ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2021- 12/2021)

P e r f o r m a n c e D a t a 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 Agrt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agrt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agrt planned interruption (GS4)	Max PMT Agrt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agrt 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	175	246	687	69	37	66	413	756	0	7.5	0	11	0	2	4	16	4	35	6	822	29061	3.34	118.13
2	Rawalpindi City	26	52	199	16	1	0	0	215	0	7.5	0	11	0	2	0	16	0	35	0	215	657	4.13	12.63
3	Rawalpindi Cantt	43	57	385	37	10	0	0	422	0	7.5	0	11	0	2	0	16	0	35	0	422	1755	7.40	30.79
4	Attock	20	20	15	0	0	0	0	15	0	7.5	0	11	0	2	0	16	0	35	0	15	45	0.75	2.25
5	Jhelum	7	7	46	7	17	29	118	53	0	7.5	0	11	0	2	3	16	3	35	0	82	8232	11.7	1176
6	Chakwal	13	13	76	2	2	2	10	78	0	7.5	0	11	0	2	0	16	0	35	0	80	948	6.15	72.92
IESCO TOTAL		284	395	1408	131	67	97	541	1539	0	7.5	0	11	0	2	7	16	7	35	6	1636	40698	4.14	103.03

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2021- 12/2021)

P e r f o r m a n c e D a t a 11 K V (Distribution Feeders) (Without Load Shedding)

		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
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 Agrt duration un-planned annual Hrs (GS3)	No. of consumers who exceeded Agrt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agrt planned interruption (GS4)	Max PMT Agrt duration planned annual Hrs (GS5)	No. of consumers who exceeded Agrt 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	221	493116	3089	344	138	893	4358	3433	0	15/20	5111	22/44	0	4	300671	20/24	185820	69/75	42331	4326	279027	0.01	0.57
2	Rawalpindi City	122	555364	2660	215	80	323	1247	2875	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	3198	87570	0.01	0.16
3	Rawalpindi Cantt	155	611357	5045	525	226	277	1385	5570	0	15/21	0	22/45	0	4	0	20/25	0	69/76	89220	5847	111782	0.01	0.18
4	Attock	139	691388	3530	941	187	1157	5769	4471	0	15/20	0	22/44	0	4	676481	20/24	676481	69/75	0	5628	367950	0.008	0.53
5	Jhelum	68	417211	2264	231	335	1206	4843	2495	0	15/20	0	22/44	0	4	417211	20/24	417211	69/75	25615	3701	317478	0.01	0.76
6	Chakwal	87	537847	3384	187	380	1103	5544	3571	0	15/20	0	22/44	0	4	537847	20/24	537847	69/75	0	4674	365592	0.01	0.68
IESCO TOTAL		792	3306283	19972	2443	1345	4959	23146	22415	0	15/20	5111	22/44	0	4	1932210	20/24	1817359	69/75	157166	27374	1529399	0.01	0.46

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

10/2021- 12/2021

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)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1539	1539	-	-	-
400 / 230 V	22,415	9,265	-	13,150	-

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	0
400 / 230 V Urban	15	5111	22	0
400 / 230 V Rural	20	0	44 (distribution company), 60 for KESC	0

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

10/2021- 12/2021

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	1	0	9	0
66 KV	1	0	9	0
33 KV	2	0	16	0
11 KV	2	7	16	7
400 / 230 V Urban	4	556142	20	566821
400 / 230 V Rural	4	1376068	24	1250538

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

10/2021- 12/2021

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	6
400 / 230 V Urban	68	0
400 / 230 V Rural	75	157,166

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **10/2021- 12/2021**

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	0	0	0	0	0
132 KV	25	3	0.12	14	0.56
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	394	1636	4.15	40698	103.29
400 / 230 V	3306283	27,374	0.01	1529399	0.46
TOTAL IESCO GENERAL CONSUMERS	**3,306,677**	**29,010**	**0.01**	**1570097**	**0.47**

* 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 supply interruption in minutes.

Form-5

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

10/2021- 12/2021

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	17,856	17,856	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	17,840	17,840	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	100	100	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	3	3	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 2nd QUARTERLY REPORT

Overall Standards-Nominal Voltages

10/2021- 12/2021

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%	-	-
400 / 230 V Urban	+/- 5%	965	1-2 Time Each
400 / 230 V Rural	+/- 5%	1029	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2021- 12/2021

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 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2021- 12/2021

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.	168	1-2 Hrs	02 Hrs	194,827	95
Consumer other than industrial in urban areas	54	1-2 Hrs	02 Hrs	104,311	70
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (10.2021- to 12.2021)			0	0
Supply to Schools and Hospital	60	1-2 Hrs	02 Hrs	1180	4
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.	0	0	0	0	0
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 2nd QUARTERLY REPORT

Overall Standards-Safety

10/2021- 12/2021

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	01 No. (Fatal Accident)	-	-
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 Accidents)	-	-
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 2nd QUARTERLY REPORT

Consumer Formal Complaints Report

10/2021- 12/2021

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	2335	1418	340	310	2 Hour	4 Hour
Reliability of Supply	5405	59843	101	30	2 Hour	4 Hour
Planed interruptions	154	1813	0	59	2 Hour	6 Hour
Supply Voltage level	653	891	105	161	2 Hour	4 Hour
New Connection	965	952	285	313	168 Hour (1 Week)	Subject to availibility of material
Safety	176	93	0	86	4 Hour	6 Hour
Other	1351	400	0	149	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

System Performance

10/2021- 12/2021

System Voltage	Total length of Distribution System in Service (Km)	Total number of Distribution System Faults	Faults / Km of Distribution System
220 KV (if applicable)	-	-	-
132 KV	3030.14	0	0.00
66 KV	528.30	0	0.00
33 KV	69	0	0.00
11 KV	26,017	23,954	0.92
400 / 230 V	27,443	65,379	2.38