ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2020- 12/2020)

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	171	237	388	78	50	72	439	466	0	7.5	3	11	0	2	1	16	0	35	2	538	30504	2.27	128.71
2	Rawalpindi City	25	51	132	20	2	0	0	152	0	7.5	0	11	0	2	0	16	0	35	0	152	516	2.98	10.12
3	Rawalpindi Cantt	43	57	195	15	4	0	0	210	0	7.5	0	11	0	2	0	16	0	35	0	210	825	3.68	14.47
4	Attock	20	20	22	0	0	0	0	22	0	7.5	0	11	0	2	0	16	0	35	0	22	66	1.10	3.30
5	Jhelum	7	7	48	2	8	25	111	50	0	7.5	0	11	0	2	1	16	1	35	0	75	7244	10.7	1035
6	Chakwal	11	11	62	8	23	0	0	70	0	7.5	0	11	0	2	0	16	0	35	0	70	1566	6.36	142.36
IESCO TOTAL		277	383	847	123	87	97	550	970	0	7.5	3	11	0	2	2	16	1	35	2	1067	40721	2.79	106.32

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 2nd Quarterly Performance Report - - - - - (10/2020- 12/2020)

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	221	455449	2985	256	81	1016	4811	3241	0	15/20	0	22/44	0	4	142883	20/24	142883	69/75	0	4257	302475	0.01	0.66
2	Rawalpindi City	120	544911	2333	260	68	465	1674	2593	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	3058	111489	0.01	0.20
3	Rawalpindi Cantt	151	582634	6857	691	324	693	2029	7548	0	15/21	0	22/45	0	4	0	20/25	0	69/76	107749	8241	161728	0.01	0.28
4	Attock	130	652215	3682	900	206	1393	6153	4582	0	15/20	629703	22/44	0	4	650679	20/24	606194	69/75	0	5975	392586	0.009	0.60
5	Jhelum	63	396064	2905	188	199	1351	5548	3093	0	15/20	0	22/44	0	4	394027	20/24	394027	69/75	79425	4444	353550	0.01	0.89
6	Chakwal	83	514637	4538	306	626	1139	5427	4844	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	5983	376794	0.01	0.73
IESCO TOTAL		768	3145910	23300	2601	1504	6057	25641	25901	0	15/20	629703	22/44	0	4	1187589	20/24	1143104	69/75	187174	31958	1698622	0.01	0.54

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

10/2020- 12/2020

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)	3	2	-	-	-
66 KV (01 No GSS)	-	-	-	-	-
33 KV	-	-	-	-	-
11 KV	970	970	-	-	-
400 / 230 V	25,901	12,101	-	13,800	-

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	3	11	0
400 / 230 V Urban	15	239342	22	0
400 / 230 V Rural	20	390361	44 (distribution company), 60 for KESC	0

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

10/2020- 12/2020

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	2	16	1
400 / 230 V Urban	4	532182	20	509295
400 / 230 V Rural	4	655407	24	633809

Form-3

[See rule 7(3)-(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

10/2020- 12/2020

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	2
400 / 230 V Urban	68	122,965
400 / 230 V Rural	75	64,209

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards - Average Power Supply Interruption.

(Without Load Shedding) **10/2020- 12/2020**

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	26	3	0.12	10	0.38
66 KV	1	0	0	0	0
33 KV	0	0	0	0	0
11 KV	383	1067	2.79	40721	106.32
400 / 230 V	3145910	31,958	0.01	1698622	0.54
TOTAL IESCO GENERAL CONSUMERS	**3,146,293**	**33,025**	**0.01**	**1739343**	**0.55**

* 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 2nd QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

10/2020- 12/2020

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	19,914	19,914	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	20,089	20,089	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	100	100	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	20	20	0
Voltage level 11KV or 33KV and load above 500KW but not exceeding 5000 KW	106	3	1	2
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

10/2020- 12/2020

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%	924	1-2 Time Each
400 / 230 V Rural	+/- 5%	696	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2020- 12/2020

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 2nd QUARTERLY REPORT

Overall Standards-Frequency

10/2020- 12/2020

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.	882	1-2 Hrs	02 Hrs	616,779	115
Consumer other than industrial in urban areas	65	1-2 Hrs	02 Hrs	117,186	15
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No indusrial Load Shedding (10.2020- to 12.2020) Total Indepaedent Consumer 10269			0	0
Supply to Schools and Hospital	15	1-2 Hrs	02 Hrs	249	3
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 2nd QUARTERLY REPORT

Overall Standards-Safety

10/2020- 12/2020

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.	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	01 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 2nd QUARTERLY REPORT

Consumer Formal Complaints Report

10/2020- 12/2020

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	496	522	34	98	2 Hour	4 Hour
Reliability of Supply	7205	86543	47	787	2 Hour	4 Hour
Planed interruptions	200	1039	15	115	2 Hour	6 Hour
Supply Voltage level	129	242	24	295	2 Hour	4 Hour
New Connection	422	595	46	436	168 Hour (1 Week)	Subject to availibility of material
Safety	97	70	0	99	4 Hour	6 Hour
Other	107	63	0	57	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE 2nd QUARTERLY REPORT

System Performance

10/2020- 12/2020

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	3030.14	0	0.00
66 KV	528.30	0	0.00
33 KV	69	0	0.00
11 KV	26,017	26,871	1.03
400 / 230 V	27,443	94,582	3.45