CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards - Unplanned Power Supply Interruptions

SHEET - 1

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Consumer Supply Voltage	Total number of Unplanned Consumer Power Supply Interruptions	Number of urban Unplanned Consumer Power Supply Interruptions (GS1U)		Number of rural Unplanned Consumer Power Supply Interruptions (GS1R)	
		Restored within 10 hrs.	Extending beyond 10 hrs.	Restored within 16 hrs.	Extending beyond 16 hrs.
220 kV	-	-	-	-	-
132 kV	7	6	1	0	0
66 kV	-	-	-	-	-
33 kV	-	-	-	-	-
11 kV	1014	977	0	37	0
400/230 V	190630487	82871353	0	107759134	0

Consumer Supply Voltage	Maximum permitted number of Unplanned Power Supply Interruptions for each individual consumer per annum (GS2)	Number of consumers whose number of Unplanned Power Supply Interruptions exceeded the maximum limit of GS2	Maximum permitted Aggregate duration of Unplanned Interruptions for each individual consumer per annum. (hours) (GS3)	Number of consumers whose aggregate Unplanned Power Supply Interruption time exceeded the maximum limit of GS3
220 kV	6	-	26	-
132 kV	6	-	26	-
66 kV	6	-	26	-
33 kV	30	-	44	-
11 kV	30	-	44	-
400/230 V Urban	60	-	88	-
400/230 V Rural	80	-	175 (Dist Co) 240 (KESC)	-

Annexure-I

[See rule 7(3) (b)]

FORM - 2

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards - Planned Power Supply Interruptions

SHEET - 2

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Consumer Supply Voltage	Maximum permitted number of Planned Power Supply Interruptions for each individual consumer per annum (GS4)	Number of consumer whose Planned Power Supply Interruptions exceeded the maximum limit of (GS4)	Maximum Power Supply Interruption aggregate duration (Hours) for each individual consumer per annum (GS5)	Number of consumers whose aggregate Planned Power Supply Interruption duration exceeded the maximum limit of GS5
220 kV	4	-	36	-
132 kV	4	-	36	-
66 kV	4	-	36	-
33 kV	8	-	64	-
11 kV	8	-	64	-
400/230 V Urban	16	-	80	-
400/230 V Rural	16	-	96	-

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

FORM - 3

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards - Unplanned Short Duration Power Supply Interruptions

SHEET - 3

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Consumer Supply Voltage	Maximum permitted number of short duration Power Supply Interruptions for each individual consumer per annum (GS6)	Number of consumer whose Planned Power Supply Interruptions exceeded the maximum limit of (GS6)
132 / 66 kV	4	-
33 / 11 kV	140	-
400 / 230 V Urban	275	-
400/230 V Rural	300	-

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

FORM - 4

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Average Power Supply Interruption*

SHEET - 4

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Consumer Supply Voltage	Total number of consumers served by the distribution company in a given year	Total annual number of consumer Power Supply Interruptions**	SAIFI (OS1) (4) = (3) / (2)	Aggregate Sum of all Consumer Power Supply Interruption Duration in Minutes***	SAIDI (OS2) (6) = (5) / (2)
(1)	(2)	(3)	(4)	(5)	(6)
220 kV	0	0	0	0	0
132 kV	8	7	0.875	1862	232.75
66 kV	0	0	0	0	0
33 kV	0	0	0	0	0
11 kV	55	1014	18	6074	110
400/230 V	1115660	190630487	171	12243569700	10974

*** 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 Licensee's System.**

**** Total annual number of consumers power supply interruptions shall be computed by summating the total number of consumers affected by each and every power supply interruption for all the power supply interruptions in a given year.**

***** Aggregate sum of all consumer power supply interruption durations in minutes shall be computed by summating, for each and every power supply interruption, the product of total number of consumers affected by power supply interruption and the duration of such power supply interruption in minutes.**

