

MEPCO (WAPDA) MULTAN



**PERFORMANCE STANDARD (DISTRIBUTION)
QUARTERLY PERFORMANCE REPORT
FOR 2nd QUARTER 2015-16**

Form-1
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
Guaranteed Standards Un-Planned Power Supply Interruptions
Sheet 1

2nd Quarter 2015-2016

Consumer Supply Voltage	Total Number of unplanned consumer Power Supply Interruptions	Number of Unplanned		Number of Unplanned		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 (GS3)
		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	679	-	-	679	-	8	23	11	0
400/230 V Urban	37352519	37352519	-	-	-	15	909469	22	430243
400/230 V Rural	160456304	-	160456304	-	-	20	2559704	44	2023219

Form-2
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
Guaranteed Standards Un-Planned Power Supply Interruptions
Sheet 2

2nd Quarter 2015-2016

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	-	16	-
11 KV	2	24	16	0
400/230 V Urban	4	427748	20	408920
400/230 V Rural	4	1161477	24	848747

Form-3
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
Guaranteed Standards Un-Planned Power Supply Interruptions
Sheet 3

2nd Quarter 2015-2016

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	0
400/230 V Urban	69	0
400/230 V Rural	75	7850

68.75

Form-4
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
Over all Standards - Average Power Supply Interruptions
Sheet 4

2nd Quarter 2015-2016

Consumer Supply Voltage	Total number of consumer served by the distribution company in a Quarter	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	202	844	4	41710	206
400/230 V	5094336	214630559	42	20330529788	3991

Form-5
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
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 (Clandar 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	27292	25433	1859	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	33094	31785	1309	
Voltage level upto 400 V and load upto 15 KW but not exceeding 70 KW	53	516	501	15	
Voltage level upto 400 V and load above 70 KW but not exceeding 500 KW	73	87	83	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 Quarterly REPORT for 2nd Quarter 2015-16

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 Quarterly REPORT for 2nd Quarter 2015-16

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 Quarterly REPORT for 2nd Quarter 2015-16 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-5 Times Rural-6 Times	Urban-5 Hrs Rural-6 Hrs	2 Hrs	3.81 Million	1770 MW (Appr)
Consumers other than Industrial in Urban areas	Urban-5 Times	Urban-6 Hrs	2 Hrs	0.43 Million	270 MW (Appr)
Agricultural consumers where there is dedicated supply
Industrial Consumers	Independent- 0 Times Mix Feeders-0 Times	Independent-0 Hrs Mix Feeders-0 Hrs	0.007 Million	325 MW (Appr)
Supply to Schools and Hospitals	Urban-5 Times Rural-6 Times	Urban-5 Hrs Rural-6 Hrs	2 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 Quarterly REPORT for 2nd Quarter 2015-16 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	1	-	-
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more	3	-	-
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	1	-	-
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 2nd Quarter 2015-2016
Consumer Formal Complaints Report
Sheet 10

2nd Quarter 2015-2016

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	3430	465	-	115	01 to 02	3 to 3
Reliability of Supply	2910	4650	-	225	01 to 02	3 to 4
Planned Interruptions	86	360	-	8	1.2 to 2.27	3 to 4
Supply Voltage Level	410	605	-	151	1.2 to 2.30	2 to 4
New Connection	1950	102	-	85	10 to 24	20 to 38
Safety	20	18	-	40	01 to 02	1
Other	2310	730	-	179	01 to 02	1 to 3.20

Form-11
CONSUMER SERVICES AND SYSTEM PERFORMANCE FOR 2nd Quarter 2015-2016
System Performance
Sheet 11

2nd Quarter 2015-2016

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	1089	782	0.72
400/230 V	47010	31578	0.67