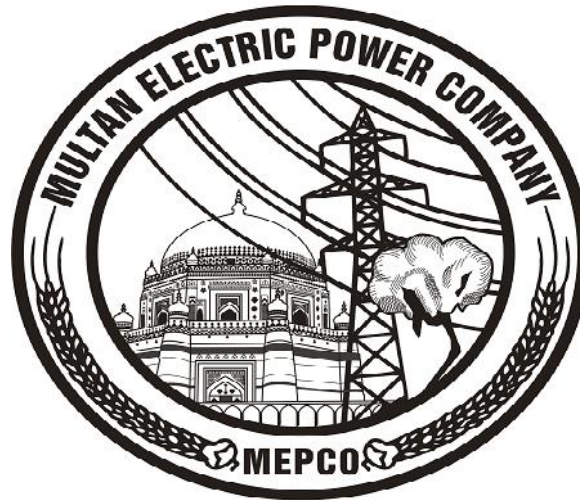


MEPCO (WAPDA) MULTAN



PERFORMANCE STANDARD (DISTRIBUTION) QUARTERLY PERFORMANCE REPORT FOR 1ST QUARTER 2015-16

Form-1

CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-2016 (1st Quarter 07/2015 to 09/2015)

Guaranteed Standards Un-Planned Power Supply Interruptions

Sheet 1

2015-2016 (1st Quarter 07/2015 to 09/2015)

Consumer Supply Voltage	Total Number of unplanned consumer Power Supply Interruptions	Number of Unplanned Consumer Power Supply Interruptions (GSIU)		Number of Unplanned Consumer Power Supply Interruptions (GSIR)		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 Power Supply Interruption aggregate duration (Hours) for each individual consumer per quarter (GS3)	Number of consumer whose aggregate Planned Power Supply Interruption duration exceeded the Maximum limit of
		Restored within 10 Hrs	Extend Beyond 10 Hrs	Restored within 16 Hrs	Extend Beyond 16 Hrs				
220 KV	-	-	-	-	-	1.5	-	6.5	-
132 KV	-	-	-	-	-	1.5	-	6.5	-
66 KV	-	-	-	-	-	1.5	-	6.5	-
33 KV	-	-	-	-	-	8	-	11	-
11 KV	1034	-	-	1034	-	8	46	11	0
400/230 V Urban	72395425	72395425	-	-	-	15	1234543	22	931299
400/230 V Rural	248888739	-	248888739	-	-	20	2845960	44	2596488

Form-2
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-2016 (1st Quarter 07/2015 to 09/2015)
Guaranteed Standards Un-Planned Power Supply Interruptions
Sheet 2

2015-2016 (1st Quarter 07/2015 to 09/2015)

Consumer Supply Voltage	Maximum Permitted Number of Planned Power Supply Interruptions for each Individual Consumer per Quarter (GS4)	Number of Consumers whose number of Planned Power Supply Interruptions exceeded the maximum limit of (GS4)	Maximum Power Supply Interruption aggregate duration (Hours) for each individual consumer per Quarter (GS5)	Number of consumer 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	-	9	-
11 KV	2	18	9	0
400/230 V Urban	4	176968	20	160440
400/230 V Rural	4	714892	24	442066

Form-3
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-2016 (1st Quarter 07/2015 to 09/2015)
Guaranteed Standards Un-Planned Power Supply Interruptions
Sheet 3

2015-2016 (1st Quarter 07/2015 to 09/2015)

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	1
400/230 V Urban	69	0
400/230 V Rural	75	49934

Form-4
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-2016 (1st Quarter 07/2015 to 09/2015)
Over all Standards - Average Power Supply Interruptions
Sheet 4

2015-2016 (1st Quarter 07/2015 to 09/2015)

Consumer Supply Voltage	Total number of consumer served by the distribution company in a year	Total number of consumer Power Supply Interruption**	SAIFI (OSI) (4) = (3) / (2)	Aggregate Sum of all consumer Power of Supply Interruption Duration in Minutes***	SAIDI (OS2) (6) =(5)/(2)
220 KV	1	-	0	-	0
132 KV	7	-	0	-	0
66 KV	-	-	0	-	0
33 KV	-	-	0	-	0
11 KV	196	1148	6	30234	154
400/230 V	5030751	331669830	66	28894847897	5744

Form-5
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-2016 (1st Quarter 07/2015 to 09/2015)
Guaranteed Standards - Time Frame for New Connections

