



Quality of Electricity Supply

Turkish National Report

by

Energy Market Regulatory Authority (EMRA)

Legislation and current practice

Regulation on Commercial and Technical Quality and Continuity of Electricity Supplied in Distribution Level ("Regulation")

Q'S is monitored under 3 topics: Continuity of supply, commercial quality and technical (voltage) quality. To explain briefly:

Continuity of Supply

Competency with SAIDI, SAIFI targets per feeder defined in regulation required. A compensation mechanism designed in case of breaking the targets.

Temporary Article 1 (On Supply Continuity)

Above explained provisions are not applied for the period between 1.1.2007-31.12.2010: Unnotified long interruption targets per user are defined include annual maximum interruption duration and annual maximum frequency of interruption. A compensation to pay applicants is calculated for performance under targets.

EMRA collects SAIDI-SAIFI data from distribution companies. But, these data are usually inadequate and based on manually registered interruptions.

Voltage Quality

Competency with supplying electricity without interruption and in acceptable variation/deviation of frequency, amplitude, wave style and 3 phase symmetry required. Sanction articles of the Electricity Market Law applied in case of violation.

Temporary Article 2 (On Technical-Voltage Quality)

Above explained provisions are not applied until 1.1.2013: Remote monitoring and control systems should be completed until 31.12.2012 and start automatically registering all the data about supply continuity and technical quality. EMRA will require distribution companies to prepare relevant data starting from 1.1.2013.

Commercial Quality

Competency with minimum standards defined in regulation required. Compensation paid for each violation.

Commercial Quality legislation briefly explained above is in force. EMRA collects data about standards.



Continuity of Supply

Quality data collected from the Distribution Regions between 2002-2008 is shown in the tables 1-42.

Table 1: Number of Interruptions and Duration of Interruptions in the Region of DSO Akdeniz EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
AKDENİZ EDAŞ	2002	13366	26154
AKDENİZ EDAŞ	2003	20416	28063
AKDENİZ EDAŞ	2004	22716	25972
AKDENİZ EDAŞ	2005	16276	22151
AKDENİZ EDAŞ	2006	23108	20546
AKDENİZ EDAŞ	2007	17522	13794
AKDENİZ EDAŞ	2008	15478	10672

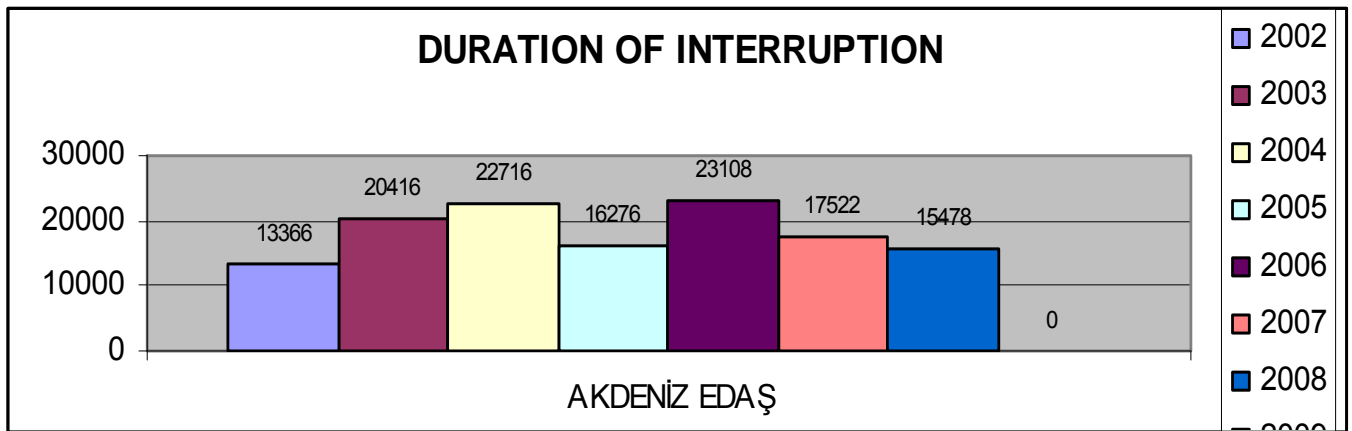


Figure 1: Duration of Interruptions in the Region of DSO Akdeniz EDAŞ

Table 2: Customer Number of DSO Akdeniz EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
AKDENİZ EDAŞ	2002	838619 % 79,5	147765 % 14,0	6510 % 0,6	12277 % 1,2	49393 % 4,7	1054564 % 100,0
AKDENİZ EDAŞ	2003	879356 % 81,0	131479 % 12,1	8858 % 0,8	11134 % 1,0	54387 % 5,0	1085214 % 100,0
AKDENİZ EDAŞ	2004	961844 % 80,7	151517 % 12,7	7205 % 0,6	10964 % 0,9	60077 % 5,0	1191607 % 100,0
AKDENİZ EDAŞ	2005	1000753 % 80,5	164419 % 13,2	7521 % 0,6	7474 % 0,6	63448 % 5,1	1243615 % 100,0
AKDENİZ EDAŞ	2006	1052213 % 80,2	175774 % 13,4	7963 % 0,6	8268 % 0,6	67073 % 5,1	1311291 % 100,0
AKDENİZ EDAŞ	2007	1088165 % 80,2	178658 % 13,2	7400 % 0,5	11573 % 0,9	71083 % 5,2	1356879 % 100,0
AKDENİZ EDAŞ	2008	1149609 % 80,4	184260 % 12,9	8303 % 0,6	12089 % 0,8	75331 % 5,3	1429592 % 100,0



Table 3: Number of Interruptions and Duration of Interruptions in the Region of DSO Aras EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
ARAS EDAŞ	2002	84254	32639
ARAS EDAŞ	2003	83009	38691
ARAS EDAŞ	2004	72563	85471
ARAS EDAŞ	2005	62949	75132
ARAS EDAŞ	2006	34123	37956
ARAS EDAŞ	2007	21762	28061
ARAS EDAŞ	2008	31108	29315

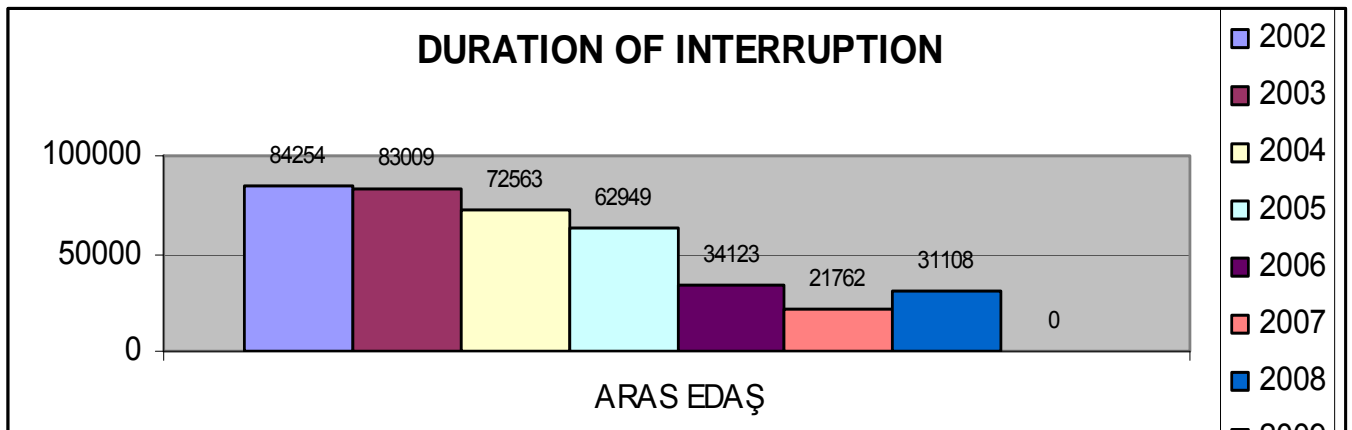


Figure 2: Duration of Interruptions in the Region of DSO Aras EDAŞ

Table 4: Customer Number of DSO Aras EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
ARAS EDAŞ	2002	532177 % 87,9	61612 % 10,2	8058 % 1,3	3242 % 0,5	649 % 0,1	605738 % 100,0
ARAS EDAŞ	2003	541568 % 87,6	63647 % 10,3	8682 % 1,4	3741 % 0,6	586 % 0,1	618224 % 100,0
ARAS EDAŞ	2004	545546 % 87,5	66036 % 10,6	8371 % 1,3	3015 % 0,5	667 % 0,1	623635 % 100,0
ARAS EDAŞ	2005	561742 % 86,7	73876 % 11,4	7940 % 1,2	3275 % 0,5	749 % 0,1	647582 % 100,0
ARAS EDAŞ	2006	589587 % 87,3	72073 % 10,7	10465 % 1,6	2188 % 0,3	778 % 0,1	675091 % 100,0
ARAS EDAŞ	2007	598422 % 87,0	74408 % 10,8	9939 % 1,4	4286 % 0,6	1036 % 0,2	688091 % 100,0
ARAS EDAŞ	2008	616567 % 87,5	75539 % 10,7	10209 % 1,4	1598 % 0,2	860 % 0,1	704773 % 100,0



Table 5: Number of Interruptions and Duration of Interruptions in the Region of DSO Ayedaş EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
AYEDAŞ	2002		
AYEDAŞ	2003		
AYEDAŞ	2004	3485	7842
AYEDAŞ	2005	33095	154732
AYEDAŞ	2006	31299	189719
AYEDAŞ	2007	33255	182376
AYEDAŞ	2008	34272	58534