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

FORM - 5
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Guaranteed Standards - Time Frame for New Connections *
SHEET - 5
ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Eligible consumer's new power supply connection requirements (voltage and load level specific)	Time limit for issuance of Demand Notice after receipt of application	Total number of consumer who applied for new connection	Total number of eligible consumers who applied for a new connection and demand notices were issued within the maximum permitted time period as modification in Rule 4@ on 13.05.2011	Total number of eligible consumers who applied for a new connection and demand notices were not issued within the maximum permitted time period as modification in Rule 4@ on 13.05.2011	Time limit for provision of connection after payment of demand notice	Total Number of Eligible Consumers who paid the demand notice for new connections.	Total number of eligible consumers who paid the demand notice for new connection and were connected within the maximum permitted time period of OS3	Total number of eligible consumers who applied for new connection but did not received connection the maximum time limit as modification in Rule (C) on 13.05.2011.
Voltage level up to 400 V and load up to 15 kW,	10	30228	30228	0	20	30228	30228	0
Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW	15	368	368	0	38	368	368	0
Voltage level up to 400 V and load above 70 kW but not exceeding 500kW	15	196	196	0	58	196	196	0
Voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW.	30	3	3	0	76	1	0	1
Voltage level 66 kV and above for all loads.	45	0	0	0	451	0	0	0

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

FORM - 6

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Nominal Voltages

SHEET - 6

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

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 about his power supply voltage level check
220 kV (if applicable)	+/- 5%	0	0
132 kV	+/- 5%	0	0
66 kV	+/- 5%	0	0
33 kV	+/- 5%	0	0
11 kV	+/- 5%	0	0
400/230 V Urban	+/- 5%	38	2 times each
400/230 V Rural	+/- 5%	153	3 times each

Annexure-I

[See rule 7(3) (b)]

FORM - 7

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Frequency

SHEET - 7

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

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%	-	-

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

FORM - 8
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
Overall Standards - Load shedding.
SHEET - 8
ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

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 affected in each priority group	Load (MW) interrupted due to load shedding in each priority group
Consumers in rural area, and residential consumers in urban areas.	1740	5	5	642,700	146 MW
Consumers other than industrial in urban areas.	1750	5	5	428,466	82 MW
Agricultural consumers where there is dedicated supply.	2470	7	8	3,521	71 MW
Industrial consumers.	-	-	-	15,250	00 MW
Supply to schools and hospitals.	There are three separate feeders for Hospitals in HESCO, which are exempted from load shedding. The remaining schools & Hospitals are not fed separately, hence load shedding schedule of Residential consumers is applied accordingly				
Defense / Strategic installations.	-	-	-	-	-

Each instance of load shedding shall be individually reported on an immediate basis giving the following information : -

a) Reason for load shedding (Generation Shortage, Transmission Constraints, Voltage Outside Limits etc.).
b) Start time and date of load shedding.
c) End time and date of load shedding.
d) Priority group of consumers affected.
e) Numbers of consumers and load (MW) affected in each priority group.
f) Measures taken to prevent recurrence (if applicable).

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

FORM - 9

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Safety

SHEET - 9

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

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.	5	11 days	11 days
Electrical incident resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more.	11	176 days	176 days
Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days.	2	0	0
Electrical incident resulting in injury to member of staff not requiring absence from work.	5	0	0
Electrical incident resulting in death or permanent serious injury / disability to member of the public.	7	0	0
Electrical incident injuring member of the public involving distribution company's plant or equipment.	4	0	0
Electrical incident injuring member of the public not involving distribution company's plant or equipment.	6	0	0
Safety reports received on toll free telephone number.	0	0	0

Each electrical incident shall be individually reported on an immediate basis giving the following information: Time and date of electrical incident, FIR lodged or not, names and occupation of persons involved, number of fatalities, extent of injuries, names and contact details of witnesses, distribution company's inquiry held or not, immediate action taken, and remedial actions proposed and/or taken or to be taken.

[See rule 7(3) (b)]

FORM - 10

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Consumer Formal Complaints Report

SHEET - 10

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

Nature of complaint	Received in 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	3516	733	1375	6080	1.45 hrs	1.30 hrs
Reliability of supply	10921	10357	487	58	2 hrs	4 hrs
Planned interruptions	340	62	0	0	1.00 hrs	1.10 hrs
Supply voltage level	1431	2204	165	125	1.45 hrs	2.3 hrs
New connection	789	195	0	223	4 hrs	92 hrs
Safety	138	128	22	34	1 hrs	1.30 hrs
Other	975	4909	45253	183	6 hrs	7 hrs

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

FORM - 11

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

System performance

SHEET - 11

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2018-19

System voltage	Total length of distribution system in service (km)	Total number of distribution system faults	Faults / km of Distribution system
220 kV (if applicable)	0	0	0
132 kV	2709.21	808	0.298
66 kV	687.12	43	0.062
33 kV	0	0	0
11 kV	28305.74	1204	0.04
400/230 V	15005.42	44564	2.97

Note: Faults at Grid Station or Substations shall be included in the voltage level corresponding to the primary voltage of the Grid Station or Substation.