

Form-1

CONSUMER SERVICE AND SYSTEM PERFORMANCE ANNUAL REPORT

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	-	--	-	-	-
132 kV	68	67	1	-	-
66 kV	-	-	-	-	-
33 kV	-	-	-	-	-
11 kV	192	146	-	46	-
400/230 V	163170758	64012865	-	99157893	-

Form - 1(Sheet 2)

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 mazimum 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	2	26	0
66 kV	6	0	26	0
33 kV	30	0	44	0
11 kV	30	0	44	0
400/230 V Urban	60	0	88	0
400/230 V Rural	80	0	175	0

Form-2

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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 Number of 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	0	36	0
132 kV	4	0	36	0
66 kV	4	0	36	0
33 kV	4	0	64	0
11 kV	8	0	64	0
400/230 V Urban	16	0	80	0
400/230 V Rural	16	0	90	0

Form-3

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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 / 66KV	4	0
33 / 11KV	140	0
400 / 230 V URBAN	275	0
400 / 230 V RURAL	300	0

Form-4

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Overall Standards- Average Power Supply Interruptions*
Sheet 4

Consumer supply voltage	Total Number of Consumer served by the distribution company in 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	68	11.33	5104	850.67
66 kV	0	0	0	0	0
33 kV	0	0	0	0	0
11 kV	27	200	7.41	5732	212.30
400/230 V	952263	218961642	229.94	15883016227	16679.23

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Guaranteed Standards- Time Frame for New Connections*

Sheet 5

Eligible consumer's new power connection requirements (voltage and load level specific)	Time limit for issuance of Demand notice after receipt of application (OS3)	Total Number of consumers who applied for a 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(c) on 13.05.2011	Time limit for provision of connection after payment of demand notice(OS3)	Total Number of Eligible consumers who paid the demand notice for new connection	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 a new connection but did not receive connection within the maximum time limit as modification in Rule(c) on 13.05.2011
For supply at Voltage level up to 400 V and load up to 15 kW.	10	40510	38736	0	20	35644	35644	0
For supply at Voltage level up to 400 V and load above 15 kW but not exceeding 70 kW.	15	774	774	0	38	758	758	0
For supply at Voltage level up to 400 V and load above 70 kW but not exceeding 500 kW.	15	100	100	0	58	87	85	2
For supply at Voltage level 11 kV or 33 kV and load above 500 kW but not exceeding 5000 kW.	30	14	14	0	76	8		8
For supply at Voltage level 66 kV and load above for all loads.	45	0	0	0	451	0	0	0

NOTE:- DETAIL OF PENDING CONNECTIONS ATTACHED SAPERATELY JUST BELOW THIS PAGE.

HYDERABAD ELECTRIC SUPPLY COMPANY (WAPDA)
OFFICE OF THE CHIEF ENGINEER (P&E) HESCO HYDERABAD
Approved Industrial Connections During July 2013 to June 2014