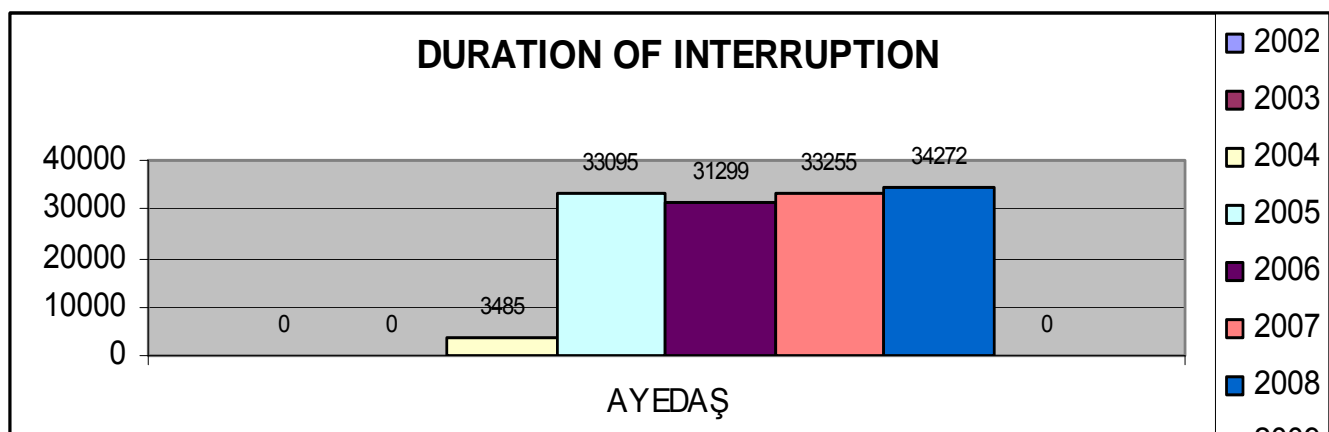


Figure 3: Duration of Interruptions in the Region of DSO Ayedaş EDAŞ

Table 6: Customer Number of DSO Ayedaş EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
AYEDAŞ	2002	1430440 % 84,7	236246 % 14,0	742 % 0,0	20880 % 1,2	201 % 0,0	1688509 % 100,0
AYEDAŞ	2003	1623267 % 88,6	196395 % 10,7	1269 % 0,1	11374 % 0,6	24 % 0,0	1832329 % 100,0
AYEDAŞ	2004	1542336 % 85,0	269177 % 14,8	2357 % 0,1	1618 % 0,1	19 % 0,0	1815507 % 100,0
AYEDAŞ	2005	1510051 % 81,8	319588 % 17,3	1712 % 0,1	13638 % 0,7	413 % 0,0	1845402 % 100,0
AYEDAŞ	2006	1566647 % 82,3	322600 % 17,0	2375 % 0,1	10660 % 0,6	413 % 0,0	1902695 % 100,0
AYEDAŞ	2007	1679558 % 85,8	264788 % 13,5	2470 % 0,1	9979 % 0,5	488 % 0,0	1957283 % 100,0
AYEDAŞ	2008	1813729 % 86,6	268955 % 12,8	1758 % 0,1	10158 % 0,5	449 % 0,0	2095049 % 100,0

Table 7: Number of Interruptions and Duration of Interruptions in the Region of DSO Başkent EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
BAŞKENT EDAŞ	2002	112864	81358
BAŞKENT EDAŞ	2003	117010	75372
BAŞKENT EDAŞ	2004	140072	73194
BAŞKENT EDAŞ	2005	348530	103829
BAŞKENT EDAŞ	2006	122271	108461
BAŞKENT EDAŞ	2007	135749	144817
BAŞKENT EDAŞ	2008	113713	122903

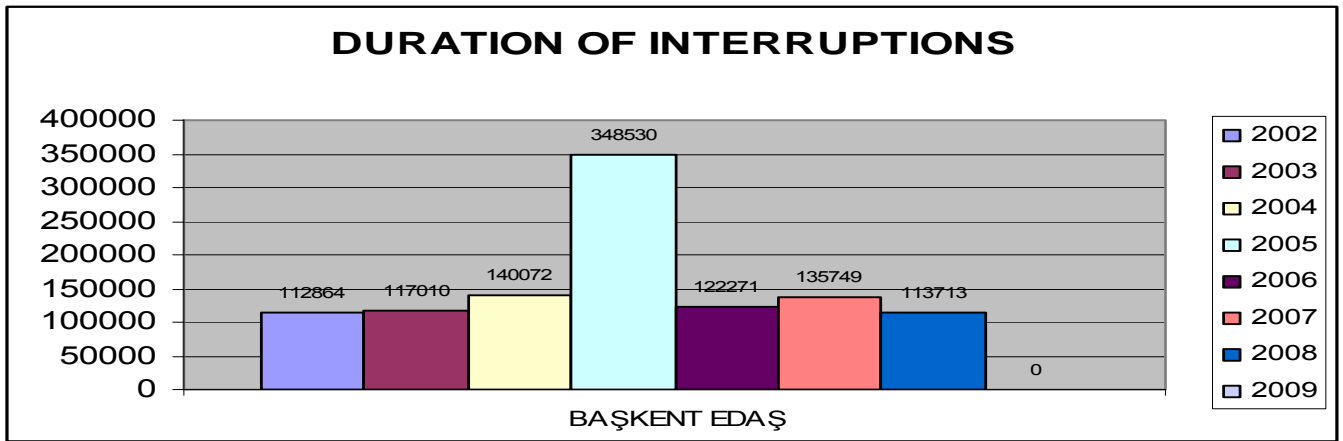


Figure 4: Duration of Interruptions in the Region of DSO Başkent EDAŞ

Table 8: Customer Number of DSO Başkent EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
BAŞKENT EDAŞ	2002	2066601 % 87,4	258111 % 10,9	12053 % 0,5	18303 % 0,8	8161 % 0,3	2363229 % 100,0
BAŞKENT EDAŞ	2003	2107800 % 86,6	283104 % 11,6	14979 % 0,6	20303 % 0,8	8463 % 0,3	2434649 % 100,0
BAŞKENT EDAŞ	2004	2231151 % 86,1	307056 % 11,9	16372 % 0,6	27017 % 1,0	9030 % 0,3	2590626 % 100,0
BAŞKENT EDAŞ	2005	2333585 % 85,8	324410 % 11,9	18110 % 0,7	36147 % 1,3	8607 % 0,3	2720859 % 100,0
BAŞKENT EDAŞ	2006	2406096 % 85,6	335343 % 11,9	17907 % 0,6	39619 % 1,4	10863 % 0,4	2809828 % 100,0
BAŞKENT EDAŞ	2007	2478460 % 84,9	344968 % 11,8	18561 % 0,6	65721 % 2,3	11664 % 0,4	2919374 % 100,0
BAŞKENT EDAŞ	2008	2590957 % 84,9	419188 % 13,7	19086 % 0,6	5783 % 0,2	15627 % 0,5	3050641 % 100,0

Table 9: Number of Interruptions and Duration of Interruptions in the Region of DSO BEDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
BOĞAZIÇI EDAŞ	2002	150972	211832
BOĞAZIÇI EDAŞ	2003	123626	168896
BOĞAZIÇI EDAŞ	2004	5131	7842
BOĞAZIÇI EDAŞ	2005	144407	154732
BOĞAZIÇI EDAŞ	2006	142634	189719
BOĞAZIÇI EDAŞ	2007	56037	182376
BOĞAZIÇI EDAŞ	2008	62603	285826

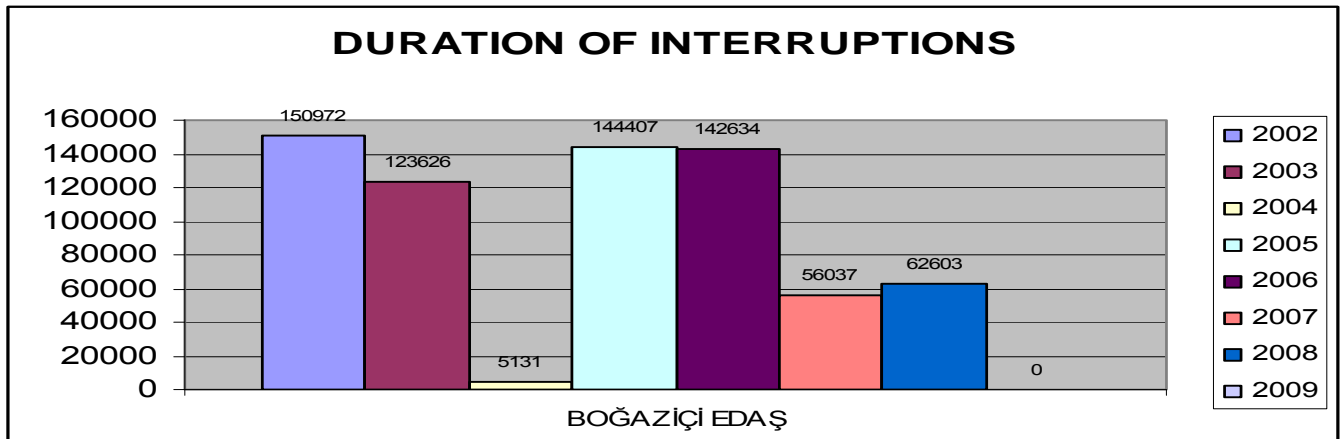


Figure 5: Duration of Interruptions in the Region of DSO BEDAŞ

Table 10: Customer Number of DSO BEDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
BOĞAZIÇI EDAŞ	2002	6497546 % 81,4	1292972 % 16,2	8502 % 0,1	185562 % 2,3	325 % 0,0	7984907 % 100,0
BOĞAZIÇI EDAŞ	2003	6913773 % 82,2	1318119 % 15,7	10043 % 0,1	167478 % 2,0	160 % 0,0	8409573 % 100,0
BOĞAZIÇI EDAŞ	2004	6966652 % 81,9	1359625 % 16,0	11873 % 0,1	163740 % 1,9	387 % 0,0	8502277 % 100,0
BOĞAZIÇI EDAŞ	2005	7082975 % 81,3	1436052 % 16,5	11754 % 0,1	181668 % 2,1	815 % 0,0	8713264 % 100,0
BOĞAZIÇI EDAŞ	2006	6905679 % 83,7	1198542 % 14,5	11297 % 0,1	133716 % 1,6	693 % 0,0	8249927 % 100,0
BOĞAZIÇI EDAŞ	2007	7551060 % 82,2	1427042 % 15,5	13728 % 0,1	190497 % 2,1	936 % 0,0	9183263 % 100,0
BOĞAZIÇI EDAŞ	2008	7993661 % 82,7	1507877 % 15,6	16068 % 0,2	145646 % 1,5	1011 % 0,0	9664263 % 100,0



