

Form-1
 CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
 Guaranteed Standards-Unplanned Power Supply Interruptions

Sheet -1

Consumer Supply Voltage	Total Number of Unplanned Consumer Power Supply Interruptions	Number of Urban Unplanned Consumer Power Supply Interruptions (GSIU)		Number of Rural Unplanned Consumer Power Supply Interruptions (GSIR)	
		Restored within 10 Hrs	Extending Beyond 10 Hrs	Restored within 16 hrs	Extending Beyond 16 Hrs
220 KV	0	0	0	0	0
132 KV	0	0	0	0	0
66 KV	0	0	0	0	0
33 KV	0	0	0	0	0
11 KV	15	14	0	1	0
400/230 V	56323058	24255349	0	32067710	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 Power Supply 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	0	26	0
132 KV	6	0	26	0
66 KV	6	0	26	0
33 KV	30	0	44	0
11 KV	30	9	44	8
400/230 V Urban	60	152489	88	81565
400/230 V Rural	80	183284	175 (distribution Company), 240 for KESC	148326

Form-2

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
Guaranteed Standards-Planned Power Supply Interruptions

Sheet -2

Consumer Supply Voltage	Maximum Permitted Number of Planned Power Supply Interruptions for Each Individual Consumer Per Annum (GS4)	Number of Consumers 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 GS 5
220 KV	4	0	36	0
132 KV	4	0	36	0
66 KV	4	0	36	0
33 KV	8	0	64	0
11 KV	8	28	64	2
400/230 V Urban	16	121304	80	9784
400/230 V Rural	16	68978	96	2056

Form-3
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT-2014-15
Guaranteed Standards-Unplanned Short Duration Power Supply Interruptions

Sheet -3

Consumer Supply Voltage	Maximum Permitted Number of Short Duration Power Supply Interruptions for Each Individual Consumer Per Annum (GS6)	Number of Consumers Whose Short Duration Power Supply Interruptions Exceeded the Maximum Limit of (GS6)
132/66 KV	4	0
33/11 KV	140	0
400/230 V Urban	275	915
400/230 V Rural	300	3897

Form-4
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
Overall Standards- Average Power Supply Interruptions*
Sheet -4

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	0	0	0	0	0
66 KV	0	0	0	0	0
33 KV	0	0	0	0	0
11 KV	43	52	1.2	3180	74
400/230 V	561237	63946440	114	4214923257	7510

* 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 summing 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 summing, 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 ANNUAL REPORT 2014-2015

Sheet 5

Eligible Consumer's New Power Supply Connection Requirements (Voltage and Load Level Specific)	Maxim * time Period for 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 consumers who applied for a new connection but did not receive connection within the maximum permitted time period of OS3
Voltage Level up to 400 V and Load up to 15 KW (Urban)	30	14222	12396	1826
Voltage Level up to 400 V and Load up to 15 KW (Rural)	30	150	123	27
Voltage Level up to 400 V and Load above 15 KW but not exceeding 70 KW	53	1357	1237	120
Voltage Level up to 400 V and Load Above 70 KW but no exceeding 500 KW	73	6	6	-
Voltage Level 11 KV or 33 KV and Load above 500 KW but not exceeding 5000 KW	106	-	-	-
Voltage Level 66 KV and above for all loads	496	-	-	-

* 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 ANNUAL REPORT 2014-15
Overall Standards - Nominal Voltages
Sheet 6

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%	-	-
132 KV	+/-5%	-	-
66 KV	+/-5%	-	-
33 KV	+/-5%	-	-
11 KV	+/-5%	19	14
400/230 V Urban	+/-5%	1254	784
400/230 V Rural	+/-5%	3325	2019

As per NEPRA Standards Transmission voltages are supposed to remain within $\pm 10\%$ at the metering points under contingency conditions, whereas 220KV voltage observed at 220KV Industrial Grid is as low as 175KV during peak time which is more than $\pm 15\%$, which is also main cause of low voltage problem observed at tail end Grid Stations.

