ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2021- 09/2021)

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	245	245	694	105	57	5	15	799	0	7.5	0	11	0	2	1	16	0	35	0	804	6402	3.28	26.13
2	Rawalpindi City	26	52	338	21	3	0	0	359	0	7.5	0	11	0	2	0	16	0	35	0	359	1194	6.90	22.96
3	Rawalpindi Cantt	43	57	438	42	10	0	0	480	0	7.5	0	11	0	2	1	16	0	35	0	480	1914	8.42	33.58
4	Attock	20	20	11	0	0	0	0	11	0	7.5	0	11	0	2	0	16	0	35	0	11	33	0.55	1.65
5	Jhelum	7	7	81	4	9	12	34	85	0	7.5	0	11	0	2	2	16	0	35	1	97	2848	13.86	406.86
6	Chakwal	13	13	181	17	35	0	0	198	0	7.5	0	11	0	2	0	16	0	35	0	198	2643	15.23	203.3
IESCO TOTAL		354	394	1743	189	114	17	49	1932	0	7.5	0	11	0	2	4	16	0	35	1	1949	15034	4.95	38.16

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 1st Quarterly Performance Report - - - - - (07/2021- 09/2021)

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	253	509379	6316	646	258	10	30	6962	0	15/20	0	22/44	0	4	0	20/24	0	69/75	130103	6972	36228	0.01	0.07
2	Rawalpindi City	122	550466	4873	553	199	78	276	5426	0	15/20	0	22/44	0	4	0	20/24	0	69/75	125090	5504	43089	0.01	0.08
3	Rawalpindi Cantt	155	607949	7122	3365	1038	30	90	10487	0	15/20	25819	22/44	0	4	0	20/24	0	69/75	361212	10517	89046	0.02	0.15
4	Attock	136	689871	7839	4048	851	48	180	11887	0	15/20	640008	22/44	0	4	0	20/24	0	69/75	0	11935	85377	0.017	0.12
5	Jhelum	66	413886	5179	1029	1254	980	1271	6208	0	15/20	155007	22/44	64276	4	277688	20/24	217900	69/75	244978	7188	167007	0.02	0.40
6	Chakwal	94	534039	7259	630	1272	133	541	7889	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	8022	130557	0.02	0.24
IESCO TOTAL		826	3305590	38588	10271	4872	1279	2387.2	48859	0	15/20	820834	22/44	64276	4	277688	20/24	217900	69/75	861383	50138	551304	0.02	0.17

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

07/2021- 09/2021

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)	4	4	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	1932	1932	-	-	-
400 / 230 V	48,859	19,573	-	29,286	-

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	292210	22	20060
400 / 230 V Rural	20	528624	175 (distribution company), 240 for KESC	44216

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

07/2021- 09/2021

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	4	16	0
400 / 230 V Urban	4	69085	20	38832
400 / 230 V Rural	4	208603	24	179068

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

07/2021- 09/2021

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	1
400 / 230 V Urban	68	300,806
400 / 230 V Rural	75	560,577

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **07/2021- 09/2021**

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	4	0.16	34	1.36
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	394	1,949	4.95	15,034	38.16
400 / 230 V	3,305,590	50,138	0.02	551,304	0.17
TOTAL IESCO GENERAL CONSUMERS	**3,305,984**	**52,087**	**0.02**	**566,338**	**0.17**

* 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 1st QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

07/2021- 09/2021

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	36,137	36,137	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	25,935	25,935	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	108	108	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	16	16	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 1st QUARTERLY REPORT

Overall Standards-Nominal Voltages

07/2021- 09/2021

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%	1421	1-2 Time Each
400 / 230 V Rural	+/- 5%	1400	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2021- 09/2021

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 1st QUARTERLY REPORT

Overall Standards-Frequency

07/2021- 09/2021

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.	5530	1-2 Hrs	02 Hrs	877,168	305
Consumer other than industrial in urban areas	643	1-2 Hrs	02 Hrs	216,832	165
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (07.2021- to 09.2021)			0	0
Supply to Schools and Hospital	662	1-2 Hrs	02 Hrs	1443	15
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 1st QUARTERLY REPORT

Overall Standards-Safety

07/2021- 09/2021

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	04 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	02 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	05 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 1st QUARTERLY REPORT

Consumer Formal Complaints Report

07/2021- 09/2021

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	1888	1252	162	222	2 Hour	4 Hour
Reliability of Supply	7222	80018	130	35	2 Hour	4 Hour
Planed interruptions	64	1785	25	102	2 Hour	6 Hour
Supply Voltage level	760	1067	160	322	2 Hour	4 Hour
New Connection	674	786	210	396	168 Hour (1 Week)	Subject to availibility of material
Safety	132	46	0	87	4 Hour	6 Hour
Other	1014	263	0	85	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 1st QUARTERLY REPORT

System Performance

07/2021- 09/2021

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	3482.09	24	0.69
66 KV	312.46	0	0.00
33 KV	44	2	4.55
11 KV	26318	50791	1.93
400 / 230 V	27727	87,405	3.15