Table 11: Number of Interruptions and Duration of Interruptions in the Region of DSO Çamlıbel EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
ÇAMLİBEL EDAŞ	2002	13769	38117
ÇAMLİBEL EDAŞ	2003	11710	11784
ÇAMLİBEL EDAŞ	2004	9676	29912
ÇAMLİBEL EDAŞ	2005	8163	12090
ÇAMLİBEL EDAŞ	2006	6723	14317
ÇAMLİBEL EDAŞ	2007	7382	13327
ÇAMLİBEL EDAŞ	2008	20542	31704

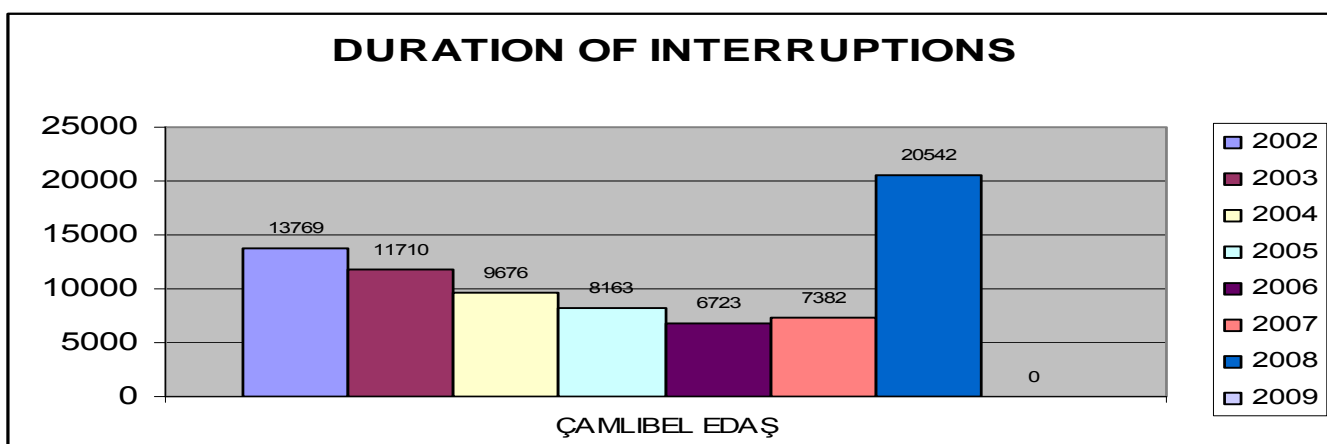


Figure 6: Duration of Interruptions in the Region of DSO Çamlıbel EDAŞ

Table 12: Customer Number of DSO Çamlıbel EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
ÇAMLİBEL EDAŞ	2002	563405 % 87,9	58060 % 9,1	8403 % 1,3	8945 % 1,4	2003 % 0,3	640816 % 100,0
ÇAMLİBEL EDAŞ	2003	567785 % 88,5	58323 % 9,1	4623 % 0,7	7710 % 1,2	2970 % 0,5	641411 % 100,0
ÇAMLİBEL EDAŞ	2004	580795 % 88,5	61104 % 9,3	4778 % 0,7	6818 % 1,0	2864 % 0,4	656359 % 100,0
ÇAMLİBEL EDAŞ	2005	589559 % 88,3	62034 % 9,3	4966 % 0,7	7587 % 1,1	3160 % 0,5	667306 % 100,0
ÇAMLİBEL EDAŞ	2006	607023 % 87,9	66931 % 9,7	6374 % 0,9	6813 % 1,0	3509 % 0,5	690650 % 100,0
ÇAMLİBEL EDAŞ	2007	618312 % 87,8	73810 % 10,5	5806 % 0,8	2712 % 0,4	3822 % 0,5	704462 % 100,0
ÇAMLİBEL EDAŞ	2008	633204 % 88,4	71395 % 10,0	6185 % 0,9	1197 % 0,2	4094 % 0,6	716075 % 100,0

Table 13: Number of Interruptions and Duration of Interruptions in the Region of Çoruh EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
ÇORUH EDAŞ	2002	71804	42671
ÇORUH EDAŞ	2003	34063	41612
ÇORUH EDAŞ	2004	61170	43854
ÇORUH EDAŞ	2005	43625	43054
ÇORUH EDAŞ	2006	69354	59822
ÇORUH EDAŞ	2007	26535	22152
ÇORUH EDAŞ	2008	23933	35781

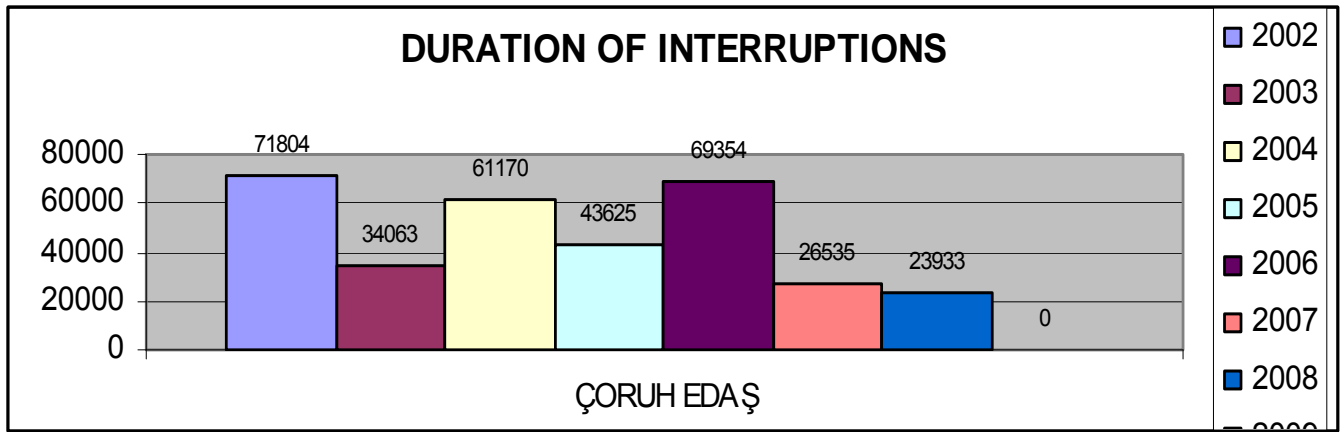


Figure 7: Duration of Interruptions in the Region of DSO Çoruh EDAŞ

Table 14: Customer Number of DSO Çoruh EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
ÇORUH EDAŞ	2002	746410 % 89,0	71711 % 8,6	6742 % 0,8	12357 % 1,5	1358 % 0,2	838578 % 100,0
ÇORUH EDAŞ	2003	772339 % 89,0	76239 % 8,8	6507 % 0,8	10850 % 1,3	1555 % 0,2	867490 % 100,0
ÇORUH EDAŞ	2004	785574 % 88,7	80499 % 9,1	7182 % 0,8	10559 % 1,2	1409 % 0,2	885223 % 100,0
ÇORUH EDAŞ	2005	801319 % 88,5	89679 % 9,9	7025 % 0,8	5629 % 0,6	1700 % 0,2	905352 % 100,0
ÇORUH EDAŞ	2006	821329 % 88,6	89271 % 9,6	7037 % 0,8	7336 % 0,8	1662 % 0,2	926635 % 100,0
ÇORUH EDAŞ	2007	832048 % 88,1	94568 % 10,0	8028 % 0,9	8098 % 0,9	1565 % 0,2	944307 % 100,0
ÇORUH EDAŞ	2008	853710 % 88,3	97953 % 10,1	7133 % 0,7	6228 % 0,6	1861 % 0,2	966885 % 100,0

Table 15: Number of Interruptions and Duration of Interruptions in the Region of Dicle EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
DİCLE EDAŞ	2002	65131	115954
DİCLE EDAŞ	2003	89520	168823
DİCLE EDAŞ	2004	179531	360978
DİCLE EDAŞ	2005	118769	203569
DİCLE EDAŞ	2006	93336	164688
DİCLE EDAŞ	2007	132822	188707
DİCLE EDAŞ	2008	113277	231797

