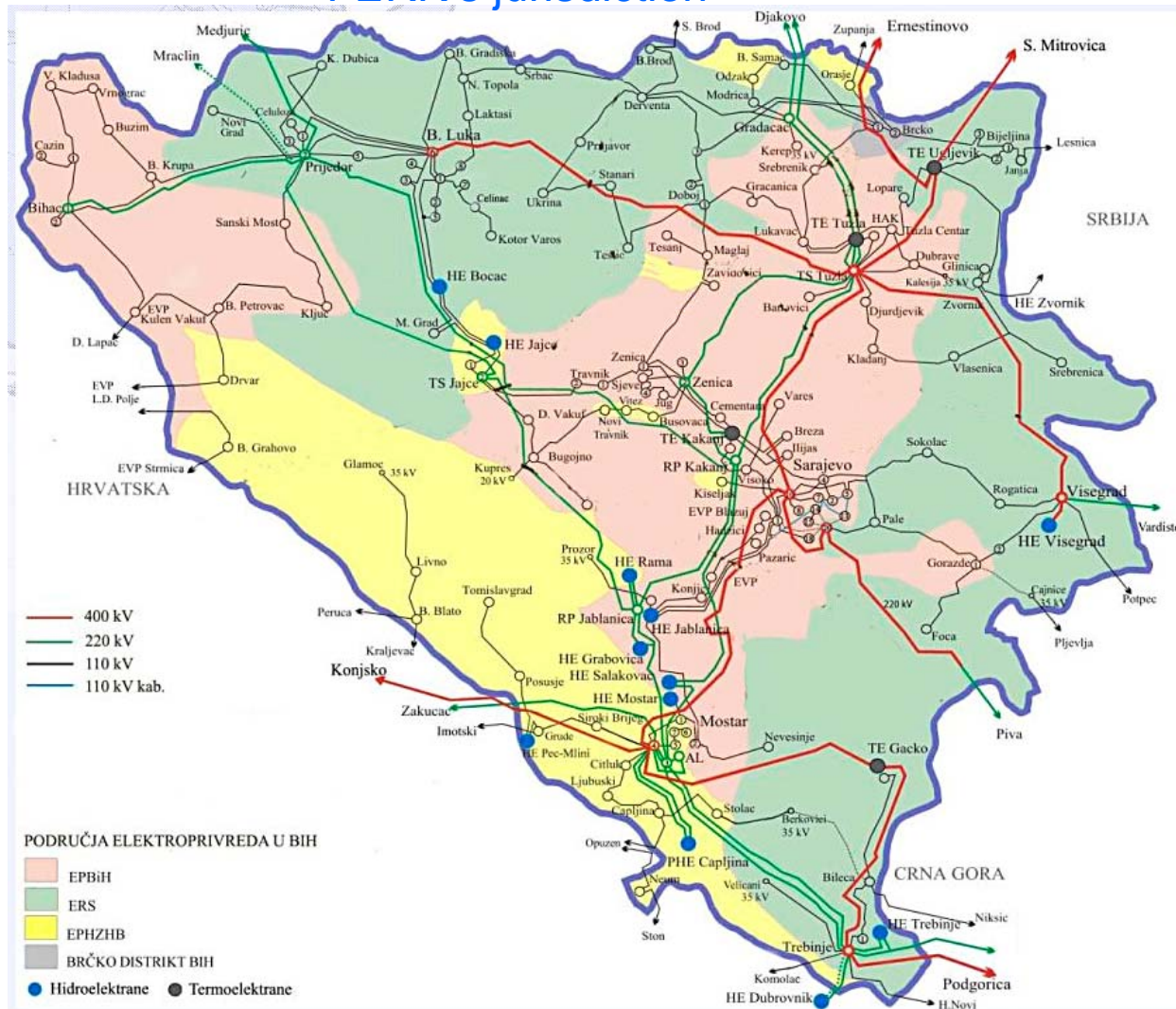


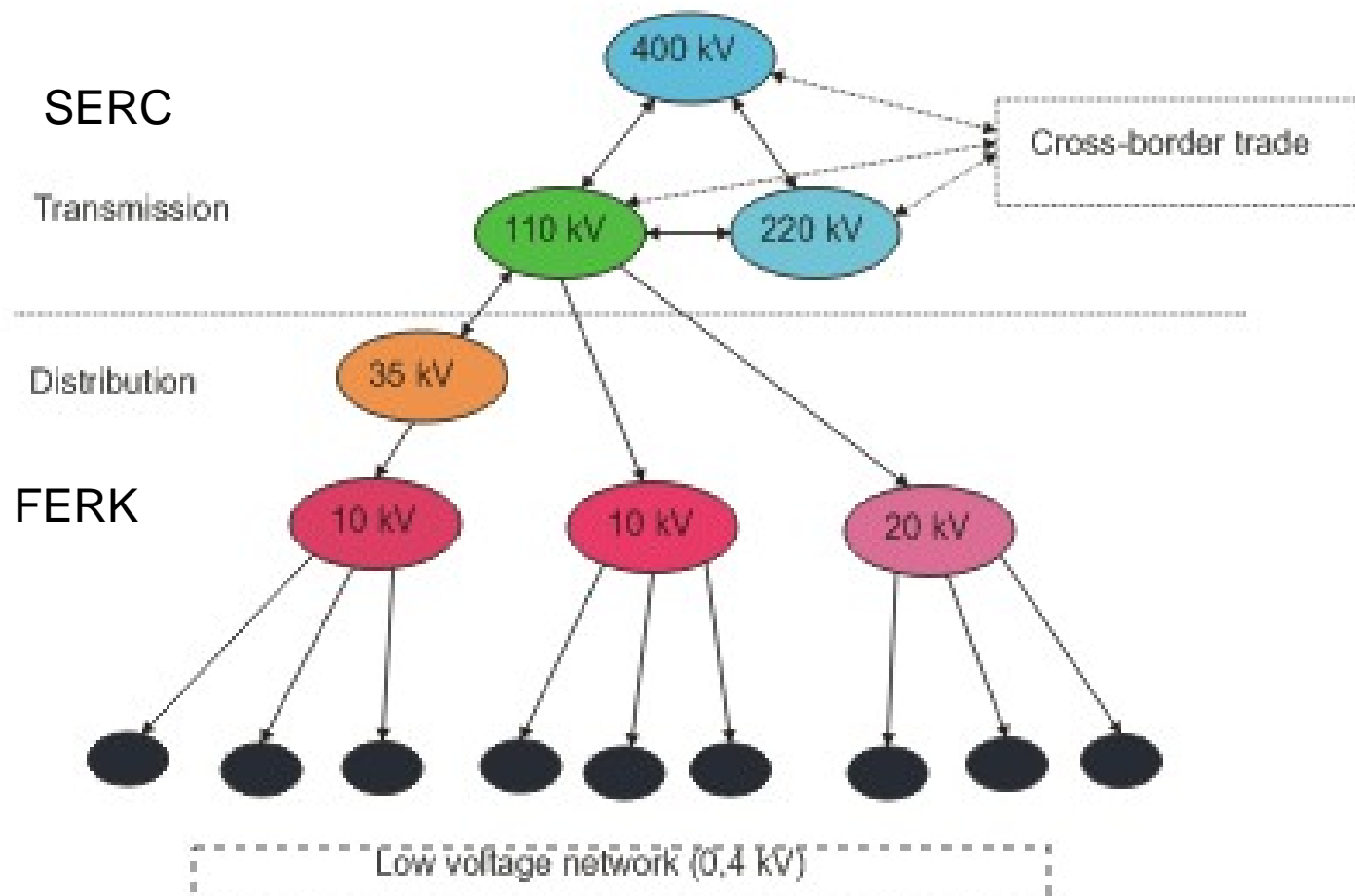
The Quality of Supply as a Part of the Annual Report

Content

- Introduction
- JP EP BiH and JP EP HZ HB as the Distribution System Operator
- Geographical area of FERK's jurisdiction
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Geographical area – red and yellow coloured zones are under FERK's jurisdiction





