0	8	0	64	0	140	0	67	3856	3.72	214.22
4	Jhelum	6	6	11	0	0	4	18	11	0	30	0	44	0	8	0	64	0	140	0	15	1113	2.5	186
5	Chakwal	10	10	0	5	14	0	0	5	0	30	0	44	0	8	0	64	0	140	0	5	840	0.50	84.0
IESCO TOTAL		257	341	496	77	83	163	468	573	0	30	0	44	0	8	0	64	0	140	0	736	34527	2.16	101.25

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - - (01/2017- 03/2017) 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	205	402656	1454	180	168	391	451	1634	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2025	41502	0.01	0.10
2	Rawalpindi	224	874901	4255	526	132	327	981	4781	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	5108	79545	0.0058	0.09
3	Attock	108	504385	896	1244	571	324	1296	2140	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2464	114688	0.005	0.23
4	Jhelum	55	339905	1392	103	161	410	1591	1495	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	1905	109287	0.01	0.32
5	Chakwal	69	468173	2540	171	453	482	1997	2711	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3193	154620	0.01	0.33
IESCO TOTAL		661	2590020	10537	2224	1485	1934	6316	12761	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	14695	499642	0.01	0.19

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****01/2017-03/2017**

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)	3	3	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	573	573	-	-	-
400 / 230 V	12,761	5,826	-	6,935	-
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 3rd QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****01/2017-03/2017**

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

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

01/2017-03/2017

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

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****01/2017-03/2017**

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	24	3	0.13	25	1.04
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	341	736	2.16	34527	101
400 / 230 V	2590020	14,695	0.01	499642	0.19
TOTAL IESCO GENERAL CONSUMERS	2,590,361	15,431	0.01	534169	0.21

* 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 3rd QUARTERLY REPORT
Guaranteed Standards – Time Frame for New Connections *

01/2017-03/2017

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	8,087	8,087	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	12,344	12,344	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	142	142	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	36	36	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 3rd QUARTERLY REPORT
Overall Standards-Nominal Voltages

01/2017-03/2017

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%	930	1-2 Time Each
400 / 230 V Rural	+/- 5%	859	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Overall Standards-Frequency

01/2017-03/2017

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 3rd QUARTERLY REPORT**Overall Standards-Frequency****01/2017-03/2017**

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.	103731	4-6 Hrs	08 Hrs	1280054	357
Consumer other than industrial in urban areas	191808	2-3 Hrs	06 Hrs	1,297,232	359
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (01.2017- to 03.2017) Total Independent Consumer 10280			-	-
Supply to Schools and Hospital	12923	4-6 Hrs	06 Hrs	2431	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	4 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 3rd QUARTERLY REPORT**Overall Standards-Safety****01/2017-03/2017**

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	-	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	02 No. (Non Fatal Accidents)	22 Days	45 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	-	-	-
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	01 No. (Fatal Accidents)	-	-
Safety reports received on toll free telephone number	-	-	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**Consumer Formal Complaints Report****01/2017-03/2017**

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	710	2176	14	2329	2 Hour	4 Hour
Reliability of Supply	945	1927	161	1788	2 Hour	4 Hour
Planed interruptions	391	1036	6	197	2 Hour	6 Hour
Supply Voltage level	660	405	4	435	2 Hour	4 Hour
New Connection	3103	1132	17	1090	168 Hour (1 Week)	Subject to availability of material
Safety	45	33	0	53	4 Hour	6 Hour
Other	121	99	0	28	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT
System Performance**01/2017-03/2017**

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	25	0.86
66 KV	581	0	0.00
33 KV	69	0	0.00
11 KV	24759	11728	47
400 / 230 V	26463	19,877	75