

**ISLAMABAD ELECTRIC SUPPLY COMPANY**

**Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - - (01/2020- 03/2020)**

**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 Power Supply interruptions (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	867	46	18	29	159	913	0	7.5	0	11	0	2	0	16	0	35	4	942	13194	3.99	55.91
2	Rawalpindi	66	101	478	37	4	0	0	515	0	7.5	0	11	0	2	0	16	0	35	0	515	1674	5.10	16.57
3	Attock	18	18	5	0	0	0	0	5	0	7.5	0	11	0	2	0	16	0	35	0	5	15	0.28	0.83
4	Jhelum	7	7	63	5	22	49	282	68	0	7.5	0	11	1	2	5	16	4	35	1	117	18441	16.7	2634
5	Chakwal	11	11	73	9	24	0	0	82	0	7.5	0	11	0	2	0	16	0	35	0	82	1659	7.45	150.8
IESCO TOTAL		273	373	1486	97	67	78	441	1583	0	7.5	0	11	1	2	5	16	4	35	5	1661	34983	4.45	93.79

# ISLAMABAD ELECTRIC SUPPLY COMPANY

## Performance Standard (Distribution) 3rd Quarterly Performance Report - - - - - (01/2020- 03/2020) 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 Power Supply Interruptions (GS6)	No. of consumers who exceeded limit (GS6)	Total interruptions annual	Annual aggregate sum of all consumers interruptions duration (Mnts)	SAIFI	SAIDI
1	Islamabad	217	451713	3283	344	131	382	1770	3627	0	15/20	0	22/44	0	4	20898	20/24	20898	69/75	63731	4009	123909	0.01	0.27
2	Rawalpindi	244	1025601	8362	935	58	101	352	9297	0	15/20	0	22/44	0	4	0	20/24	0	69/75	59256	9398	49686	0.01	0.05
3	Attock	123	613067	4162	809	179	312	1403	4971	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	5283	107406	0.009	0.18
4	Jhelum	62	384534	2676	271	441	873	2970	2947	0	15/20	0	22/44	8207	4	288116	20/24	270448	69/75	29696	3820	212694	0.01	0.55
5	Chakwal	89	551223	5503	643	1493	614	2735	6146	0	15/20	0	22/44	0	4	506352	20/24	175489	69/75	175489	6760	270189	0.01	0.49
IESCO TOTAL		735	3026138	23986	3002	2302	2282	9230	26988	0	15/20	0	22/44	8207	4	815366	20/24	466835	69/75	328172	29270	763884	0.01	0.25

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards-Unplanned Power Supply Interruptions****01/2020- 03/2020**

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	1583	1583	-	-	-
400 / 230 V	26,988	10,801	-	16,187	-
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	1	
400 / 230 V Urban	15	0	22	8207	
400 / 230 V Rural	20	0	175 (distribution company), 240 for KESC	0	

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****01/2020- 03/2020**

<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	5	16	4
400 / 230 V Urban	4	241363	20	156164
400 / 230 V Rural	4	574003	24	310671

**Form-3**

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

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****01/2020- 03/2020**

<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	5
400 / 230 V Urban	68	57,998
400 / 230 V Rural	75	270,174

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT****Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****01/2020- 03/2020**

<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</u> <u>( OS1 )</u> <u>(4) = (3) / (2)</u></b>	<b>Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***</b>	<b><u>SAIDI</u> <u>( 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	0	0	0	0
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	373	1,661	4.45	34,983	93.79
400 / 230 V	3,026,138	29,270	0.01	763,884	0.25
<b>TOTAL IESCO GENERAL CONSUMERS</b>	<b>3,026,511</b>	<b>30,931</b>	<b>0.01</b>	<b>798,867</b>	<b>0.26</b>

## Form-5

# CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections \*

**01/2020- 03/2020**

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	12,413	12,413	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	13,794	13,794	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	60	60	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	26	26	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**

**01/2020- 03/2020**

<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%	11	1-2 Time Each
400 / 230 V Urban	+/- 5%	836	1-2 Time Each
400 / 230 V Rural	+/- 5%	602	1-2 Time Each



Form-7

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**

**Overall Standards-Frequency**

**01/2020- 03/2020**

<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 3rd QUARTERLY REPORT

## Overall Standards-Frequency

**01/2020- 03/2020**

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.	129	1 Hr	1-2 Hrs	685,369	107
Consumer other than industrial in urban areas	21	1 Hr	1-2 Hrs	248,968	60
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	0	No industrial Load Shedding w.e.f (01.2020- to 03.2020)		18	7
Supply to Schools and Hospital	21	1 Hr	1-2 Hrs	1420	8
<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	0	0	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 3rd QUARTERLY REPORT**  
**Overall Standards-Safety**

**01/2020- 03/2020**

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.	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	03 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	02 No. (Non Fatal Accident)	-	-
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 3rd QUARTERLY REPORT****Consumer Formal Complaints Report****01/2020- 03/2020**

<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	317	333	18	111	2 Hour	4 Hour
Reliability of Supply	9012	96907	35	810	2 Hour	4 Hour
Planed interruptions	138	861	14	96	2 Hour	6 Hour
Supply Voltage level	82	147	8	201	2 Hour	4 Hour
New Connection	421	456	25	443	168 Hour (1 Week)	Subject to availability of material
Safety	52	41	0	184	4 Hour	6 Hour
Other	96	100	0	54	2-4 Hour	8 Hour

**Form-11**

[See rule 7(3)(b)]

**CONSUMER SERVICE AND SYSTEM PERFORMANCE 3rd QUARTERLY REPORT**  
**System Performance****01/2020- 03/2020**

<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	3030.14	29	0.96
66 KV	528.30	0	0
33 KV	69	0	0
11 KV	25,733	28,571	111
400 / 230 V	27,249	106,764	392