

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2019- 06/2019)
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	1273	146	76	16	41	1419	0	7.5	0	11	0	2	0	16	0	35	5	1435	10814	11.39	85.83
2	Rawalpindi	64	82	770	77	10	0	0	847	0	7.5	0	11	0	2	0	16	0	35	0	847	2910	10.33	35.49
3	Attock	18	18	129	45	42	0	0	174	0	7.5	0	11	0	2	0	16	0	35	0	174	2907	9.67	161.50
4	Jhelum	7	7	113	136	70	37	185	249	0	7.5	6	11	1	2	2	16	2	35	1	286	15626	40.9	2232
5	Chakwal	11	11	213	29	51	0	0	242	0	7.5	0	11	0	2	0	16	0	35	0	242	3699	22.00	336.3
IESCO TOTAL		216	244	2498	433	249	53	226	2931	0	7.5	6	11	1	2	2	16	2	35	6	2984	35956	12.23	147.36

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) 4th Quarterly Performance Report - - - - (04/2019- 06/2019)

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)	SAFI	SAIDI
1	Islamabad	207	450906	4710	684	222	139	694	5394	0	15/20	3991	22/44	0	4	0	20/24	0	69/75	27441	5533	69088	0.01	0.15
2	Rawalpindi	242	988697	12559	1878	83	398	2300	14437	0	15/20	0	22/44	0	4	0	20/24	0	69/75	345900	14835	180657	0.02	0.18
3	Attock	114	585109	5301	2989	720	69	188	8290	0	15/20	0	22/44	0	4	0	20/24	0	69/75	0	8359	70383	0.014	0.12
4	Jhelum	62	384054	4739	1445	1165	532	1520	6184	0	15/20	286434	22/44	42735	4	292939	20/24	187399	69/75	232482	6716	175304	0.02	0.46
5	Chakwal	76	529400	9338	973	1859	417	2169	10311	0	15/20	87449	22/44	87449	4	268619	20/24	268619	69/75	529400	10728	269694	0.02	0.51
IESCO TOTAL		701	2938166	36647	7969	4049	1555	6871	44616	0	15/20	377874	22/44	130184	4	561558	20/24	456018	69/75	1135223	46171	765125	0.02	0.26

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****04/2019- 06/2019**

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)	8	8	-	-	-
66 KV (01 No GSS)	1	1	-	-	-
33 KV	-	-	-	-	-
11 KV	2931	2931	-	-	-
400 / 230 V	44,616	18,776	-	25,840	-
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	6	11	1	
400 / 230 V Urban	15	114435	22	24572	
400 / 230 V Rural	20	263439	175 (distribution company), 240 for KESC	105612	

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****04/2019- 06/2019**

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	0	16	0
400 / 230 V Urban	16	140923	20	106065
400 / 230 V Rural	16	420635	24	349953

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****04/2019- 06/2019**

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	6
400 / 230 V Urban	68	383,111
400 / 230 V Rural	75	752,112

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****04/2019- 06/2019**

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	26	8	0.31	94	3.62
66 KV	1	1	1	23	23
33 KV	0	0	0	0	0
11 KV	244	2984	12.23	35956	147
400 / 230 V	2938166	46,171	0.02	765125	0.26
TOTAL IESCO GENERAL CONSUMERS	2,938,410	49,155	0.02	801081	0.27

* 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 *

04/2019- 06/2019

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	11,210	11,210	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	16,715	16,715	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	86	86	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	29	29	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

04/2019- 06/2019

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%	978	1-2 Time Each
400 / 230 V Rural	+/- 5%	620	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT

Overall Standards-Frequency

04/2019- 06/2019

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

04/2019- 06/2019

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.	4833	0-1 Hrs	01 Hrs	1,221,959	245
Consumer other than industrial in urban areas	710	0-1 Hrs	01 Hrs	1,254,222	224
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	No industrial Load Shedding (04.2019- to 06.2019)			8,830	82
Supply to Schools and Hospital	280	0-1 Hrs	01 Hrs	2260	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 4th QUARTERLY REPORT
Overall Standards-Safety

04/2019- 06/2019

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	03 No (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	-	-	-
Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days.	02 No (Non-Fatal)	15 days	20 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	06 No. (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	01 No (Non-Fatal)	-	-
Safety reports received on toll free telephone number	-	-	-

Form-10

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT**Consumer Formal Complaints Report****04/2019- 06/2019**

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	487	604	30	573	2 Hour	4 Hour
Reliability of Supply	12819	107183	40	1009	2 Hour	4 Hour
Planned interruptions	291	975	8	102	2 Hour	6 Hour
Supply Voltage level	241	182	9	221	2 Hour	4 Hour
New Connection	687	775	10	435	168 Hour (1 Week)	Subject to availability of material
Safety	63	50	0	92	4 Hour	6 Hour
Other	97	100	0	47	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE 4th QUARTERLY REPORT
System Performance

04/2019- 06/2019

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	23	0.79
66 KV	581	2	0
33 KV	69	0	0
11 KV	25456	48220	189
400 / 230 V	27041	121,051	448