

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2017- 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	372	105	58	66	237	477	0	30	0	44	0	8	0	64	0	140	0	543	18793	2.32	80.31
2	Rawalpindi	54	73	220	16	14	2	4	235	0	30	0	44	0	8	0	64	0	140	0	237	1740	3.25	23.84
3	Attock	18	18	34	24	15	8	32	53	0	30	0	44	0	8	0	64	0	140	0	66	2950	3.67	163.89
4	Jhelum	6	6	37	1	2	5	19	38	0	30	0	44	0	8	0	64	0	140	0	43	1371	7.2	229
5	Chakwal	10	10	0	24	53	0	0	24	0	30	0	44	0	8	0	64	0	140	0	24	3180	2.40	318.0
IESCO TOTAL		257	341	663	170	142	81	292	827	0	30	0	44	0	8	0	64	0	140	0	913	28034	2.68	82.21

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2017- 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 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	205	408412	1602	241	354	230	432	1843	0	60/80	0	88/175	0	16	106369	80/96	38794	275/300	0	2073	51966	0.01	0.13
2	Rawalpindi	224	883439	7125	923	231	168	504	8048	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	8216	65460	0.0093	0.07
3	Attock	109	516349	950	1299	600	23	46	2249	0	60/80	44044	88/175	0	16	0	80/96	0	275/300	0	2272	41594	0.004	0.08
4	Jhelum	55	341394	2666	202	224	112	333	2868	0	60/80	0	88/175	0	16	63550	80/96	38803	275/300	76615	2980	41421	0.01	0.12
5	Chakwal	69	473539	5981	427	876	165	316	6408	0	60/80	0	88/175	0	16	17828	80/96	0	275/300	22075	6573	89445	0.01	0.19
IESCO TOTAL		662	2623133	18324	3092	2285	698	1631	21416	0	60/80	44044	88/175	0	16	187747	80/96	77597	275/300	98690	22114	289886	0.01	0.11

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****04/2017- 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)	5	5	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	827	827	-	-	-
400 / 230 V	21,416	8,999	-	12,417	-
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	1	11	1	
400 / 230 V Urban	15	34926	22	0	
400 / 230 V Rural	20	9118	175 (distribution company), 240 for KESC	0	

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****04/2017- 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	9	0
132 KV	4	0	9	0
66 KV	4	0	9	0
33 KV	8	0	16	0
11 KV	8	0	16	0
400 / 230 V Urban	16	0	20	8383
400 / 230 V Rural	16	187747	24	69214

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

04/2017- 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	1	0
33 / 11 KV	35	0
400 / 230 V Urban	68	0
400 / 230 V Rural	75	98,690

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****04/2017- 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 **	<u>SAIFI</u> <u>(OS1)</u> <u>(4) = (3) / (2)</u>	Aggregate sum of all consumers Power Supply Interruption Duration in Minutes ***	<u>SAIDI</u> <u>(OS2)</u> <u>(6) = (5) / (2)</u>
1	2	3	4	5	6
220 KV	0	0	0	0	0
132 KV	24	5	0.21	75	3.13
66 KV	1	1	1	27	27
33 KV	0	0	0	0	0
11 KV	341	913	2.68	28034	82
400 / 230 V	2623133	22,114	0.01	289886	0.11
TOTAL IESCO GENERAL CONSUMERS	2,623,474	23,027	0.01	317920	0.12

* 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 4th QUARTERLY REPORT
Guaranteed Standards – Time Frame for New Connections *

04/2017- 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	12,683	12,683	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	12,851	12,851	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	174	174	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	43	43	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 4th QUARTERLY REPORT
Overall Standards-Nominal Voltages

04/2017- 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%	4	1-2 Time Each
400 / 230 V Urban	+/- 5%	932	1-2 Time Each
400 / 230 V Rural	+/- 5%	820	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Overall Standards-Frequency

04/2017- 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 4th QUARTERLY REPORT**Overall Standards-Frequency****04/2017- 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.	106665	4-6 Hrs	08 Hrs	1300017	366
Consumer other than industrial in urban areas	193051	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	14253	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 4th QUARTERLY REPORT**Overall Standards-Safety****04/2017- 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	02 No. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	03 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	05 No. (Fatal Accidents)	-	-
Electrical incident injuring member of the public involving distribution company's plant or equipment	03 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 4th QUARTERLY REPORT**Consumer Formal Complaints Report****04/2017- 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	637	2070	13	1973	2 Hour	4 Hour
Reliability of Supply	938	2085	145	1834	2 Hour	4 Hour
Planed interruptions	376	1021	5	142	2 Hour	6 Hour
Supply Voltage level	666	404	3	451	2 Hour	4 Hour
New Connection	2712	1070	18	854	168 Hour (1 Week)	Subject to availability of material
Safety	49	28	0	45	4 Hour	6 Hour
Other	136	90	0	22	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT
System Performance**04/2017- 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	37	1.28
66 KV	581	2	0.34
33 KV	69	2	2.90
11 KV	24833	23441	94
400 / 230 V	26499	29,619	112