Eligible Consumer's New Power Supply Connection requirements Voltage and Load level Specific	Maximum* Time Period for Provision of new Connection (Calendar Days) (Overall Standard-3 (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 with in maximum permitted time period of OS3	Total Number eligible consumers who applied for a new connection but did not receive connection within the maximum permitted time period of OS3	Remarks
Voltage level upto 400 V and load upto 15 KW (Urban)	30	28116	25024	3092	1- Non Availability of Material. 2- Non Verification of Test Report 3- Civil Suite
Voltage level upto 400 V and load upto 15 KW (Rural)	45	33935	32239	1696	
Voltage level upto 400 V and load upto 15 KW but not exceeding 70 KW	53	460	437	23	
Voltage level upto 400 V and load above 70 KW but not exceeding 500 KW	73	84	80	4	
Voltage level upto 11 KV or 33 KV and load above 500 KW but not exceeding 5000 KW	106	0	0	0	
Voltage level 166 KV and above for all load	496	0	0	0	

Form-6

CONSUMER SERVICES AND SYSTEM PERFORMANCE Annual REPORT FOR 2015-16 (1st Quarter 07/2015 to 09/2015)

Overall Standards - Nominal Voltages

Sheet 6

Consumer Supply Voltage (OS4)	Maximum permitted voltage level deviations	Number of consumers who requested their power supply voltage level to be checked	Number of times where a remedial action followed a consumer request about 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%	-	-
400/230 V Rural	+/- 5%	-	-

Form-7

CONSUMER SERVICES AND SYSTEM PERFORMANCE Annual REPORT FOR 2015-16 (1st Quarter 07/2015 to 09/2015)

Overall Standards - Frequency Sheet 7

Consumer Frequency	Maximum permitted frequency deviation	Total Number of consumers who requested their frequency level to be checked	Total Number of times where a remedial action followed a consumer request about his frequency level check
50 Hertz	+ 1%	-	-

Form-8

CONSUMER SERVICES AND SYSTEM PERFORMANCE Annual REPORT FOR 2015-16 (1st Quarter 07/2015 to 09/2015)

Overall Standards - Load Shedding

Priority Group of Consumers	Number of Instances of actuation of load shedding (OS6)	Average duration of Load Shedding Period (Hours)	Maximum duration of load shedding period (Hours)	Number of consumers effected in each priority group	Load (MW) interrupted due to load shedding in each priority group
Consumers in Rural areas, and residential consumers in Urban areas	Urban- 6 Times Rural- 6 Times	Urban- 6 Hrs Rural- 8 Hrs	2-3 Hrs	3.81 Million	1964 MW (Appr)
Consumers other than Industrial in Urban areas	Urban- 6 Times	Urban- 6 Hrs	2 Hrs	0.43 Million	290 MW (Appr)
Agricultural consumers where there is dedicated supply	-	-	-	-	-
Industrial Consumers	Independent- 1 Time Mix Feeder- 2 Time	Independent- 4 Hrs Mix Feeder- 4 Hrs	4 Hrs	0.007 Million	364 MW (Appr)
Supply to Schools and Hospitals	Urban- 6 Times Rural- 6 Times	Urban- 6 Hrs Rural- 8 Hrs	4 Hrs	0.01 Million	20 MW (Appr)
Defense / Strategic installation	Exempted from Load Shedding			26 No. Feeders	18 MW (Appr)

Form-9

CONSUMER SERVICES AND SYSTEM PERFORMANCE Annual REPORT FOR 2015-16 (1st Quarter 07/2015 to 09/2015)

Overall Standards - Safety

Type of Incident	Number of Electrical Incidents	Average duration of Absence from Work	Longest duration of absesce from work
Electrical Incident resulting in death	3	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more	2	-	-
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 public	3	-	-
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	NIL	-	-

CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-16 (1st Quarter 07/2015 to 09/2015)

Consumer Formal Complaints Report

Sheet 10

2014-2015 (1st Quarter 07/2015 to 09/2015)

Nature of Complaint	Received in Person	Received by Telephone	Received Electronically	Received in writing	Average Time in Hrs to resolve a complaint	Longest Time in Hrs to resolve a Complaint
Price of Electricity	3690	445	0	120	01 to 02	3 to 3
Reliability of Supply	2835	4865	0	216	01 to 02	3 to 4
Planned Interruptions	103	341	0	11	1.2 to 2.25	3 to 4
Supply Voltage Level	402	623	0	136	1.2 to 2.12	2 to 4
New Connection	2215	93	0	93	10 to 25	20 to 38
Safety	23	19	0	36	01 to 02	1
Other	2274	793	0	185	01 to 02	1 to 3.25

Form-11
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2015-16 (1st Quarter 07/2015 to 09/2015)
System Performance
Sheet 11

2014-2015 (1st Quarter 07/2015 to 09/2015)

System Voltage	Total Length of Distribution System in Service (KM)	Total Number of Distribution System fault	Faults/KM of distribution system
220 KV (if applicable)	-	-	-
132 KV	5.5	-	-
66 KV	-	-	-
33 KV	-	-	-
11 KV	1085	1076	0.99
400/230 V	46909	49311	1.05