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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
 Guaranteed Standards - Unplanned Power Supply Interruptions

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

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

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| 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 (GS1U) | |
|-------------------------|---|--|--------------------------|--|--------------------------|
| | | Restored within 10 hrs. | Extending beyond 10 hrs. | Restored within 16 hrs. | Extending beyond 16 hrs. |
| 220 KV | - | - | - | - | - |
| 132 KV | 6 | 6 | - | - | - |
| 66 KV | - | - | - | - | - |
| 33 KV | - | - | - | - | - |
| 11 KV | 1152 | 1106 | - | 46 | - |
| 400/230 V | 198001624 | 73727287 | - | 124274337 | - |

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| 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 |
|-------------------------|---|--|---|--|
| | | | | |
| 132 KV | 6 | - | 26 | - |
| 66 KV | 6 | - | 26 | - |
| 33 KV | 30 | - | 44 | - |
| 11 KV | 60 | - | 88 | - |
| 400/230 V Urban | 80 | - | 175 | - |
| 400/230 V Rural | 80 | - | 175 | - |

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Guaranteed Standards - Planned Power Supply Interruptions

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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 | 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 (KESCC) | - |

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Guaranteed Standards - Unplanned Short Duration Power Supply Interruptions

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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 | - |

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Average Power Supply Interruption*

ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

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

| 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 | 6 | 47 | 7.83 | 5877 | 979.50 |
| 66 KV | 0 | 0 | 0 | 0 | 0 |
| 33 KV | 0 | 0 | 0 | 0 | 0 |
| 11 KV | 40 | 1152 | 29 | 6839 | 171 |
| 400/230 V | 1050952 | 198001623 | 188 | 13451835712 | 12800 |

** 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 power supply interruption and the duration of such power supply interruption in minutes.

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CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT
 Guaranteed Standards - Time Frame for New Connections *

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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 | 31383 | 31383 | - | 20 | 27198 | 27198 | - |
| Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW | 15 | 278 | 278 | - | 38 | 217 | 217 | - |
| Voltage level up to 400 V and load above 70 kW but not exceeding 500kW | 15 | 146 | 146 | - | 58 | 95 | 95 | - |
| Voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW. | 30 | 3 | 3 | - | 76 | 3 | 3 | - |
| Voltage level 66 kV and above for all loads. | 45 | - | - | - | 451 | - | - | - |

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Nominal Voltages

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| 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% | 0 | 0 |
| 400/230 V Urban | +/- 5% | 29 | 29 |
| 400/230 V Rural | +/- 5% | 172 | 172 |

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Overall Standards - Frequency
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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2015-16

| 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% | - | - |

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Overall Standards - Load shedding.

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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. | 4 | 6 | 8 | 856758 | 121 MW |
| Consumers other than industrial in urban areas. | 4 | 4 | 4 | 155554 | 23 MW |
| Agricultural consumers where there is dedicated supply. | 6 | 8 | 8 | 17260 | 37 MW |
| Industrial consumers. | Nil | Nil | Nil | 15246 | 00 MW |
| Supply to schools and hospitals. | There are two separate feeders for hospital in HESCO, which are exempted from load shedding. The remaining schools & hospitals are not fed separately, hence load shedding schedul 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 :

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

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Overall Standards - Safety

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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. | 0 | 0 | 0 |
| Electrical resulting in injury to member of staff requiring hospital treatment or absence from work for five days or more. | 8 | 171 Days | 20 Days |
| Electrical incident resulting in injury to member of staff requiring absence from work for 1-5 days. | 6 | 0 | 0 |
| Electrical incident resulting in injury to member of staff not requiring absence from work. | 6 | 0 | 0 |
| Electrical incident resulting in death or permanent serious injury / disability to member of the public. | 3 | 0 | 0 |
| Electrical incident injuring member of the public involving distribution company's plant or equipment. | 8 | 0 | 0 |
| Electrical incident injuring member of the public not involving distribution company's plant or equipment. | 16 | 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.

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

Consumer Formal Complaints Report

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

| 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 | 3885 | 1680 | 1413 | 6211 | 75 hrs | 130 hrs |
| Reliability of supply | 11252 | 10983 | 515 | 60 | 2.30 hrs | 4.30 hrs |
| Planned interruptions | 660 | 220 | 0 | 0 | 2.25 hrs | 2.45 hrs |
| Supply voltage level | 1616 | 2306 | 177 | 136 | 2 hrs | 3 hrs |
| New connection | 737 | 288 | 0 | 256 | 21 days | 45 days |
| Safety | 179 | 146 | 25 | 36 | 1 hrs | 2 hrs |
| Other | 2594 | 11572 | 4786 | 192 | 6 hrs | 7 hrs |

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

System performance

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ANNUAL PERFORMANCE REPORT FOR THE YEAR 2016-17

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

| 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 | 2444.79 | 531 | 0.217 |
| 66 kV | 898.62 | 33 | 0.036 |
| 33 kV | 0 | 0 | 0 |
| 11 kV | 28055.03 | 21980 | 0.783 |
| 400/230 V | 14892.49 | 55976 | 3.76 |

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.