Serial No.	Name of Industrial connection	Nature	Tariff	Sanction load (KW)	Sanction load (Amp)	Sanctioned vide this office letter		Capital Cost Rupees	Security Deposit Rupees	Remarks
						No.	Date			
CONNECTIONS BELOW 500KW										
1	M/s Sona Welfare Foundation (Pak Army) Kot Ghulam Muhammad	New	C-1	326	19.56	1998-2001	16.04.2014	26,92,127	5,44,420	SCO sent to SE-I vide No.2849-55 Dated 30.05.2014, Reminder sent to concerned field formation.
2	M/s P.A.F Base Talhar	New	C-2	280	16.80	2430-32	09.05.2014	1,26,546	5,82,400	Wiring test report is awaited from the sponsor letter already sent to the sponsor copy attached.
CONNECTIONS ABOVE 500KW										
1	M/s DHQ Hospital Badin.	New	A-1	1200	72	6828-34	16.12.2013	23,00,133	1,464,000	Sponsor deposit the payment but Wiring Test Report still awaited letter already sent to sponsor copy attached
2	M/s DHQ Hospital Mirpurkhas	New	A-1	1600	96	315-20	23.01.2014	83,84,157	19,52,000	Sponsor deposit the payment but Wiring Test Report still awaited letter already sent to sponsor copy attached
3	M/s Indus Dying & Manufacturing Company Limited Site Hyderabad	New	B-3	4260	255.6	4067-74	03.07.2013	86,59,542	1,23,11,400	SCO sent to SE-I vide No. 5889-86 Dated 22.10.2013,Reminder also sent to concerned field formation
4	M/s Island Textile Mill Limited, Over Plot No. A-12 SITE Area Kotri.	New	B-3	4700	282	4963-72	21.08.2013	1,18,74,456	1,35,83,000	SCO sent to SE-I vide No. 5897-06 Dated 22.10.2013, Reminder sent to concerned field formation
5	M/s Sindh Engro Coal Mining Company Isiamkot	New	B-3	5000	300	6951-56	24.12.2013	83,27,949	1,44,50,000	SCO sent to SE-I vide No. 2856-63 Dated 30.05.2014, Reminder sent to concerned field formation.
6	M/s Matari Flour Mill (Pvt) Limited Matari	New	B-3	800	48	1098-1105	03.03.2014	18,36,968	23,84,000	SCO sent to SE I Shah vide No.1604-611 Dated 27.03.2014 Connection has been energised M&T letter attached.
7	M/s Pakistan Navy for Defence Forces Between Super High Way & Goth Jangri District Thatta.	New	C-2	2500	150	6676-81	11.12.2013	10,49,74,854	52,00,000	SCO sent to SE-I vide No. 2473-80 Dated 09.05.2014, Reminder sent to concerned field formation letter attached
8	M/s Verona Marble Company, District Jamshoro	New	C-2	3100	186	6957-72	24.12.2013	2,52,70,752	64,48,000	SCO sent to SE-I vide No. 481-96 Dated 29.01.2014, Reminder sent to concerned field formation.
CONNECTIONS CANCELLED										
9	M/s DHQ Hospital Tando Muhammad Khan	New	A-1	850	51	2392-98	06.05.2014	73,69,097	10,37,000	Date of Demand Notice expired 05.06.2014 Connection has been cancelled letter attached
10	M/s DHQ Hospital Kotri	New	A-1	600	36	2486.72	09.05.2014	2,75,43,867	7,32,000	Date of Demand Notice expired 10.03.2014 Connection has been cancelled letter attached
11	M/s DHQ Hospital Tando Allahyar	New	A-1	800	48	2399-2405	06.05.2014	89,49,285	9,76,000	Date of Demand Notice expired 05.06.2014 Connection has been cancelled letter attached
12	M/s Paramount Spinning Mills (Ltd) Kotri	New	B-3	3500	210	1617-24	31.03.2014	51,02,982	1,04,30,000	Date of Demand Notice expired 30.04.2014 Connection has been cancelled letter attached
13	M/s Mekotex (Private) Limited Kotri	New	B-3	1000	60	644-51	07.08.2014	57,80,512	29,80,000	Date of Demand Notice expired 10.03.2014 Connection has been cancelled letter attached
14	M/s Reverse Osmosis Plant Site Mithi Town	New	B-3	525	31.50	3053-80	24.06.2014	848,240	1,564,500	Date of Demand Notice expired 24.07.2014 Connection has been cancelled letter attached

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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 %.)	0	0
132 kV	(+/- 5 %.)	0	0
66 kV	(+/- 5 %.)	0	0
33 kV	(+/- 5 %.)	0	0
11 kV	(+/- 5 %.)	4	4
400/230 V Urban	(+/- 5 %.)	676	676
400/230 V Rural	(+/- 5 %.)	1067	1067

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Overall Standards- Frequency

Sheet 7

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 %.)	0	0

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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.	02 to 03	4	5	80000	104 MW
Consumers other than Industrial in urban areas.	02 to 03	4	5	11000	17 MW
Agricultural consumers where there is dedicated supply.	4	5	5	13500	23 MW
Industrial consumers.	1	2	2	13900	42 MW
Supply to school 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 scheduled of residential consumers is applied accordingly.				
Defense / Strategic installations.	NIL	NIL	NIL	NIL	NIL

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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 or permanent serious injury/ disability to member of staff.	7	-	-
Electrical incident resulting to injury to member of staff requiring hospital treatment or absence from work for five days or more.	15	32 days	50 days
Electrical incident resulting to injury to member of staff requiring absence from work for 1-5 days.	-	-	-
Electrical incident resulting to injury to member of staff not requiring absence from work.	-	-	-
Electrical incident resulting in death or permanent serious injury/ disability to member of the public.	7	-	-
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.	-	-	-

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Consumer Formal Complaints Report
Sheet 10

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	1140	0	0	98	1	2.25
Reliability of supply	25349	16404	0	16	3	6.08
Planned interruptions	61	472	0	115	2	2
Supply voltage level	839	844	0	61	4	11.25
New connection	29	0	0	30	96	184
Safety	9	0	0	2	9	17.67
Other	273	44	0	8	6	10.67

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System Performance
Sheet 11

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	2066.32	273	0.13
66 kV	975.12	64	0.07
33 kV	0	0	0
11 kV	26610.75	36925	1.39
400/230 V	14388.11	47675	3.31