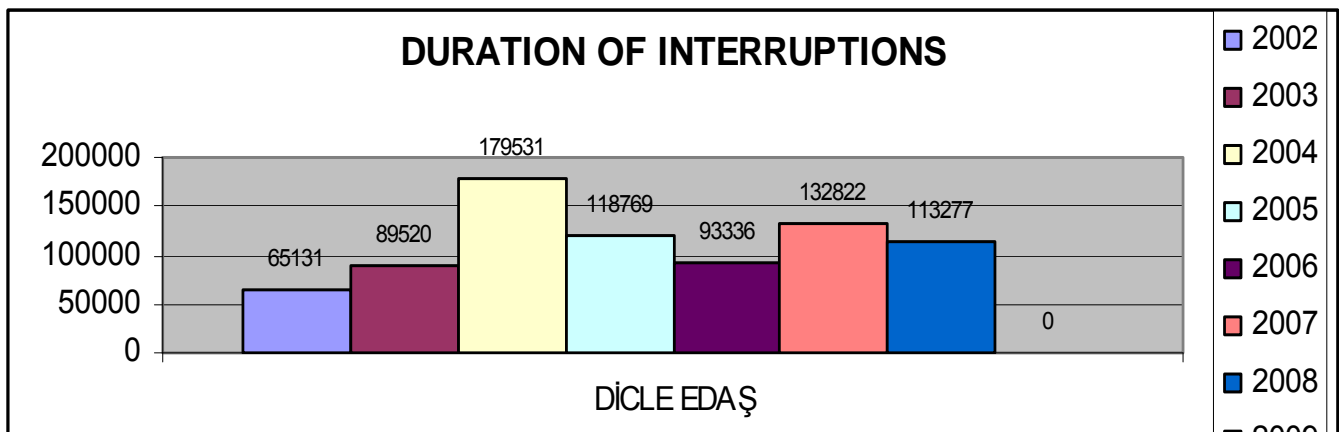


Figure 8: Duration of Interruptions in the Region of DSO Dicle EDAŞ

Table 16: Customer Number of DSO Dicle EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
DİCLE EDAŞ	2002	717863 % 86,4	87380 % 10,5	5442 % 0,7	8466 % 1,0	11320 % 1,4	830471 % 100,0
DİCLE EDAŞ	2003	743668 % 86,2	92139 % 10,7	5853 % 0,7	8328 % 1,0	13221 % 1,5	863209 % 100,0
DİCLE EDAŞ	2004	766715 % 86,1	100737 % 11,3	5453 % 0,6	4206 % 0,5	13271 % 1,5	890382 % 100,0
DİCLE EDAŞ	2005	754986 % 85,7	103823 % 11,8	5317 % 0,6	4106 % 0,5	12699 % 1,4	880931 % 100,0
DİCLE EDAŞ	2006	796817 % 85,6	110325 % 11,9	5476 % 0,6	4586 % 0,5	13381 % 1,4	930585 % 100,0
DİCLE EDAŞ	2007	811540 % 85,2	116888 % 12,3	5775 % 0,6	3226 % 0,3	14733 % 1,5	952162 % 100,0
DİCLE EDAŞ	2008	871929 % 85,3	124570 % 12,2	6764 % 0,7	3746 % 0,4	14781 % 1,4	1021790 % 100,0

Table 17: Number of Interruptions and Duration of Interruptions in the Region of Firat EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
FIRAT EDAŞ	2002	17897	19772
FIRAT EDAŞ	2003	24439	27954
FIRAT EDAŞ	2004	25321	31823
FIRAT EDAŞ	2005	13960	21741
FIRAT EDAŞ	2006	18057	29800
FIRAT EDAŞ	2007	20391	39026
FIRAT EDAŞ	2008	32119	35087

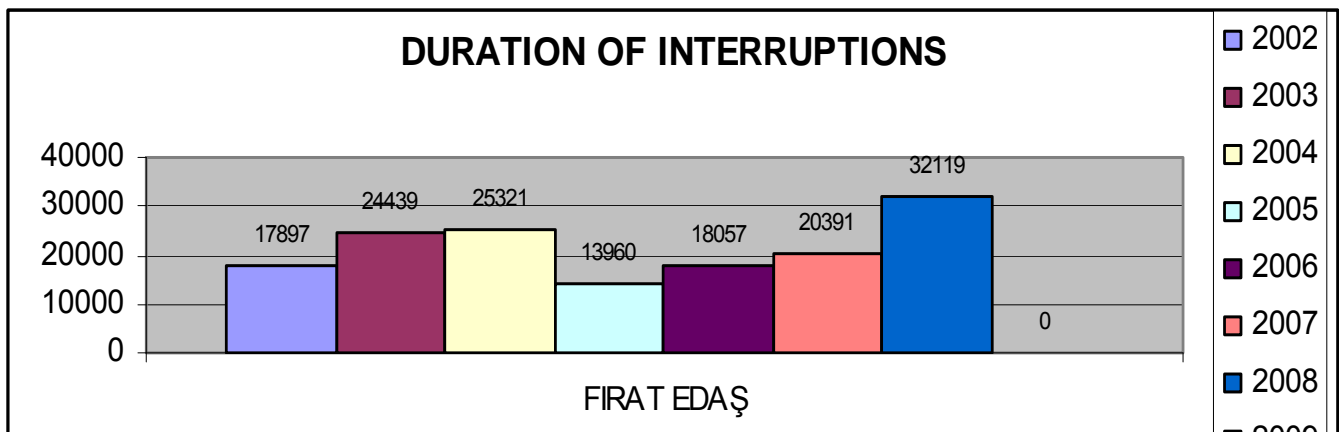


Figure 9: Duration of Interruptions in the Region of DSO Firat EDAŞ

Table 18: Customer Number of DSO Firat EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
FIRAT EDAŞ	2002	462361 % 85,2	55066 % 10,2	4953 % 0,9	2910 % 0,5	17199 % 3,2	542489 % 100,0
FIRAT EDAŞ	2003	475822 % 84,8	56843 % 10,1	5252 % 0,9	4887 % 0,9	18334 % 3,3	561138 % 100,0
FIRAT EDAŞ	2004	491357 % 84,8	60670 % 10,5	5408 % 0,9	2681 % 0,5	19363 % 3,3	579479 % 100,0
FIRAT EDAŞ	2005	501497 % 84,4	63696 % 10,7	5368 % 0,9	3230 % 0,5	20367 % 3,4	594158 % 100,0
FIRAT EDAŞ	2006	520009 % 84,0	65044 % 10,5	6385 % 1,0	5974 % 1,0	21499 % 3,5	618911 % 100,0
FIRAT EDAŞ	2007	530828 % 84,5	63971 % 10,2	5740 % 0,9	5143 % 0,8	22553 % 3,6	628235 % 100,0
FIRAT EDAŞ	2008	544547 % 84,6	67422 % 10,5	6003 % 0,9	2569 % 0,4	23249 % 3,6	643790 % 100,0

Table 19: Number of Interruptions and Duration of Interruptions in the Region of Gediz EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
GEDİZ EDAŞ	2002	39685	42851
GEDİZ EDAŞ	2003	103134	220500
GEDİZ EDAŞ	2004	108853	155595
GEDİZ EDAŞ	2005	123173	177884
GEDİZ EDAŞ	2006	82061	64865
GEDİZ EDAŞ	2007	67206	52139
GEDİZ EDAŞ	2008	51798	23026

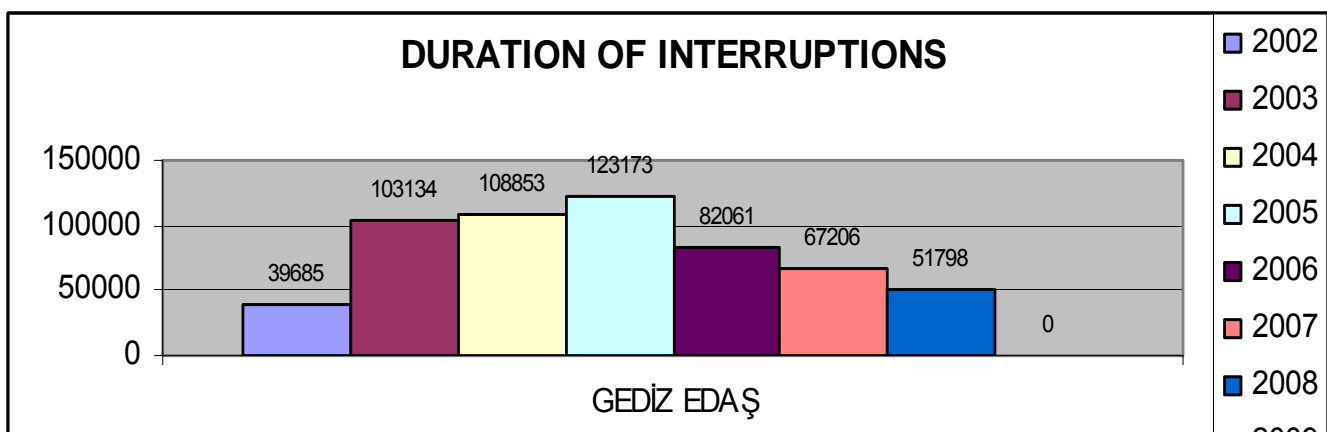


Figure 10: Duration of Interruptions in the Region of DSO Gediz EDAŞ

Table 20: Customer Number of DSO Gediz EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
GEDİZ EDAŞ	2002	1693323 % 83,1	252860 % 12,4	8142 % 0,4	51177 % 2,5	31910 % 1,6	2037412 % 100,0
GEDİZ EDAŞ	2003	1716021 % 83,3	255746 % 12,4	8270 % 0,4	31898 % 1,5	47216 % 2,3	2059151 % 100,0
GEDİZ EDAŞ	2004	1774838 % 83,2	271131 % 12,7	9219 % 0,4	28006 % 1,3	51219 % 2,4	2134413 % 100,0
GEDİZ EDAŞ	2005	1800720 % 82,7	301948 % 13,9	9263 % 0,4	11703 % 0,5	53267 % 2,4	2176901 % 100,0
GEDİZ EDAŞ	2006	1847407 % 83,8	279998 % 12,7	9542 % 0,4	12747 % 0,6	54758 % 2,5	2204452 % 100,0
GEDİZ EDAŞ	2007	1872724 % 83,2	287907 % 12,8	9829 % 0,4	18942 % 0,8	62618 % 2,8	2252020 % 100,0
GEDİZ EDAŞ	2008	1924289 % 83,3	292019 % 12,6	10407 % 0,5	17043 % 0,7	65720 % 2,8	2309478 % 100,0



