

K-Electric

Quarterly Distribution Performance Report

Quarter January to March 2017

Performance Standards Summary 2015 - 16

GS-1	<ul style="list-style-type: none"> Compliant to GS-1 limits Urban & Rural
GS-2	<ul style="list-style-type: none"> Compliant to GS-2 limits Urban & Rural
GS-3	<ul style="list-style-type: none"> Compliant to GS-3 limits Urban & Rural
GS-4	<ul style="list-style-type: none"> Non-Compliant to GS-4 limits Urban & Rural <i>(The standards limits have been exceeded on account of major investments in rehabilitation and expansion in distribution network as a part of KE's business plan)</i>
GS-5	<ul style="list-style-type: none"> Non-Compliant to GS-5 limits Urban & Rural <i>(The standards limits have been exceeded on account of major investments in rehabilitation and expansion in distribution network as a part of KE's business plan)</i>
GS-6	<ul style="list-style-type: none"> Compliant to GS-6 limits Urban & Rural
OS-1	<ul style="list-style-type: none"> System Average Interruption Frequency Index (SAIFI) ; improved by 7.56%
OS-2	<ul style="list-style-type: none"> System Average Interruption Duration Index (SAIDI) ; improved by 9.03%
OS-3	<ul style="list-style-type: none"> Compliant to OS-3 limits
OS-4	<ul style="list-style-type: none"> Nominal Voltage - Compliant to the NEPRA specified limits
OS-5	<ul style="list-style-type: none"> Frequency - Compliant to the NEPRA specified limits
OS-6	<ul style="list-style-type: none"> Number of consumers affected due to load shedding in each priority group; improved by 12.03% Load (MW) interrupted due to load shedding in each priority group; improved by 11.97%
OS-7	<ul style="list-style-type: none"> No change in fatal accidents pertaining to employees

KE Initiatives to Improve System Performance

Despite all the stated hurdles and challenges, KE management has been taking all steps to transform KE into a viable customer oriented institution based on international best practices. As part of its commitment to restore Karachi back as a “City of Lights” the company has been pursuing relentlessly, its targets for system improvement and customer satisfaction. This can be seen from some of the salient initiatives undertaken to improve the performance as discussed below:-

1. Investment

KE Commences Project UJALA – A Flagship Project

K-Electric is on a mission to end electricity theft and make electricity supply more reliable in the city by installing kunda-resistant Aerial Bundled Cables and low-cost meters to pave the way for:

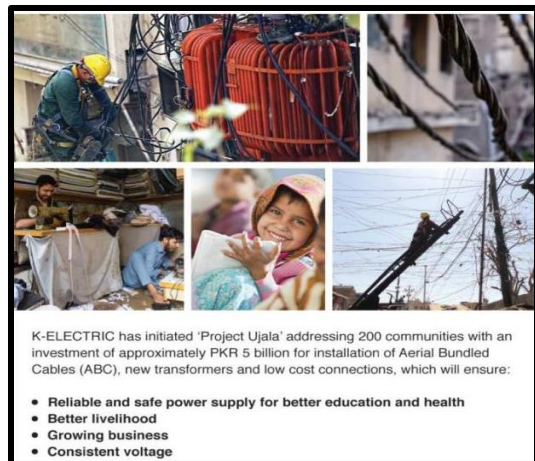
- ***Better livelihoods***
- ***Reliable Supply of electricity***
- ***Consistent Voltage***

To further this mission K-Electric has launched its flagship community development project ‘Ujala’ with an estimated investment of PKR 5 billion to empower the lives of over 1 million people residing in 200 communities across its network. The utility has pledged to help improve the reliability of power of these communities while boosting socioeconomic activities through sustainable development initiatives and bring about a positive change in the lives of thousands of people by spreading Ujala in their lives.

K-Electric, under its flagship project Ujala, is continuously investing in improving its transmission & distribution network across the city by converting the cables on loss-incurring PMTs to Aerial Bundled Cables (ABC). The new cables have helped in reducing losses and vastly improving the reliability of power supply in these areas.

