

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****2014-15**

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 (21 No GSS)	48	-	-	-	-
66 KV (01 No GSS)	6	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1813	1813	-	-	-
400 / 230 V	81,090	40,754	-	40,336	-
Consumers Supply Voltage	Maximum permitted number of unplanned Power Supply Interruptions for each individual consumer per annum (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 annum (hours) (GS3)	Number of consumers whose aggregate unplanned Power Supply Interruption time exceed the maximum limit of GS3.	
220 KV	6	-	26	-	-
132 KV	6	-	26	-	-
66 KV	6	-	26	-	-
33 KV	30	-	44	-	-
11 KV	30	0	44	-	-
400 / 230 V Urban	60	108931	88	0	-
400 / 230 V Rural	80	220647	175 (distribution company), 240 for KESC	0	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****2013-14**

Consumers Supply Voltage	Total Number of unplanned consumer Power Supply Interruptions	Number of Urban		Number of Rural	
		Restored within 10 Hrs:	Extending beyond 10 Hrs:	Restored within 16 Hrs:	Extending beyond 16 Hrs:
220 KV	-	-	-	-	-
132 KV (21 No GSS)	48	-	-	-	-
66 KV (01 No GSS)	6	-	-	-	-
33 KV	-	-	-	-	-
11 KV	2751	2751	-	-	-
400 / 230 V	110,844	73,687	-	37,157	-
Consumers Supply Voltage	Maximum permitted number of unplanned Power Supply Interruptions for each individual consumer per annum (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 annum (hours) (GS3)	Number of consumers whose aggregate unplanned Power Supply Interruption time exceed the maximum limit of GS3.	
220 KV	6	-	26	-	-
132 KV	6	-	26	-	-
66 KV	6	-	26	-	-
33 KV	30	-	44	-	-
11 KV	30	1	44	-	-
400 / 230 V Urban	60	183401	88	0	-
400 / 230 V Rural	80	602343	175 (distribution company), 240 for KESC	0	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

2014-15

Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per annum (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 annum (GS5)	Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of GS5
220 KV	4	-	36	-
132 KV	4	-	36	-
66 KV	4	-	36	-
33 KV	8	-	64	-
11 KV	8	0	64	0
400 / 230 V Urban	16	0	80	0
400 / 230 V Rural	16	32995	96	0

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Guaranteed Standards Planned Power Supply Interruptions

2013-14

Consumers Supply Voltage	Maximum permitted number of planned Power Supply Interruption for each individual consumer per annum (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 annum (GS5)	Number of consumers whose aggregate planned Power Supply Interruption duration exceeded the maximum limit of GS5
220 KV	4	-	36	-
132 KV	4	-	36	-
66 KV	4	-	36	-
33 KV	8	-	64	-
11 KV	8	0	64	0
400 / 230 V Urban	16	689093	80	689093
400 / 230 V Rural	16	565043	96	565043

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****2014-15**

Consumer Supply Voltage	Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per annum (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of GS6
132 / 66 KV	4	-
33 / 11 KV	140	-
400 / 230 V Urban	275	0
400 / 230 V Rural	300	0

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****2013-14**

Consumer Supply Voltage	Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per annum (GS6)	Number of consumers whose short duration Power Supply Interruptions exceeded the maximum limit of GS6
132 / 66 KV	4	-
33 / 11 KV	140	-
400 / 230 V Urban	275	0
400 / 230 V Rural	300	0

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****2014-15**

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	-	-	-	-	-
132 KV	22	9	0.41	167	7.6
66 KV	1	5	5	85	85
33 KV	-	-	-	-	-
11 KV	339	2001	5.90	51289	151
400 / 230 V	2422955	84,119	0.03	2359972	0.97
TOTAL IESCO GENERAL CONSUMERS	2423294	86120	0.04	2411261	1.00

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT**Overall Standards - Average Power Supply Interruption.****2013-14**

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	-	-	-	-	-
132 KV	21	48	2.29	295	14
66 KV	1	6	6	36	36
33 KV	-	-	-	-	-
11 KV	318	3031	10	76550	241
400 / 230 V	2341901	117,864	0.05	3809161	1.63
TOTAL IESCO GENERAL CONSUMERS	2342219	120,895	0.05	3885711	1.66

* Calculation of SAIFI (OS1) and SAIDI (OS2) shall not include any power supply interruptions caused due to failure or outage (

**Total annual number of consumers power supply interruptions shall be computed by summing the total number of consumers affected by

*** Aggregate sum of all consumers power supply interruption durations in minutes shall be computed by summation for each and every power

Form-5
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Guaranteed Standards – Time Frame for New Connections *

2014-15

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	42,890	42,890	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	34,569	34,569	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	478	478	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	139	139	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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Guaranteed Standards – Time Frame for New Connections *