Form-7
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
Overall Standards - Frequency
Sheet 7

Consumer 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
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
Overall Standards - Load Shedding
Sheet 8

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 Areas, and Residential Consumers in Urban Areas	1.Urban/Rural QTA and its suburbs 3-4 times/day. 2.urban/Rural/outside qta 2-3 times day	1.Avg: 06 hrs /day 2. Avg: 15 hrs / day	1. 2160 hrs / Year 2. 5400 hrs / Year	1. Urban=241189 2. Rural=323698	1. Urban=360 2. Rural =1300-1350
Consumers other than Industrial in Urban Areas	3-4 times / day	6 hrs	2160 hrs / day	90069	350
Agricultural Consumers where there is dedicated Supply	1 time/day	17 hrs	6120 hrs/year	323698	1250
Industrial Consumers.	02 Slabs/ day	04 Hrs	1440 Hrs/year	6	10
Supply to Schools and Hospitals	Not: All School & Hospital are on general feeders except BMC, CMH & Kidney Cepter etc				
Defense/Strategic Installation	On request the load shedding of Defence/strategic installations is begin carried out by the concerned Authorities themselves				

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).

Form-9**CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15****Overall Standards - Safety****Sheet 9**

Type of Incident	Number of Electrical Incidents	Average Duration of absence from Work	Longest Duration of absence from Work
Electrical Incident resulting in death / Permanent Serious Injury/Disability to Member of Staff.			
Electrical Incident resulting in Injury to Member of Staff requiring Hospital treatment or absence from work for five days or more.			
Electrical incident resulting in Injury to Member of Staff requiring absence from work for 105 days.			
Electrical incident resulting in Injury to Member of staff nor requiring absence from work.			
Electrical incident resulting in death or permanent serious injury/disability to member of the public.			
Electrical Incident Injuring member of the public involving Distribution Company's Plant or equipment.			
Electrical incident injuring member of the public nor involving Distribution Company's plant or equipment			
Safety reports received on toll free telephone number			

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.

Form-10
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
Consumer Formal Complaints Report
Sheet 10

Nature of Complaint	Received in Person	Received by Telephone	Received Electronically	Received in Wirtting	Average Time in hours to resolve a Complaint	Longest Time in hours to Resolve a Complaint
Price of Electricity						
Reliability of Supply		2208			2:30	4:00
Planned Interruptions		39600			3:40	4:00
Supply Voltage Level		144			2:00	2:25
New Connection						
Safety						
Other						

Form-11
CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT 2014-15
System Performance
Sheet 11

System Voltage in Service (KV)	Total Length of Distribution System in Service (KM)	Total Number of Distribution System Faults	Faults/KM of Distribution System
220 KV (If Applicable)	—	—	—
132 KV	4299	91	0.02
66 KV	491	102	0.21
33 KV	985	128	0.13
11 KV	34179	3752	0.11
400/230 V	14654	27903	1.90

CUSTOMERS PROFILE JUNE 2015

(Units in Million)

Category	No. of Cons	% of Total Cons	Consumption Units in (M)	% of Consumption	Assessment Rs.(M)	% of Total Assess	Payment Rs.(M)	% Age of Payment	Receivable Rs.(M)	% of Total Receivable
Dom	418007	74.00	43.66	12.52	522.30	9.49	352.61	67.51	7725.37	5.07
Com	104450	18.49	8.50	2.44	202.38	3.68	206.26	101.92	788.09	0.52
Ind	3301	0.58	12.00	3.44	216.74	3.94	239.14	110.33	271.09	0.18
Agri	28974	5.13	257.10	73.71	4065.71	73.87	181.21	4.46	135393.23	88.81
Fed Govt	1988	0.35	9.54	2.74	169.63	3.08	302.61	178.39	562.92	0.37
Prov Govt	8167	1.45	17.98	5.16	327.30	5.95	534.98	163.45	7704.33	5.05
Total	564887		348.78		5504.06		1816.81	33.01	152445.03	

PROGRESSIVE LINE LOSSES JUNE 15 VS JUNE 14

(Units in Million)

