

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Performance Annual Report - - - - (07/2016- 06/2017)
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	1892	376	349	384	1230	2268	0	30	0	44	0	8	15	64	0	140	0	2652	100416	11.33	429.13
2	Rawalpindi	54	73	703	58	63	8	16	761	0	30	0	44	0	8	0	64	0	140	0	769	6849	10.53	93.82
3	Attock	18	18	130	110	64	41	145	226	0	30	0	44	0	8	0	64	0	140	0	281	12930	15.61	718.33
4	Jhelum	6	6	72	1	2	24	87	73	0	30	0	44	0	8	1	64	0	140	0	97	5544	16.2	924.00
5	Chakwal	10	10	0	36	74	9	36	36	0	30	0	44	0	8	1	64	0	140	0	45	6600	4.50	660.0
IESCO TOTAL		257	341	2797	581	552	466	1514	3364	0	30	0	44	0	8	17	64	0	140	0	3844	132339	11.27	388.09

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Performance Standard (Distribution) Performance Annual Report - - - - (07/2016- 06/2017)

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 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	205	408412	6528	797	1038.0	1253	2150	7325	0	60/80	0	88/175	0	16	106369	80/96	38794	275/300	0	8578	210864	0.02	0.52
2	Rawalpindi	224	883439	21881	2667	1795	2350	7469	24548	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	26898	621483	0.03	0.70
3	Attock	109	516349	3638	4868	2269	665	2404	8506	0	60/80	44044	88/175	0	16	0	80/96	0	275/300	0	9171	291294	0.02	0.56
4	Jhelum	55	341394	7964	647	646	1043	3750	8611	0	60/80	0	88/175	0	16	167517	80/96	49444	275/300	24597	9654	287634	0.03	0.84
5	Chakwal	69	473539	16333	1008	2155	1478	5721	17341	0	60/80	0	88/175	0	16	17828	80/96	0	275/300	22075	18819	521559	0.04	1.10
IESCO TOTAL		662	2623133	56344	9987	7903	6789	21494	66331	0	60/80	44044	88/175	0	16	291714	80/96	88238	275/300	46672	73120	1932835	0.03	0.74

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****07/2016- 06/2017**

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)	15	15	-	-	-
66 KV (01 No GSS)	4	4	-	-	-
33 KV	-	-	-	-	-
11 KV	3364	3364	0	0	0
400 / 230 V	66,331	28,955	-	37,376	-
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	6	-	6	-	
132 KV	6	-	6	-	
66 KV	6	-	6	-	
33 KV	30	-	11	-	
11 KV	30	0	11	-	
400 / 230 V Urban	60	34926	22	0	
400 / 230 V Rural	80	9118	175 (distribution company), 240 for KESC	0	

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****07/2016- 06/2017**

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	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	16	64	0
400 / 230 V Urban	16	46453	80	21552
400 / 230 V Rural	16	245261	96	66686

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****07/2016- 06/2017**

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	4	0
33 / 11 KV	140	0
400 / 230 V Urban	275	0
400 / 230 V Rural	300	46,672

Form -4
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards - Average Power Supply Interruption.

(Without Load Shedding)

07/2016- 06/2017

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumers Power Supply Interruptions **	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	24	15	0.63	188	7.83
66 KV	1	4	4	32	32
33 KV	0	0	0	0	0
11 KV	341	3844	11.27	132339	388
400 / 230 V	2623133	73,120	0.028	1932835	0.74
TOTAL IESCO GENERAL CONSUMERS	2,623,474	76,964	0.029	2065174	0.79

* 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 ANNUAL REPORT
Guaranteed Standards – Time Frame for New Connections *

07/2016- 06/2017

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	58,023	58,023	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	51,874	51,874	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	461	461	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	90	90	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 ANNUAL REPORT
Overall Standards-Nominal Voltages

07/2016- 06/2017

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%	16	1-2 Time Each
400 / 230 V Urban	+/- 5%	4388	1-2 Time Each
400 / 230 V Rural	+/- 5%	2486	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards-Frequency

07/2016- 06/2017

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 ANNUAL REPORT

Overall Standards-Frequency

07/2016- 06/2017

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.	209344	4-6 Hrs	08 Hrs	1300017	366
Consumer other than industrial in urban areas	223228	2-3 Hrs	06 Hrs	1,311,035	359
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory Load Management as per PEPCO instructions during Ramazan (26.05.2017 to 30.06.2017) for 9 Hrs Load Shedding w.e.f 1830 Hrs to 0330 Hrs			49328	195
Supply to Schools and Hospital	36767	4-6 Hrs	06 Hrs	2437	23
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 ANNUAL REPORT**Overall Standards-Safety****07/2016- 06/2017**

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	07 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	13 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	08 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	08 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 ANNUAL REPORT**Consumer Formal Complaints Report****07/2016- 06/2017**

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	1232	5742	50	2998	2 Hour	4 Hour
Reliability of Supply	3158	6350	540	4572	2 Hour	4 Hour
Planed interruptions	988	4690	22	1102	2 Hour	6 Hour
Supply Voltage level	1461	1880	14	1504	2 Hour	4 Hour
New Connection	3232	3085	63	2589	168 Hour (1 Week)	Subject to availability of material
Safety	92	88	0	146	4 Hour	6 Hour
Other	493	391	0	105	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**System Performance****07/2016- 06/2017**

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	105	3.62
66 KV	581	4	0.69
33 KV	69	7	10.14
11 KV	24833	12133	49
400 / 230 V	26499	65,032	245