

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - (4/2016 - 6/2016)
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	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 Agt limit (GS3)	Max PMT No. of planned interruptions (GS4)	No. of consumers who exceeded limit of Agt planned interruption (GS4)	Max PMT Agrt 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	168	233	714	112	111	119	564	826	0	30	0	44	0	8	0	64	0	140	0	945	42646	4.12	187.04
2	Rawalpindi	54	80	229	29	40	2	4	258	0	30	0	44	0	8	0	64	0	140	0	260	3309	3.25	41.36
3	Attock	18	18	32	40	19	7	14	72	0	30	0	44	0	8	0	64	0	140	0	79	2088	4.39	116.00
4	Jhelum	5	5	0	0	0	1	4	0	0	30	0	44	0	8	0	64	0	140	0	1	240	0.20	48.00
5	Chakwal	11	11	6	0	0	0	0	6	0	30	0	44	0	8	0	64	0	140	0	6	18	0.55	1.64
IESCO TOTAL		256	347	981	181	170	129	586	1162	0	30	0	44	0	8	0	64	0	140	0	1291	48301	3.72	139.19

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - (4/2016 - 6/2016) Performance Data 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 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	203	386344	1948	185	302	542	1084	2133	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2675	89007	0.01	0.23
2	Rawalpindi	218	847517	6476	859	1214	341	685	7335	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	7676	133350	0.01	0.16
3	Attock	105	490131	708	1017	460	105	210	1725	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	1830	42324	0.004	0.09
4	Jhelum	55	332033	0	2276	341	227	701	2276	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2503	62529	0.01	0.19
5	Chakwal	66	456810	4132	391	724	205	769	4523	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	4728	101976	0.01	0.22
IESCO TOTAL		647	2512835	13264	4728	3041	1420	3449	17992	0	60/80	0	88/175	0	0	0	80/96	0	275/300	0	19412	429186	0.01	0.17

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Guaranteed Standards-Unplanned Power Supply Interruptions****04/2016-06/2016**

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 (23 No GSS)	6	6	-	-	-
66 KV (01 No GSS)	2	2	-	-	-
33 KV	-	-	-	-	-
11 KV	1162	1162	-	-	-
400 / 230 V	17,992	7,848	-	10,144	-
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	-	
400 / 230 V Urban	15	0	22	0	
400 / 230 V Rural	20	0	175 (distribution company), 240 for KESC	0	

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)****04/2016-06/2016**

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	-	9	-
132 KV	1	-	9	-
66 KV	1	-	9	-
33 KV	2	-	16	-
11 KV	2	0	16	0
400 / 230 V Urban	4	0	20	0
400 / 230 V Rural	4	0	24	0

Form-3

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions****04/2016-06/2016**

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	-
33 / 11 KV	35	-
400 / 230 V Urban	68	0
400 / 230 V Rural	75	0

Form -4

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Overall Standards - Average Power Supply Interruption.****(Without Load Shedding)****04/2016-06/2016**

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	-	-	-	-	-
132 KV	23	6	0.26	87	3.8
66 KV	1	2	2	85	85
33 KV	-	-	-	-	-
11 KV	347	1291	3.72	48301	139
400 / 230 V	2512835	19412	0.01	429186	0.17
TOTAL IESCO GENERAL CONSUMERS	2513182	20703	0.01	477487	0.19

* 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 QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

04/2016-06/2016

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	13,198	13,198	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	11,750	11,750	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	64	64	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	51	51	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 QUARTERLY REPORT

Overall Standards-Nominal Voltages

04/2016-06/2016

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%	2	1-2 Time Each
400 / 230 V Urban	+/- 5%	572	1-2 Time Each
400 / 230 V Rural	+/- 5%	852	1-2 Time Each

Form-7

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Frequency

04/2016-06/2016

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 QUARTERLY REPORT

Overall Standards-Frequency

04/2016-06/2016

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
Consumer in Rural areas.	138032	5-7 Hrs	08 Hrs	1245565	201 (MW)
Consumer other than industrial in urban areas	205698	4-5 Hrs	06 Hrs	1,233,359	245 (MW)
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	Mandatory load reduction / Load Management as per MOWP instructions (9 Hrs, during Ramazan-2016 i.e 06.06.2016 to 10.07.2016 from 1830 to 0.330 Hrs)			10,210	190-210 (MW)
Supply to Schools and Hospital	21408	4-5 Hrs	06 Hrs	2462	23 (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.	512	04 Hour	06 Hrs	33	9 (MW)

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 QUARTERLY REPORT
Overall Standards-Safety

04/2016-06/2016

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	01 Nos. (Fatal Accidents)	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	07 Nos. (Non Fatal Accidents)	10 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	03 No Fatal Accidents & 01 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	-	-	-

Form-10

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT**Consumer Formal Complaints Report****04/2016-06/2016**

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	712	1736	15	2806	2 Hour	4 Hour
Reliability of Supply	985	1662	33	1738	2 Hour	4 Hour
Planned interruptions	339	990	6	211	2 Hour	6 Hour
Supply Voltage level	558	313	3	361	2 Hour	4 Hour
New Connection	3439	911	15	1089	168 Hour (1 Week)	Subject to availability of material
Safety	63	36	0	58	4 Hour	6 Hour
Other	162	114	0	16	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT
System Performance**04/2016-06/2016**

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	37	1
66 KV	581	6	1
33 KV	153	14	9
11 KV	24607	9642	39
400 / 230 V	26286	120,368	458