Other Benefits of Ujala Project

Through Ujala project, K-Electric also engages with different communities via health and educational camps whereas a one-stop window is provided via Mobile IBCs (IBC on Wheels) and Community camps, in which new meters are provided on-the-spot along with billing and complaint resolution.



Customer Services launch GENESYS

Staying true to our belief that our customers are at the heart of everything we do, KE Customer Services has successfully launched GENESYS, one of the leading customer experience platforms in the world. GENESYS will further enhance customer services and enable the utility to double its call handling capacity whilst reducing the call duration for the customers. The solution aims to drive greater integration through new and innovative features which will decrease the turnaround time for customer service representatives in logging and responding to complaints. Customers can also share their feedback at the end of the call creating greater accountability.



With the right information at their fingertips through innovative features, GENESYS will empower our CS teams to address queries and complaints with greater ease. As a result, customers will benefit from swifter responses to their queries and reduced call durations. Consumers can also share their feedback at the end of the call creating greater accountability.

2. System Enhancements

- a. **Installation of new Feeders:** 46 new feeders have been energized at existing grid stations to reduce long duration power supply interruptions during Jan – Mar 2017.
- b. **Feeder Maintenance Program:** A robust feeder rehabilitation program including APM & maintenance of high noise or high fault areas identified on 271 feeders, costing an average of PKR 3 million per feeder with complete revamping and maintenance of depleted network that includes maintenance of overhead lines, Substations, PMTs, pin & disk insulators, activating protective devices etc. to reduce interruptions resulting in reduction of transient feeder tripping, wire broken, and other overhead line faults. During Jan – Mar 2017 preventive maintenance of 88 feeders was completed.
- c. **ABC Installation:** During the quarter Jan – Mar 2017, ABC installation took place on 862 PMTs. This will reduce un-planned interruptions on feeders.
- d. **Installation of Knife switches and Earth Fault Indicators (EFI):** 261 Knife switches and 342 EFIs have been installed in 11 KV network to achieve operational flexibility and quick fault localization
- e. **New PMTs Energized:** During Jan – Mar 2017, 284 new PMTs installed covering both domains of System Improvement schemes in overloaded areas & new PMTs installed under New Connection scheme.
- f. **PMT/Substation Grounding:** Complete grounding provided in 1,447 PMTs/Substations protecting electrical equipment's from higher short circuit currents and resulting damage.
- g. **Pole Grounding:** 1,819 LT poles grounded in critical accident prone areas during Jan – Mar 2017 to enhance public safety.
- h. **Replacement of Copper Conductor with Aerial Bundled Cable (ABC):** To eradicate issues like hook connection, snapping of wire, overloading, electrocution and voltages fluctuation, KE launched ABC Project under which low tension bare wires from PMT to consumer meter are being phase wise replaced by Aerial Bundle Cable. In this respect, during Jan – Mar 2017 about 979 KM existing LT (400 V) Network converted into Aerial Bundle Cable which will result in reduced number of power supply interruptions and theft cases. Apart from that about 1.26 KM HT conductors replaced by HT Aerial Bundle to reduce un-planned power supply interruptions
- i. **Special Projects:** TLR of F. B. Area Cluster-1 consisting of 18 feeders is in progress (69% completed), including addition of 53 PMTs. Proposed technical loss reduction is 460KW with feeder load balancing corresponds to the reduction of 1.51% in AT&C

Moreover, TLR of Malir Cluster-1 consisting of 9 feeders is in progress (64% completed), including addition of 50 new PMTs. Proposed technical loss reduction is 535KW with feeder load balancing which corresponds to the reduction of 3.57% in AT&C.