Table 21: Number of Interruptions and Duration of Interruptions in the Region of Göksu EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
GÖKSU EDAŞ	2002	30041	6260
GÖKSU EDAŞ	2003	464	14132
GÖKSU EDAŞ	2004	53089	15880
GÖKSU EDAŞ	2005	43978	
GÖKSU EDAŞ	2006	47840	13281
GÖKSU EDAŞ	2007	52788	14554
GÖKSU EDAŞ	2008	30785	9379

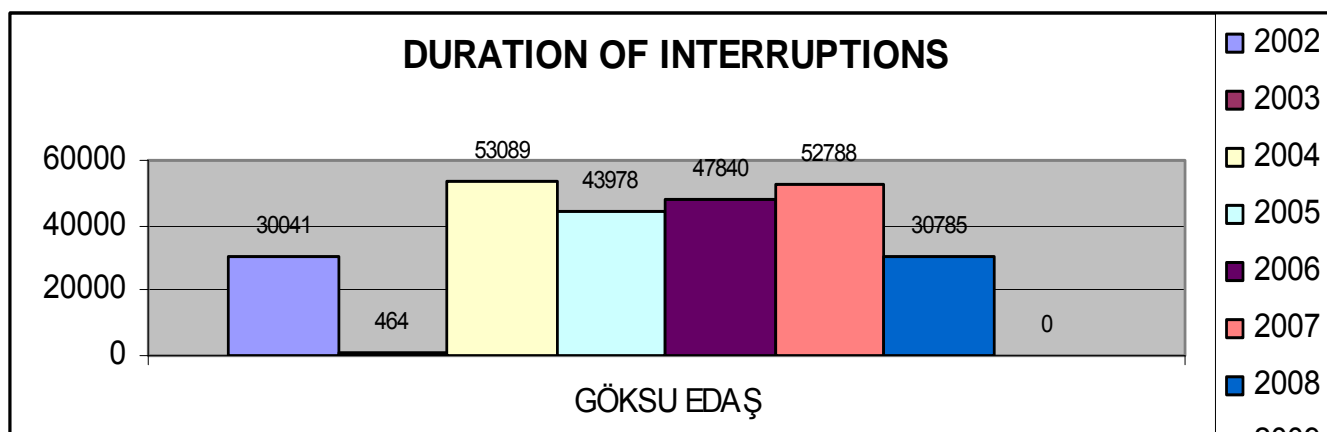


Figure 11: Duration of Interruptions in the Region of DSO Göksu EDAŞ

Table 22: Customer Number of DSO Göksu EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
GÖKSU EDAŞ	2002	337901 % 87,0	34117 % 8,8	3412 % 0,9	7041 % 1,8	6009 % 1,5	388480 % 100,0
GÖKSU EDAŞ	2003	349318 % 86,6	34437 % 8,5	3446 % 0,9	9134 % 2,3	6925 % 1,7	403260 % 100,0
GÖKSU EDAŞ	2004	366754 % 86,5	39533 % 9,3	3525 % 0,8	7482 % 1,8	6840 % 1,6	424134 % 100,0
GÖKSU EDAŞ	2005	371252 % 86,4	40343 % 9,4	3602 % 0,8	7347 % 1,7	7178 % 1,7	429722 % 100,0
GÖKSU EDAŞ	2006	384621 % 86,7	42562 % 9,6	3816 % 0,9	5773 % 1,3	7086 % 1,6	443858 % 100,0
GÖKSU EDAŞ	2007	393242 % 86,5	43864 % 9,6	3890 % 0,9	5704 % 1,3	8081 % 1,8	454781 % 100,0
GÖKSU EDAŞ	2008	410351 % 85,4	51080 % 10,6	3951 % 0,8	6182 % 1,3	8812 % 1,8	480376 % 100,0

Table 23: Number of Interruptions and Duration of Interruptions in the Region of KCETAŞ EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
KCETAŞ	2002	1216	2915
KCETAŞ	2003	5929	13621
KCETAŞ	2004	10498	39474
KCETAŞ	2005	6352	31499
KCETAŞ	2006	7065	31756
KCETAŞ	2007	7281	29182
KCETAŞ	2008	5516	30317

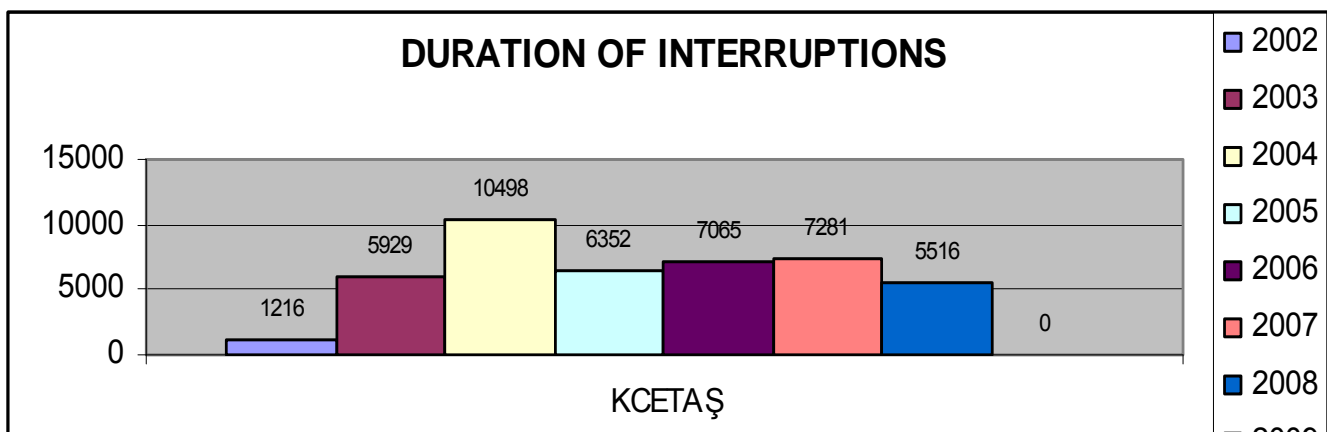


Figure 12: Duration of Interruptions in the Region of DSO KCETAŞ EDAŞ

Table 24: Customer Number of DSO KCETAŞ EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
KCETAŞ	2002	356813 % 84,5	49426 % 11,7	3483 % 0,8	11538 % 2,7	1056 % 0,3	422316 % 100,0
KCETAŞ	2003	366446 % 84,5	50808 % 11,7	3576 % 0,8	11663 % 2,7	1133 % 0,3	433626 % 100,0
KCETAŞ	2004	378576 % 84,6	52153 % 11,7	3641 % 0,8	11687 % 2,6	1241 % 0,3	447298 % 100,0
KCETAŞ	2005	382626 % 82,9	56773 % 12,3	3676 % 0,8	17312 % 3,7	1314 % 0,3	461701 % 100,0
KCETAŞ	2006	397005 % 84,8	54221 % 11,6	3740 % 0,8	11716 % 2,5	1563 % 0,3	468245 % 100,0
KCETAŞ	2007	410163 % 85,0	55315 % 11,5	3828 % 0,8	11707 % 2,4	1604 % 0,3	482617 % 100,0
KCETAŞ	2008	433692 % 85,4	56870 % 11,2	3852 % 0,8	11747 % 2,3	1813 % 0,4	507974 % 100,0



Table 25 Number of Interruptions and Duration of Interruptions in the Region of Menderes EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
MENDERES EDAŞ	2002	51331	51266
MENDERES EDAŞ	2003	89270	48903
MENDERES EDAŞ	2004	13494	34102
MENDERES EDAŞ	2005	51674	20571
MENDERES EDAŞ	2006	44791	45968
MENDERES EDAŞ	2007	25572	23688
MENDERES EDAŞ	2008	21713	31091