Basic data of generation

No.	Generation facility HPP/TPP	Starting year	Installed capacity of generation (MW)
1	HPP on Neretva river		504
	HPP Jablanica	1955	180
	HPP Grabovica	1982	114
	HPP Salakovac	1982	210
2	TPP Tuzla		715
	Block 3	1966	100
	Block 4	1971	200
	Block 5	1974	200
	Block 6	1978	215
3	TPP Kakanj		450
	Block 5	1969	110
	Block 6	1977	110
	Block 7	1988	230
4	Distribution HPP		12
5	TOTAL EP BiH		1.681

No.	Generation Facility	Starting year	Installed capacity of generation (MW)
1	HPP Rama	1968	160
2	HPP Mostar	1987	75
3	RHPP Čapljina	1979	430
4	HPP Jajce 1	1957	60
5	HPP Jajce 2	1954	30
6	HPP Peć-Mlini	2004	30
7	TOTAL EP HZHB		785

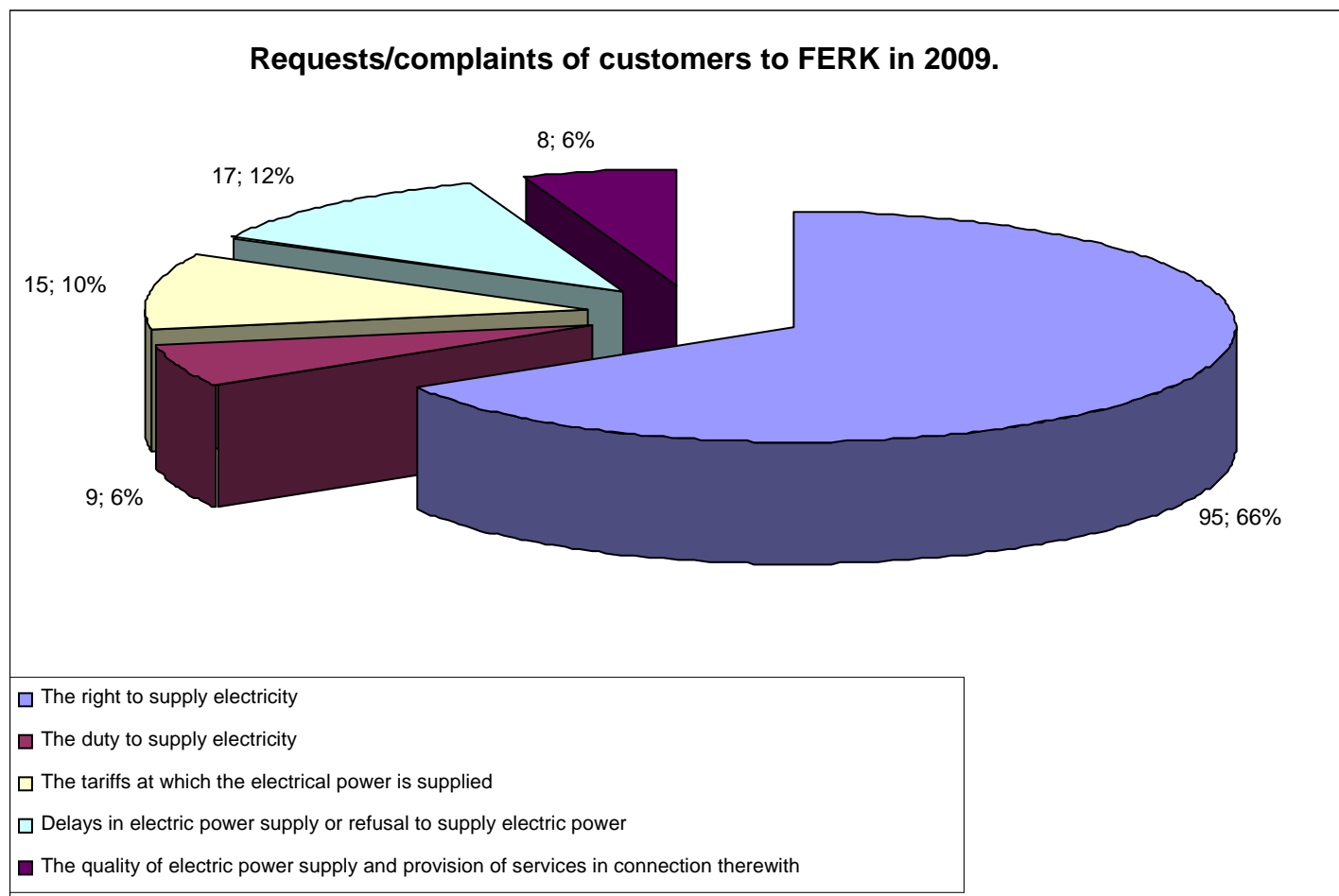
Basic network data

Elements of distribution networks		JP EP BiH	JP HZHB	Total
Total number of TS 35/10(20) kV	pieces	81	18	99
Total number of TS 10(20)/ 0,4 kV	pieces	6.953	3.444	10.397
Medium voltage 35 kV network – overhead lines	km	731	281	1.012
Medium voltage 35 kV network – cable lines	km	112	4	116
MV 35 kV TOTAL	km	843	285	1.128
Medium voltage 10(20) kV network – overhead lines	km	5.780	3.064	8.844
Medium voltage 10(20) kV network – cable lines	km	1.813	762	2.575
MV 10 (20) kV TOTAL	km	7.593	3.826	11.419
Low voltage 0,4 kV mreža – overhead lines	km	20.529	6.857	27.386
Low voltage 0,4 kV mreža – cable lines	km	1.723	651	2.374
LV 0,4 kV TOTAL	km	22.252	7.508	29.760

Basic Consumption Data

Voltage level	EP BIH Number customers in 2009.	EP BIH Consumption of electrical power in 2009. (MWh)	EP HZ HB Number of customers in 2009.	EP HZ HB Consumption of electrical power in 2009. (MWh)	TOTAL NUMBER OF CUSTOMERS	TOTAL CONSUMPTION IN 2009. GOD. (MWh)
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>
35 kV	48	337.881	3	4.755	51	342.636
10(20) kV	556	619.982	125	138.938	681	758.920
households	630.503	1.956.869	168.736	689.648	799.239	2.646.517
Other consumption on low voltage	52.376	735.741	14.847	252.715	67.223	988.456
Public lightning	5.031	77.742	1.484	21.683	6.515	99.425
TOTAL	688.514	3.728.218	185.195	1.107.743	873.709	4.835.961

Customers' complaints in FERK in 2009.



SAIFI & SAIDI in 2009

	EP BiH	EP HZ HB
SAIFI	17,49	14,2