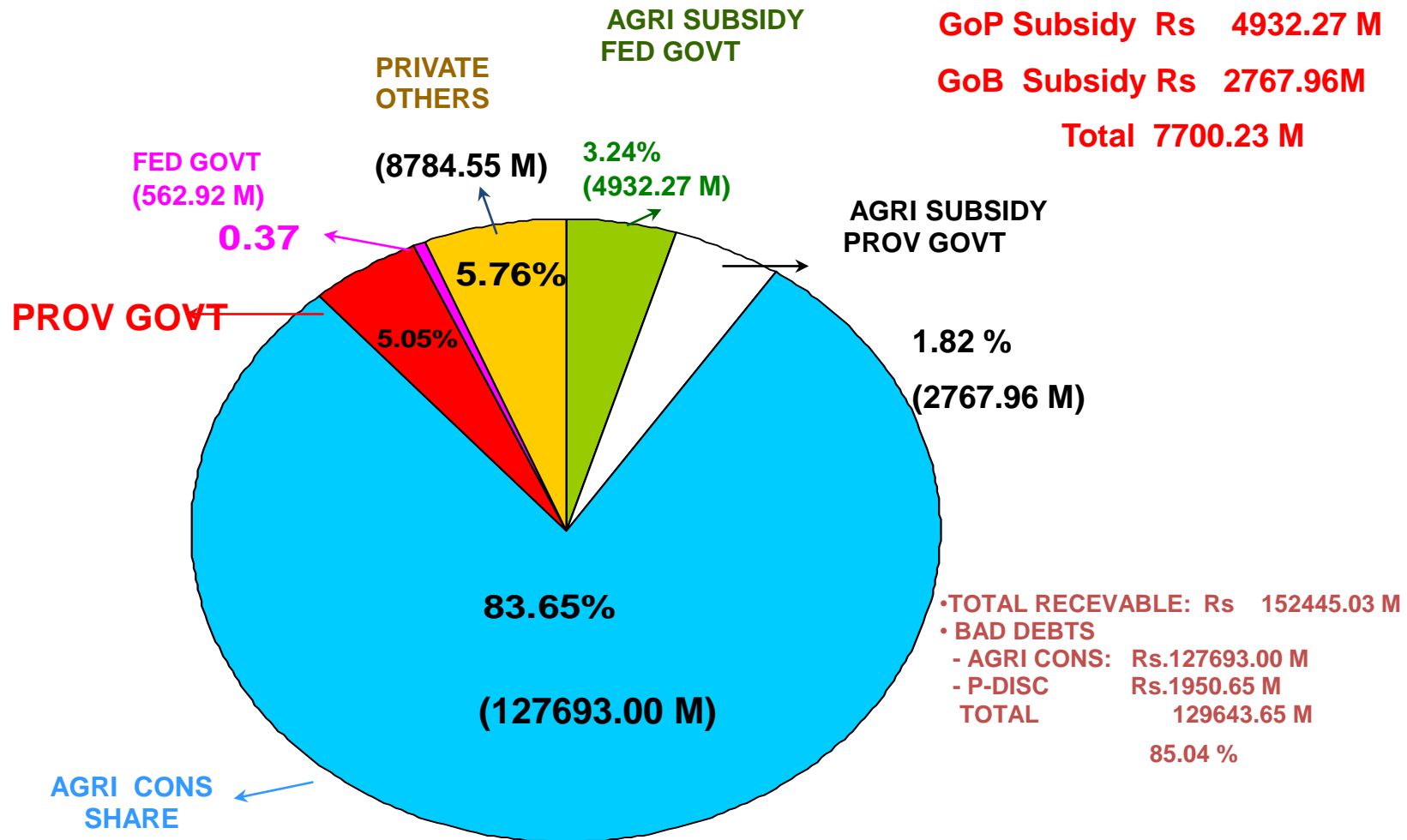
Circles	Units Received		Units Billed		Units Lost		% Losses		% Inc/ Dec	Target
	Jul-Jun 15	Jul-Jun 14	Jul-Jun 15	Jul-Jun 14	Jul-Jun 15	Jul-Jun 14	Jul-Jun 15	Jul-Jun 14		
Central	1199.3	1137.9	919.9	880.2	279.4	257.7	23.3	22.6	0.7	14.3
Loralai	1621.8	1502.7	1333.5	1272.7	288.3	230.1	17.8	15.3	2.5	16.4
Khuzdar	1828.4	1593.2	1397.2	1269.3	431.2	323.9	23.6	20.3	3.3	
Sibi	559.5	562.2	343.3	322.2	216.2	239.9	38.6	42.7	-4.0	
QESCO	5209.0	4795.9	3993.8	3744.4	1215.2	1051.5	23.3	21.9	1.4	14.2