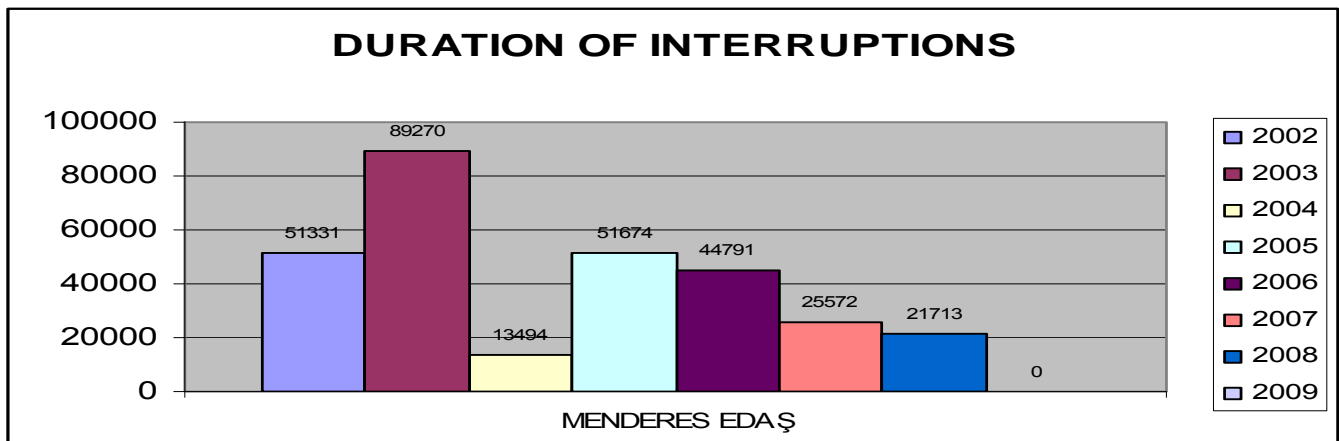


Figure 13: Duration of Interruptions in the Region of DSO Menderes EDAŞ

Table 26: Customer Number of DSO Menderes EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
MENDERES EDAŞ	2002	948727 % 80,9	143247 % 12,2	5528 % 0,5	28103 % 2,4	47306 % 4,0	1172911 % 100,0
MENDERES EDAŞ	2003	993181 % 82,0	150337 % 12,4	5522 % 0,5	27971 % 2,3	34609 % 2,9	1211620 % 100,0
MENDERES EDAŞ	2004	1031372 % 81,0	159400 % 12,5	6859 % 0,5	28355 % 2,2	47214 % 3,7	1273200 % 100,0
MENDERES EDAŞ	2005	1081015 % 82,2	155319 % 11,8	7219 % 0,5	30881 % 2,3	40470 % 3,1	1314904 % 100,0
MENDERES EDAŞ	2006	1089692 % 81,5	177222 % 13,3	6929 % 0,5	26587 % 2,0	36947 % 2,8	1337377 % 100,0
MENDERES EDAŞ	2007	1134527 % 81,6	176552 % 12,7	7229 % 0,5	21258 % 1,5	51559 % 3,7	1391125 % 100,0
MENDERES EDAŞ	2008	1183987 % 81,1	196340 % 13,4	8064 % 0,6	17391 % 1,2	54723 % 3,7	1460505 % 100,0

Table 27: Number of Interruptions and Duration of Interruptions in the Region of Meram EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
MERAM EDAŞ	2002	34750	30582
MERAM EDAŞ	2003	27123	22542
MERAM EDAŞ	2004	62335	120706
MERAM EDAŞ	2005	50866	82143
MERAM EDAŞ	2006	70784	88353
MERAM EDAŞ	2007	74559	86784
MERAM EDAŞ	2008	56544	86781

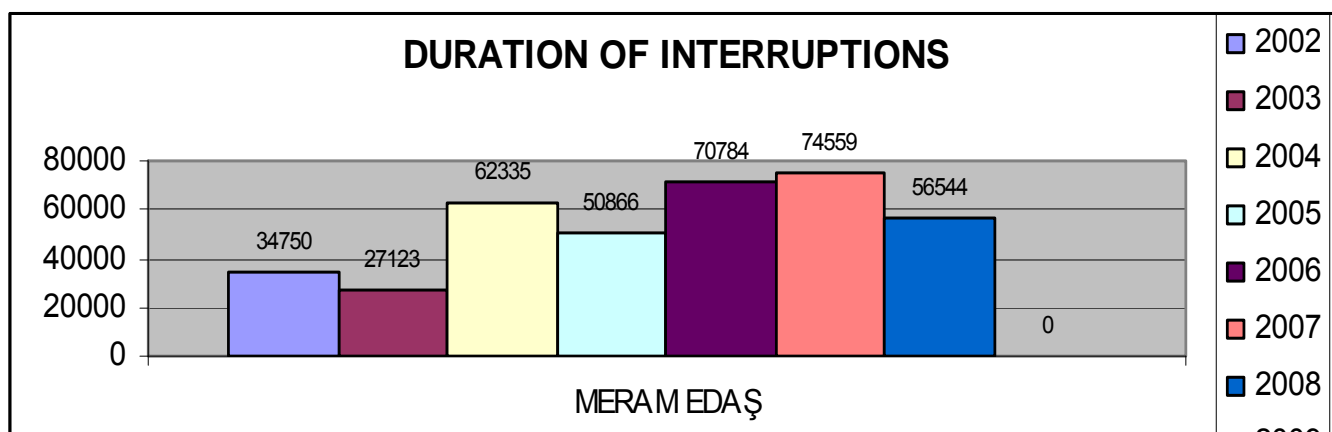


Figure 14: Duration of Interruptions in the Region of DSO Meram EDAŞ

Table 28: Customer Number of DSO Meram EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
MERAM EDAŞ	2002	1039046 % 83,6	129814 % 10,4	12680 % 1,0	26895 % 2,2	34304 % 2,8	1242739 % 100,0
MERAM EDAŞ	2003	1071076 % 83,6	130730 % 10,2	11416 % 0,9	30026 % 2,3	38001 % 3,0	1281249 % 100,0
MERAM EDAŞ	2004	1126086 % 84,5	145378 % 10,9	9221 % 0,7	22380 % 1,7	30289 % 2,3	1333354 % 100,0
MERAM EDAŞ	2005	1140595 % 83,9	159268 % 11,7	12417 % 0,9	12866 % 0,9	35129 % 2,6	1360275 % 100,0
MERAM EDAŞ	2006	1171288 % 84,0	167020 % 12,0	11759 % 0,8	9289 % 0,7	35699 % 2,6	1395055 % 100,0
MERAM EDAŞ	2007	1187439 % 82,4	175693 % 12,2	12276 % 0,9	28002 % 1,9	37204 % 2,6	1440614 % 100,0
MERAM EDAŞ	2008	1230589 % 82,7	180149 % 12,1	13062 % 0,9	25055 % 1,7	38386 % 2,6	1487241 % 100,0

Table 29: Number of Interruptions and Duration of Interruptions in the Region of Osmangazi EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
OSMANGAZİ EDAŞ	2002	30119	19303
OSMANGAZİ EDAŞ	2003	36250	13777
OSMANGAZİ EDAŞ	2004	27747	17163
OSMANGAZİ EDAŞ	2005	22295	22334
OSMANGAZİ EDAŞ	2006	16345	14282
OSMANGAZİ EDAŞ	2007	21253	18747
OSMANGAZİ EDAŞ	2008	20549	14094

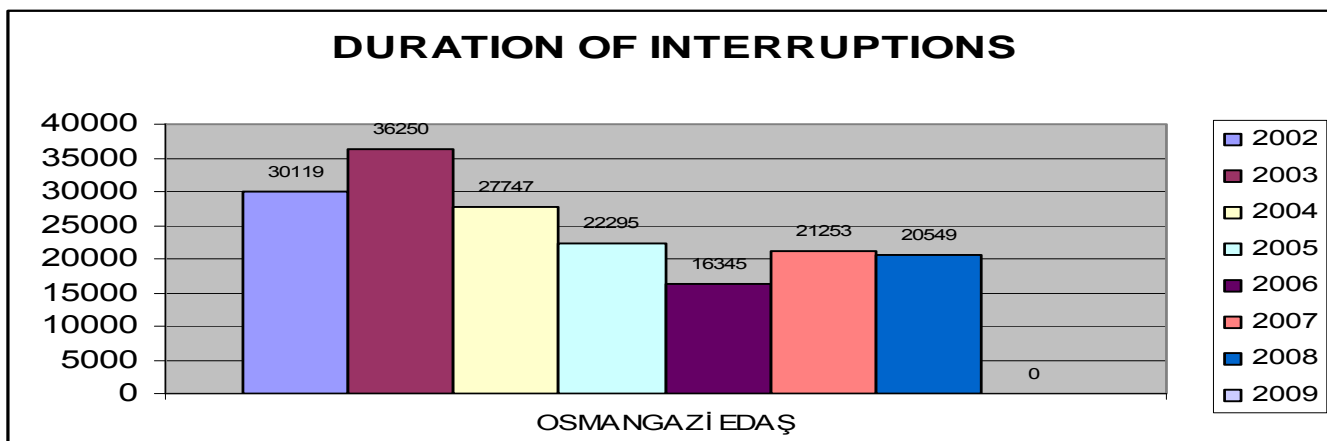


Figure 15: Duration of Interruptions in the Region of DSO Osmangazi EDAŞ

Table 30: Customer Number of DSO Osmangazi EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
OSMANGAZİ EDAŞ	2002	887473 % 85,2	122826 % 11,8	7544 % 0,7	11958 % 1,1	12009 % 1,2	1041810 % 100,0
OSMANGAZİ EDAŞ	2003	924109 % 85,4	124806 % 11,5	7219 % 0,7	13171 % 1,2	12456 % 1,2	1081761 % 100,0
OSMANGAZİ EDAŞ	2004	931999 % 85,1	131572 % 12,0	7271 % 0,7	11475 % 1,0	13404 % 1,2	1095721 % 100,0
OSMANGAZİ EDAŞ	2005	964470 % 84,7	140993 % 12,4	7642 % 0,7	11780 % 1,0	14249 % 1,3	1139134 % 100,0
OSMANGAZİ EDAŞ	2006	999124 % 84,0	157388 % 13,2	8566 % 0,7	8229 % 0,7	15871 % 1,3	1189178 % 100,0
OSMANGAZİ EDAŞ	2007	1012898 % 84,1	157574 % 13,1	9084 % 0,8	6681 % 0,6	17686 % 1,5	1203923 % 100,0
OSMANGAZİ EDAŞ	2008	1045428 % 84,4	160126 % 12,9	9921 % 0,8	4857 % 0,4	18873 % 1,5	1239205 % 100,0