2013-14

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	33,802	33,802	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	36,331	36,331	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	562	562	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	150	150	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	5 (AJK New Bulk supply 11 KV Cons)	5 (AJK New Bulk supply 11 KV Cons)	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

Form-6

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Nominal Voltages

2014-15

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%	11	1-2 Time Each
400 / 230 V Urban	+/- 5%	3359	1-2 Time Each
400 / 230 V Rural	+/- 5%	2340	1-2 Time Each
400 / 230 V Rural	+/- 5%	2258	1-2 Time Each

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Nominal Voltages

2013-14

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%	10	1-2 Time Each
400 / 230 V Urban	+/- 5%	3962	1-2 Time Each
400 / 230 V Rural	+/- 5%	2485	1-2 Time Each

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

2014-15

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

2013-14

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

2014-15

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.	565457	5-7 Hrs	08 Hrs	1209780	190 (MW)
Consumer other than industrial in urban areas	608155	4-5 Hrs	06 Hrs	1,201,657	230 (MW)
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory load reduction / Load Management as per PEPCO instructions (4-6 Hrs)			10,127	252 (MW)
Supply to Schools and Hospital	81273	4-5 Hrs	06 Hrs	1697	22.5 (MW)
Defense / strategic institutions (most of them are exempted from load shedding, except a few) 10 No Grids and 80 No O/G feeder having load of 170 MW is exempted from load shedding.	1800	04 Hour	06 Hrs	33	9 (MW)

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Frequency

2013-14

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.	256396	4 – 6	8 – 10	1542875	380 - 490 (MW)
Consumer other than industrial in urban areas	97438	4 – 6	8 – 10	726,604	270 - 325 (MW)
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory load reduction / Load Management as per PEPCO instructions (4-6 Hrs)			6,648	300 - 350 (MW)
Supply to Schools and Hospital	14889	4 – 6	8 – 10	1592	35 - 50 (MW)
Defence / Strategic Installations	Exempted from load shedding				

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.

Form-9

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Safety

2014-15

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	6 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	28 Nos. (Non Fatal Accidents)	20 Days	30 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	8 No Fatal Accidents & 04 No Non Fatal Accidents	-	-
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	-	-	-
Safety reports received on toll free telephone number	-	-	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards-Safety

2013-14

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	10 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	16 Nos. (Non Fatal Accidents)	1-2 Months	02 Months
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	2	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	2 No Fatal Accidents & 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	-	-	-

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Consumer Formal Complaints Report

2014-15

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	6711	3278	46	3110	2 Hour	4 Hour
Reliability of Supply	6236	4286	116	1999	2 Hour	4 Hour
Planned interruptions	7433	10088	20	1620	2 Hour	6 Hour
Supply Voltage level	4904	2253	90	2513	2 Hour	4 Hour
New Connection	3119	1475	145	1311	168 Hour (1 Week)	Subject to availability of material
Safety	123	134	0	128	4 Hour	6 Hour
Other	513	407	0	109	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Consumer Formal Complaints Report

2013-14

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	6847	3232	45	3442	2 Hour	4 Hour
Reliability of Supply	6575	6358	161	2143	2 Hour	4 Hour
Planned interruptions	7552	11900	18	1407	2 Hour	6 Hour
Supply Voltage level	5247	2173	90	2560	2 Hour	4 Hour
New Connection	2897	1318	136	1310	168 Hour (1 Week)	Subject to availability of material
Safety	96	125	0	118	4 Hour	6 Hour
Other	478	397	0	114	2-4 Hour	8 Hour

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
System Performance

2014-15

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	2750	134	5
66 KV	581	24	4
33 KV	153	31	20
11 KV	24272	59677	246
400 / 230 V	26145	81,090	310

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
System Performance

2013-14

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	2717	88	3
66 KV	581	8	1
33 KV	153	29	19
11 KV	23603	57908	245
400 / 230 V	26012	188860	726

HT / LT WORKS COMPLETED DURING 2014-15
I.R.O IESCO

HT WORKS (11KV)

UNDER ACCOUNT HEAD	AMOUNT UTILIZED (MRs.)
ELR	183.637
DOP	18.774

LT WORKS (400V)

UNDER ACCOUNT HEAD	AMOUNT UTILIZED (MRs.)
ELR	236.67
DOP	75.632

The following 11KV feeders having high technical losses and voltage drop were bifurcated and new 11KV feeders were constructed. Similarly, the over loaded feeders were rehabilitated by carrying out reconductoring. The detail of the 11KV system rehabilitation is as follows;

DETAIL OF WORKS

Sr.No	Description	No. of works completed	Expenditure during 2014-15 (MRs.)
1.	11KV Feeders constructed after bifurcation	18	164.15
2.	11KV Feeders where reconductoring carried out	7	38.259
3.	L.T Proposals Completed	506	312.302
4.	Distribution Transformers added in system	439	281.552
5.	Augmentation of Distribution Transformers	67	30.75