SAIDI(min)	1.440	1.221

The General Conditions for Electricity Supply

- the defined electricity quality criteria on the point of acceptance/delivery,
- the manner and conditions for granting electric power permits,
- the requirements and deadlines for, and the manner in which the contracts on connection, supply of electric power and usage of grid shall be signed,
- a clear and precise definition of a connection,
- the criteria on the manner of connection of a new customer/generator and a location at which it will be connected to the distribution grid,
- the conditions under which the supply of electric power to a customer may be terminated or under which the consumption of electric power may be restricted,
- the manner in which electricity shall be billed and collected,
- the eligibility for indemnification for damages caused by interrupted electric power supply, supply of low-quality electricity, or restricted electricity supply,
- the provisions defining who are the customers whose electricity supply may not be interrupted, including cases when the consumed electricity was not paid for, as well as the manner in which mutual obligations in such cases shall be regulated,
- other relations between the power companies and the electricity customers

Some Quality indicators

Indicators	Standards (working days)	Average achieves:
Time for response to customer claims for network connection	30	25
Time for cost estimation for simple works	30	7
Time for connecting new LV customers to the network	30	14
Time between signing contract and the start of supply	30	7
Response time to customer queries in written form	15	8
Response time to customer complaints in written form	15	15
Response time, queries on cost and payments	8	immediately
Time for giving information on a planed interruption	2	2
Time for answering voltage complaints	30	20
Time for meter inspection in case of meter failure	3	4
Time for notice-to-pay until disconnection	8	8
Time for restoration of power supply following disconnection due non payment	2	1
Time for solving billing complaints	8	5

Thank you for your attention!

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