Table 31: Number of Interruptions and Duration of Interruptions in the Region of Sakarya EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
SAKARYA EDAŞ	2002	31162	46992
SAKARYA EDAŞ	2003	48348	87765
SAKARYA EDAŞ	2004	29904	55100
SAKARYA EDAŞ	2005	25469	48276
SAKARYA EDAŞ	2006	20547	37802
SAKARYA EDAŞ	2007	22656	38585
SAKARYA EDAŞ	2008	86811	31201

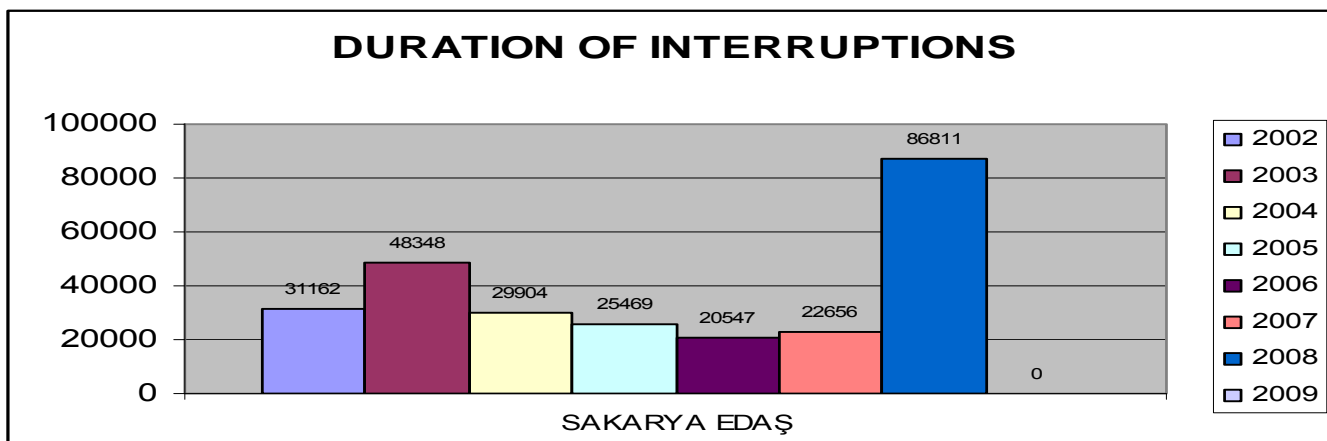


Figure 16: Duration of Interruptions in the Region of DSO Sakarya EDAŞ

Table 32: Customer Number of DSO Sakarya EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
SAKARYA EDAŞ	2002	957769 % 85,2	148581 % 13,2	4931 % 0,4	10006 % 0,9	3263 % 0,3	1124550 % 100,0
SAKARYA EDAŞ	2003	992576 % 85,7	149784 % 12,9	4809 % 0,4	8460 % 0,7	2781 % 0,2	1158410 % 100,0
SAKARYA EDAŞ	2004	1016427 % 85,5	156215 % 13,1	4697 % 0,4	8680 % 0,7	2354 % 0,2	1188373 % 100,0
SAKARYA EDAŞ	2005	1060739 % 85,5	164355 % 13,2	4551 % 0,4	9331 % 0,8	2345 % 0,2	1241321 % 100,0
SAKARYA EDAŞ	2006	1134978 % 87,3	148162 % 11,4	6260 % 0,5	8412 % 0,6	2694 % 0,2	1300506 % 100,0
SAKARYA EDAŞ	2007	1070419 % 85,3	162356 % 12,9	5287 % 0,4	12459 % 1,0	4027 % 0,3	1254548 % 100,0
SAKARYA EDAŞ	2008	1094627 % 85,0	168374 % 13,1	5346 % 0,4	14837 % 1,2	4895 % 0,4	1288079 % 100,0

Table 33: Number of Interruptions and Duration of Interruptions in the Region of Toroslar EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
TOROSLAR EDAŞ	2002	70243	51614
TOROSLAR EDAŞ	2003	57880	47362
TOROSLAR EDAŞ	2004	140493	161900
TOROSLAR EDAŞ	2005	139554	160960
TOROSLAR EDAŞ	2006	74983	102499
TOROSLAR EDAŞ	2007	25007	28854
TOROSLAR EDAŞ	2008	25059	26473

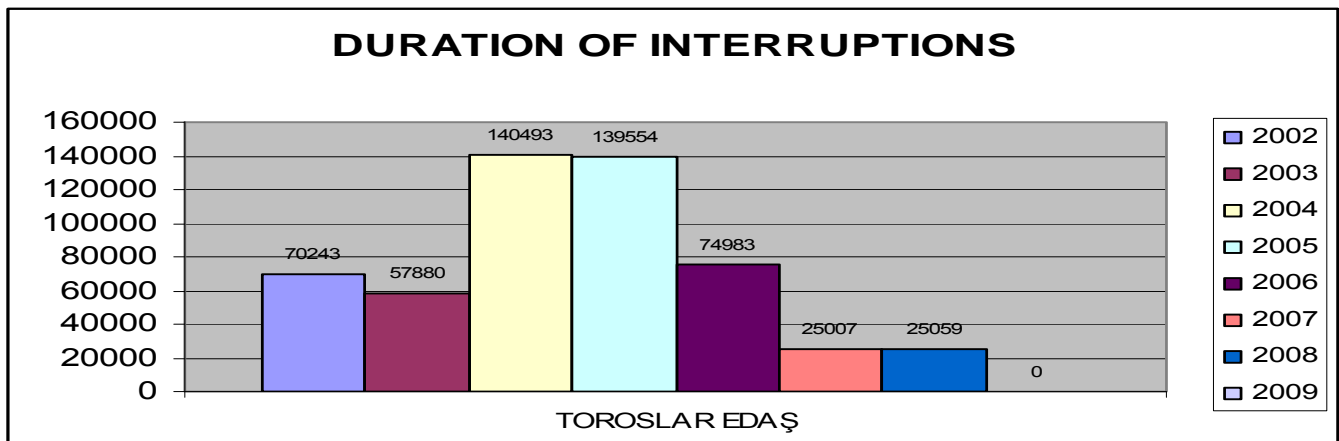


Figure 17: Duration of Interruptions in the Region of DSO Toroslar EDAŞ

Table 34: Customer Number of DSO Toroslar EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
TOROSLAR EDAŞ	2002	1853136 % 84,9	250064 % 11,5	11096 % 0,5	33556 % 1,5	34744 % 1,6	2182596 % 100,0
TOROSLAR EDAŞ	2003	1945168 % 84,6	269502 % 11,7	9220 % 0,4	31856 % 1,4	42924 % 1,9	2298670 % 100,0
TOROSLAR EDAŞ	2004	2032778 % 84,2	309668 % 12,8	10512 % 0,4	12663 % 0,5	48192 % 2,0	2413813 % 100,0
TOROSLAR EDAŞ	2005	2043415 % 83,9	316940 % 13,0	10900 % 0,4	11951 % 0,5	52039 % 2,1	2435245 % 100,0
TOROSLAR EDAŞ	2006	2071334 % 83,7	324687 % 13,1	10253 % 0,4	12541 % 0,5	54898 % 2,2	2473713 % 100,0
TOROSLAR EDAŞ	2007	2069882 % 83,9	307150 % 12,5	13931 % 0,6	16504 % 0,7	58567 % 2,4	2466034 % 100,0
TOROSLAR EDAŞ	2008	2127154 % 83,7	330550 % 13,0	12125 % 0,5	8837 % 0,3	61267 % 2,4	2539933 % 100,0

Table 35: Number of Interruptions and Duration of Interruptions in the Region of Trakya EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
TRAKYA EDAŞ	2002	24303	21371
TRAKYA EDAŞ	2003	26142	28688
TRAKYA EDAŞ	2004	66531	52825
TRAKYA EDAŞ	2005	28828	27587
TRAKYA EDAŞ	2006	25754	25322
TRAKYA EDAŞ	2007	20438	19650
TRAKYA EDAŞ	2008	21045	23941

