

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2018- 12/2018)
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	116	126	1089	44	50	60	316	1133	0	7.5	13	11	4	2	9	16	1	35	122	1193	25227	9.47	200.21
2	Rawalpindi	64	82	625	52	6	0	0	677	0	7.5	0	11	0	2	0	16	0	35	0	677	2235	8.26	27.26
3	Attock	18	18	32	8	11	0	0	40	0	7.5	0	11	0	2	0	16	0	35	0	40	756	2.22	42.00
4	Jhelum	7	7	42	79	40	133	909	121	0	7.5	4	11	0	2	5	16	4	35	0	254	57018	36.3	8145
5	Chakwal	11	11	89	7	15	0	0	96	0	7.5	0	11	1	2	0	16	0	35	1	96	1167	8.73	106.1
IESCO TOTAL		216	244	1877	190	122	193	1225	2067	0	7.5	17	11	5	2	14	16	5	35	123	2260	86403	9.26	354.11

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - (10/2018- 12/2018)

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)	SAIFI	SAIDI
1	Islamabad	207	445858	3491	340	365	542	2694	3831	0	15/20	247462	22/44	0	4	49977	20/24	51387	69/75	49169	4373	194025	0.01	0.44
2	Rawalpindi	241	965239	7209	676	117	1163	4366	7885	0	15/20	0	22/44	0	4	0	20/24	0	69/75	103989	9048	290607	0.01	0.30
3	Attock	114	574751	1655	1229	302	376	1390	2884	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	3260	106485	0.006	0.19
4	Jhelum	58	363648	2679	656	394	1298	7107	3335	0	15/20	111560	22/44	8247	4	361730	20/24	312119	69/75	47274	4633	458073	0.01	1.26
5	Chakwal	74	515557	5615	356	662	574	2575	5971	0	15/20	0	22/44	0	4	515557	20/24	515557	69/75	515557	6545	211065	0.01	0.41
IESCO TOTAL		694	2865053	20649	3257	1840	3953	18132	23906	0	15/20	359022	22/44	8247	4	927264	20/24	879063	69/75	715989	27859	1260255	0.01	0.44

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****10/2018- 12/2018**

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 (25 No GSS)	2	2	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	2067	2067	-	-	-
400 / 230 V	23,906	9,383	-	14,523	-
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	17	11	5	
400 / 230 V Urban	15	60802	22	8247	
400 / 230 V Rural	20	298220	175 (distribution company), 240 for KESC	0	

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****10/2018- 12/2018**

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	14	16	5
400 / 230 V Urban	16	238805	20	238805
400 / 230 V Rural	16	688459	24	640258

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****10/2018- 12/2018**

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	123
400 / 230 V Urban	68	189,326
400 / 230 V Rural	75	526,663

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****10/2018- 12/2018**

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 (OS1)</u> <u>(4) = (3) / (2)</u>	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI (OS2)</u> <u>(6) = (5) / (2)</u>
1	2	3	4	5	6
220 KV	0	0	0	0	0
132 KV	25	1	0.04	10	0.40
66 KV	1	0	0	5	5
33 KV	0	0	0	0	0
11 KV	244	2260	9.26	86403	354
400 / 230 V	2865053	27,859	0.01	1260255	0.44
TOTAL IESCO GENERAL CONSUMERS	2,865,297	30,119	0.01	1346658	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 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.

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CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

10/2018- 12/2018

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	13,630	13,630	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	20,317	20,317	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	79	79	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	34	34	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

10/2018- 12/2018

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%	3	1-2 Time Each
400 / 230 V Urban	+/- 5%	1119	1-2 Time Each
400 / 230 V Rural	+/- 5%	622	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2018- 12/2018

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

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[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2018- 12/2018

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.	19368	1-2 Hrs	04 Hrs	1,394,987	284
Consumer other than industrial in urban areas	4222	1-2 Hrs	04 Hrs	1,222,144	224
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (10.2018- to 12.2018)			8,637	85
Supply to Schools and Hospital	474	1-2 Hrs	04 Hrs	2241	20
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	7	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 2nd QUARTERLY REPORT
Overall Standards-Safety

10/2018- 12/2018

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)	15 Days	20 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	01 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	-	-	-

Note:- 01 No Non Fatal Accident of Public man relates with GSO Circle IESCO Islamabad.

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT**Consumer Formal Complaints Report****10/2018- 12/2018**

Nature of Complaints	Received by person	Received by Telephone	Received Electronically	Received in writing	Average time in hours to resolve a complaint	Longest time in hours to resolve a complaint
Price of Electricity	547	862	16	783	2 Hour	4 Hour
Reliability of Supply	12140	112297	18	1059	2 Hour	4 Hour
Planned interruptions	263	921	8	103	2 Hour	6 Hour
Supply Voltage level	275	175	4	193	2 Hour	4 Hour
New Connection	655	763	4	391	168 Hour (1 Week)	Subject to availability of material
Safety	52	36	0	55	4 Hour	6 Hour
Other	86	75	0	36	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT
System Performance**10/2018- 12/2018**

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	24	0.83
66 KV	581	0	0
33 KV	69	0	0
11 KV	25316	25973	103
400 / 230 V	26931	125,514	466