ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - (01/2016 - 03/2016)

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	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	165	228	570	97	110	104	521	667	0	30	0	44	0	8	0	64	0	140	0	771	37862	3.38	166.06
2	Rawalpindi	52	83	158	29	40	2	4	187	0	30	0	44	0	8	0	64	0	140	0	189	3084	2.28	37.16
3	Attock	18	18	26	31	15	7	28	57	0	30	0	44	0	8	0	64	0	140	0	64	2670	3.56	148.33
4	Jhelum	5	5	0	2	0	3	14	2	0	30	0	44	0	8	0	64	0	140	0	5	858	1.00	171.60
5	Chakwal	11	11	9	7	14	0	0	16	0	30	0	44	0	8	0	64	0	140	0	16	867	1.45	78.82
IESCO TOTAL		**251**	**345**	**763**	**166**	**179**	**116**	**567**	**929**	**0**	**30**	**0**	**44**	**0**	**8**	**0**	**64**	**0**	**140**	**0**	**1045**	**45341**	**3.03**	**131.42**

ISLAMABAD ELECTRIC SUPPLY COMPANY

Performance Standard (Distribution) Quarterly Performance Report - - - - - (01/2016 - 03/2016)

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	200	380829	1493	171	231	562	1124	1664	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	2226	81399	0.01	0.21
2	Rawalpindi	217	830599	4224	374	521	341	685	4598	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	4939	85056	0.01	0.10
3	Attock	104	488916	732	1086	485	104	416	1818	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	1922	56244	0.05	0.12
4	Jhelum	55	329905	0	1585	238	266	954	1585	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	1851	71505	0.01	0.22
5	Chakwal	64	452853	2270	195	369	555	2146	2465	0	60/80	0	88/175	0	16	0	80/96	0	275/300	0	3020	157710	0.01	0.35
IESCO TOTAL		**640**	**2483102**	**8719**	**3411**	**1844**	**1828**	**5325**	**12130**	**0**	**60/80**	**0**	**88/175**	**0**	**16**	**0**	**80/96**	**0**	**275/300**	**0**	**13958**	**451914**	**0.01**	**0.18**

Form-1

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards-Unplanned Power Supply Interruptions

01/2016-03/2016

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 (21 No GSS)	48	-	-	-	-
66 KV (01 No GSS)	6	-	-	-	-
33 KV	-	-	-	-	-
11 KV	929	929	-	-	-
400 / 230 V	12,130	5,625	-	6,505	-

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

Form-2

[See rule 7(3) (b)]

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Guaranteed Standards Planned Power Supply Interruptions (Without Load Shedding)

01/2016-03/2016

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	-	-	-	-
132 KV	4	-	32	-
66 KV	4	-	32	-
33 KV	4	-	64	-
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

01/2016-03/2016

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) **01/2016-03/2016**

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	-	-	-	-	-
132 KV	22	2	0.09	5	0.2
66 KV	1	2	2	85	85
33 KV	-	-	-	-	-
11 KV	345	1045	3.03	45341	131
400 / 230 V	2483102	13,958	0.01	451914	0.18
TOTAL IESCO GENERAL CONSUMERS	2483447	15,003	0.01	497255	0.20

* 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 QUARTERLY REPORT

Guaranteed Standards – Time Frame for New Connections *

01/2016-03/2016

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	15,642	15,642	0
Voltage level upto 400 V and load upto 15 KW (Rural)	30	17,984	17,984	0
Voltage level upto 400 V and load above 15 KW but not exceeding 70 KW	53	78	78	0
Voltage level upto 400 V and load above 15 KW but not exceeding 500 KW	73	61	61	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

01/2016-03/2016

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%	618	1-2 Time Each
400 / 230 V Rural	+/- 5%	851	1-2 Time Each

Form-7

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

Overall Standards-Frequency

01/2016-03/2016

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

01/2016-03/2016

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 group
Consumer in Rural areas.	121619	5-7 Hrs	08 Hrs	1255541	205 (MW)
Consumer other than industrial in urban areas	194464	4-6 Hrs	06 Hrs	1,214,259	245 (MW)
Agricultural consumers where there is dedicated Supply	0	0	0	0	0
Industrial consumers	0	0	0	0	255 (MW)
Supply to Schools and Hospital	18153	4-6 Hrs	06 Hrs	2445	25 (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.	495	04 Hour	06 Hrs	33	12 (MW)
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 QUARTERLY REPORT

Overall Standards-Safety

01/2016-03/2016

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.	05 Nos. (Non Fatal Accidents)		
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 & 07 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

01/2016-03/2016

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	677	2060	12	2765	2 Hour	4 Hour
Reliability of Supply	841	1699	72	1763	2 Hour	4 Hour
Planed interruptions	290	943	5	183	2 Hour	6 Hour
Supply Voltage level	570	427	4	384	2 Hour	4 Hour
New Connection	3328	1029	10	1103	168 Hour (1 Week)	Subject to availibility of material
Safety	62	48	0	51	4 Hour	6 Hour
Other	129	91	0	23	2-4 Hour	8 Hour

Form-11

[See rule 7(3)(b)

CONSUMER SERVICE AND SYSTEM PERFORMANCE QUARTERLY REPORT

System Performance

01/2016-03/2016

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	2497	31	1
66 KV	581	2	0
33 KV	153	11	7
11 KV	24575	2745	11
400 / 230 V	26245	30,969	118