PROGRESSIVE BILLING AND COLLECTION JUNE 14 VS JUNE 15

Rs in Million)

Circle	M / Y	Billing					Collection					% age Collection of Billing				
		Govt	Sub	Private		Total	Govt	Sub	Private		Total	Govt	Sub	Private		Total
				Agri	Pvt Other				Agri	Pvt Other				Agri	Pvt Other	
Central	June 14	2150.7	705.1	3767.2	5121.4	11744.4	2210.5	531.6	134.1	4995.0	7871.1	102.8	75.4	3.6	97.5	67.0
	Jun 15	2451.1	704.5	5753.5	5688.9	14597.9	2551.3	748.0	155.3	5531.8	8986.4	104.1	106.2	2.7	97.2	61.6
Loralai	June 14	367.4	3293.6	10047.8	895.8	14604.6	903.1	2442.1	334.5	657.2	4336.8	245.8	74.1	3.3	73.4	29.7
	Jun 15	949.6	3511.0	16304.0	981.8	21746.3	447.6	3635.6	422.8	703.3	5209.3	47.1	103.5	2.6	71.6	24.0
Khuzdar	June 14	1415.5	2740.0	8997.6	2172.6	15325.8	1218.2	2053.9	317.6	825.6	4415.3	86.1	75.0	3.5	38.0	28.8
	Jun 15	1561.8	3088.8	15906.6	2477.1	23034.2	818.0	3124.9	402.4	884.1	5229.4	52.4	101.2	2.5	35.7	22.7
Sibi	June 14	-10.1	290.7	2078.2	928.9	3287.6	1378.7	220.6	40.7	704.7	2344.7	-13663.8	75.9	2.0	75.9	71.3
	Jun 15	1196.3	377.4	3246.5	967.4	5787.7	549.9	399.7	66.0	782.0	1797.6	46.0	105.9	2.0	80.8	31.1
QESCO	June 14	3923.6	7029.4	24890.8	9118.7	44962.4	5710.4	5248.1	826.9	7182.5	18967.9	145.5	74.7	3.3	78.8	42.2
	Jun 15	6158.8	7681.7	41210.6	10115.1	65166.2	4366.7	7908.1	1046.5	7901.3	21222.7	70.9	102.9	2.5	78.1	32.6

RECEIVABLES – JUNE 15



CIRCLE WISE AT&C LOSSES (PROGRESSIVE)

(Figures in Million)

Circles	% AGE LOSSES		% Inc/ Dec	% AGE RECOVERY		% Inc/ Dec	EFFICIENCY INDEX		% Inc/ Dec	AT&C LOSSES		Target 10 % Dec
	June 15	June 14		June 15	June 14		June 15	June 14		June 15	June 14	
A	B	C	D	E	F	G	H	I	J	K	L	M
Central	23.3	22.6	0.7	61.6	67.0	-5.4	47.2	51.9	-4.6	52.8	48.1	42.8
Loralai	17.8	15.3	2.5	24.0	29.7	-5.7	19.7	25.2	-5.4	80.3	74.8	70.3
Khuzdar	23.6	20.3	3.3	22.7	28.8	-6.1	17.3	23.0	-5.6	82.7	77.0	72.7
Sibi	38.6	42.7	-4.1	31.1	71.3	-40.2	19.1	40.9	-21.8	80.9	59.1	70.9
QESCO	23.3	21.9	1.4	32.6	42.2	-9.6	25.0	33.0	-8.0	75.0	67.0	65.0