- j. Busbar arrangement in multi-story buildings:** KE initiated LT short and long busbar arrangement in multi-story buildings on consumer meter to monitor and control electricity theft. In this regard during Jan – Mar 2017, in 2,447 buildings 1,850 small busbar and 627 large busbar completed with replacement of 31,006 single phase and 6,017 three phase meters replaced with digital meters.
- k. Installation of AMR Meters:** 27 AMR meters installed on feeders Jan – Mar 2017 to monitor automated power consumption and interruption.
- l. IBC On Wheels:** With the objective of facilitating the consumers at their doorstep, a special vehicle designed to fit the description of a mobile IBC with the name “IBC on Wheels” was launched. This aimed at setting up movable camps in the various neighborhoods of city; especially focusing on far flung areas and those neighborhoods where the actual IBC is at a distance. Customers could approach these camp site with all their billing inquiries/disputes and avail bill related information and services including duplicate copy, availing installment plan and PLR facility.

Along with this, for the first time in KE’s history, on-spot payment facility was also made available on board IBC on Wheels, making it a one stop shop for our customers. Therefore, in areas where bank branches are limited and remote, customers were facilitated to make payments through IBC on Wheels. This feature was greasily appreciated by the consumers

- m. SAP ISU:** Implementation of SAP IS-U utility industry solution for customer care and billing, covering all consumer facing offices. This is the first implementation of its kind in Pakistan.
- n. KE - Mobile and E-Services:** KE has developed a full suite of Mobile and E- Services for the convenience of our customers. Customers can now get in touch with us instantly through their mobile and E-mail for any assistance that they may require from KE 8119 KE Mobile Service - Host of features at your finger-tips through SMS. It allows customers to highlight and register any technical complaints or issues, Inform customers of Load shedding timings pertaining to registered customers locality and helps us to send bulk or specific issue related messages to our customers.

3. Awards & Appreciations:

- **Corporate Social Responsibility Award – 2016:** At the eighth International CSR Summit, K-Electric was honored with its fifth ‘Corporate Social Responsibility Excellence Awards’ for excellence in ‘Social Impact’ category. This award is an acknowledgement for our ongoing commitment towards the community at large, especially in the areas of community development as well as health and youth engagement.



KE, under its Social Investment Program, empowers welfare institutions by facilitating them through free/subsidized electricity and system enhancement projects impacting **over 3.4 million individuals annually**.

- **KE wins SAFA award for Best Presented Annual Report 2015:** KE secured the Best Presented Annual Report Award 2015 in the Service Sector category excluding financial services and communication & the IT sector. This award is a testament of the trust our stakeholders put in us and the efforts we extend towards being a transparent, accountable and customer centric organization. KE has won the South Asian Federation of Accountants (SAFA) Best Presented Annual Report Award for the second consecutive year.



- **K-Electric Receives Power Utility of the year award:** K-Electric is pleased to announce that the entity was judged the winner at the ‘Asian Power Awards 2015’ in the category of ‘Power Utility of the Year’ for Pakistan. This achievement marks another success for K-Electric by international institutions in appreciating and applauding the services of KE over the past few years.



- **KE Sustainability Report wins 6th International CSR Summit Award:** KE Sustainability Report 2014 has won the publication award at the 6th International Corporate Social Responsibility Summit organized by The Professionals Network. The report highlights KE’s efforts in line with its environmental and social commitments as well as the organization’s CSR strategy as a whole.



KE is one of the very few Pakistani organizations which publishes its own Sustainability Report. Additionally, the report is grade checked by GRI at the A + level, which is the highest endorsement given by the global organization.

- Health and Safety Risk Assessment & Control Award 2016:** Continuing to demonstrate our commitment to HSEQ, KE has won the "Health and Safety Risk Assessment and Control" award at the International Summit for Environment, Health, Safety and Security 2016. This is our second consecutive year of winning this award. The jury members, from the Fire Protection Association of Pakistan and The Professionals Network, unanimously decided to give this award to KE for our health and safety vision and practices.



- KE Wins 5th Consecutive National Fire & Safety Award – 2016:** For the Fifth year in a row, KE has been awarded the National “Fire and Safety Award - 2016” for demonstrating an effective Fire and Safety Management system in line with the Company’s Vision.



- KE Wins the Global Transformational Business Award for its Exceptional Performance:** KE (KE) has been honored with the prestigious FT/IFC Transformational Business Award for exceptional achievement in Project Finance – Energy. KE became the only company in the energy sector to have won the international award recognizing KE’s financial achievements in the field.