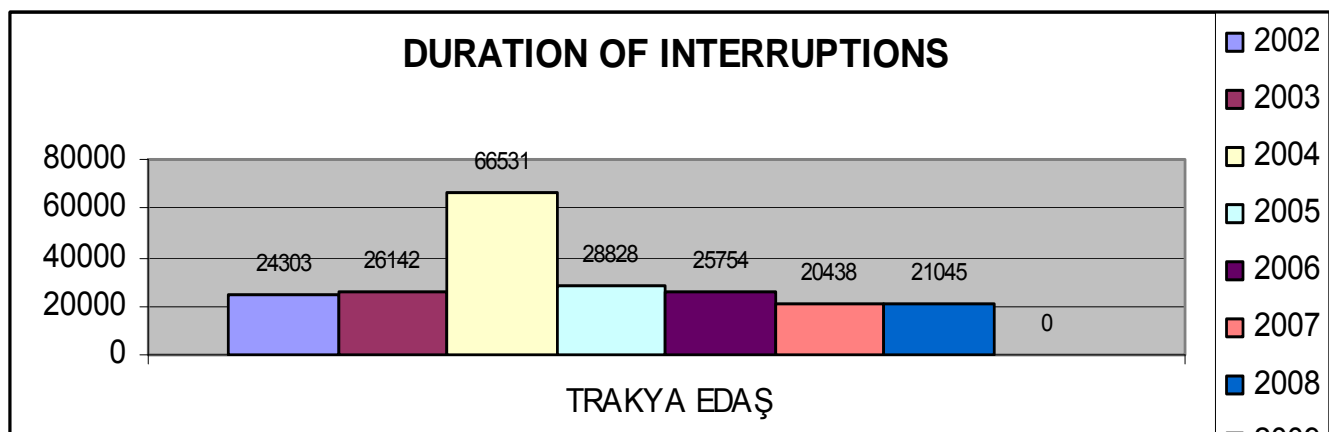


Figure 18: Duration of Interruptions in the Region of DSO Trakya EDAŞ

Table 36: Customer Number of DSO Trakya EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
TRAKYA EDAŞ	2002	545068 % 85,2	78032 % 12,2	5577 % 0,9	9452 % 1,5	1505 % 0,2	639634 % 100,0
TRAKYA EDAŞ	2003	565886 % 85,7	79084 % 12,0	5178 % 0,8	8578 % 1,3	1700 % 0,3	660426 % 100,0
TRAKYA EDAŞ	2004	587562 % 85,4	86453 % 12,6	5878 % 0,9	6767 % 1,0	1555 % 0,2	688215 % 100,0
TRAKYA EDAŞ	2005	598284 % 85,2	90105 % 12,8	5264 % 0,7	6545 % 0,9	1968 % 0,3	702166 % 100,0
TRAKYA EDAŞ	2006	606518 % 84,6	95248 % 13,3	5313 % 0,7	7509 % 1,0	2372 % 0,3	716960 % 100,0
TRAKYA EDAŞ	2007	608735 % 84,9	94816 % 13,2	4913 % 0,7	5579 % 0,8	2658 % 0,4	716701 % 100,0
TRAKYA EDAŞ	2008	626753 % 85,5	97152 % 13,2	4111 % 0,6	2408 % 0,3	2894 % 0,4	733318 % 100,0

Table 37: Number of Interruptions and Duration of Interruptions in the Region of Uludağ EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
ULUDAĞ EDAŞ	2002	25145	62558
ULUDAĞ EDAŞ	2003	26231	62549
ULUDAĞ EDAŞ	2004	78544	110283
ULUDAĞ EDAŞ	2005	55610	60391
ULUDAĞ EDAŞ	2006	65356	60841
ULUDAĞ EDAŞ	2007	25984	28647
ULUDAĞ EDAŞ	2008	13098	38531

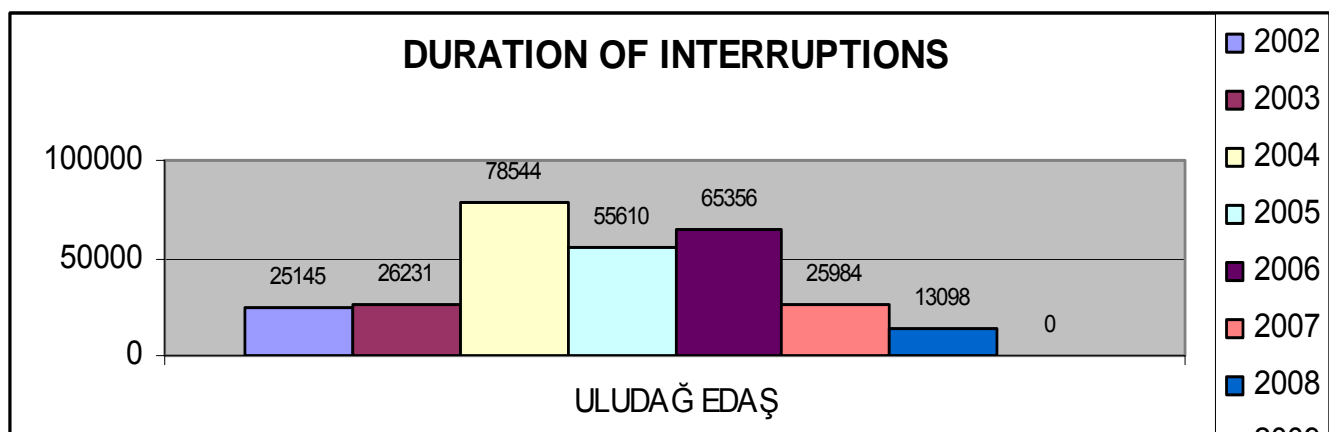


Figure 19: Duration of Interruptions in the Region of DSO Uludağ EDAŞ

Table 38: Customer Number of DSO Uludağ EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
ULUDAĞ EDAŞ	2002	1560524 % 85,5	224755 % 12,3	9048 % 0,5	20001 % 1,1	11842 % 0,6	1826170 % 100,0
ULUDAĞ EDAŞ	2003	1611468 % 85,7	227098 % 12,1	8990 % 0,5	20415 % 1,1	12399 % 0,7	1880370 % 100,0
ULUDAĞ EDAŞ	2004	1714777 % 85,2	254118 % 12,6	9675 % 0,5	18846 % 0,9	14389 % 0,7	2011805 % 100,0
ULUDAĞ EDAŞ	2005	1721471 % 85,3	254943 % 12,6	12500 % 0,6	14497 % 0,7	14372 % 0,7	2017783 % 100,0
ULUDAĞ EDAŞ	2006	1805589 % 85,5	273606 % 12,9	11545 % 0,5	5002 % 0,2	17069 % 0,8	2112811 % 100,0
ULUDAĞ EDAŞ	2007	1814466 % 84,9	282595 % 13,2	10969 % 0,5	10442 % 0,5	18046 % 0,8	2136518 % 100,0
ULUDAĞ EDAŞ	2008	1876897 % 85,1	293240 % 13,3	10679 % 0,5	5584 % 0,3	19638 % 0,9	2206038 % 100,0

Table 39: Number of Interruptions and Duration of Interruptions in the Region of Vangölü EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
VANGÖLÜ EDAŞ	2002	15347	18321
VANGÖLÜ EDAŞ	2003	11578	11725
VANGÖLÜ EDAŞ	2004	8314	7676
VANGÖLÜ EDAŞ	2005	8137	6915
VANGÖLÜ EDAŞ	2006	19360	10371
VANGÖLÜ EDAŞ	2007	19439	45103
VANGÖLÜ EDAŞ	2008	15625	44588

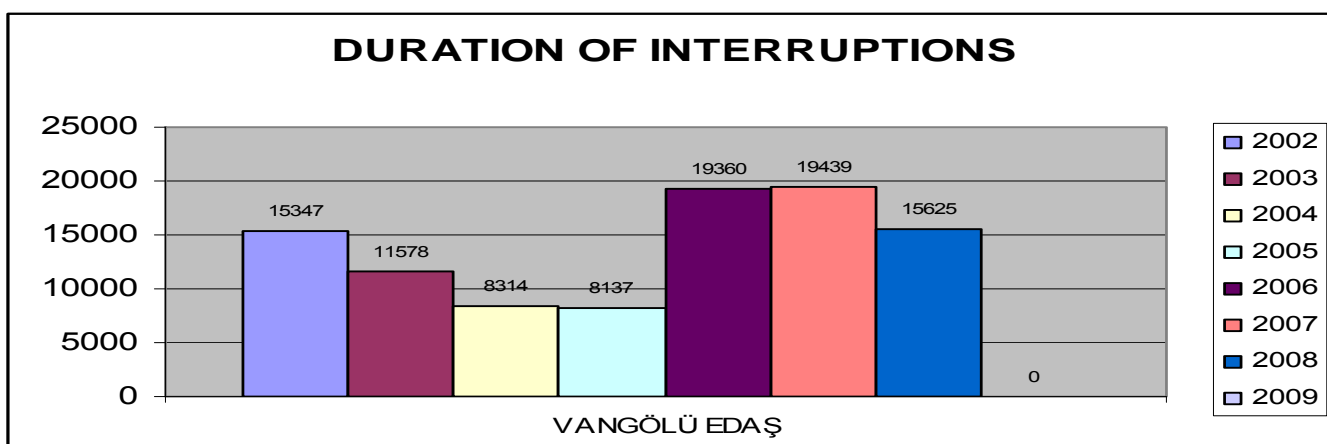


Figure 20: Duration of Interruptions in the Region of DSO Vangölü EDAŞ

Table 40: Customer Number of DSO Vangölü EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
VANGÖLÜ EDAŞ	2002	285979 % 89,2	28142 % 8,8	2838 % 0,9	3083 % 1,0	597 % 0,2	320639 % 100,0
VANGÖLÜ EDAŞ	2003	296286 % 89,2	29275 % 8,8	2954 % 0,9	3003 % 0,9	650 % 0,2	332168 % 100,0
VANGÖLÜ EDAŞ	2004	303169 % 88,2	33297 % 9,7	4535 % 1,3	2169 % 0,6	706 % 0,2	343876 % 100,0
VANGÖLÜ EDAŞ	2005	314447 % 88,2	34506 % 9,7	3839 % 1,1	2787 % 0,8	868 % 0,2	356447 % 100,0
VANGÖLÜ EDAŞ	2006	326218 % 88,1	38301 % 10,3	4265 % 1,2	579 % 0,2	973 % 0,3	370336 % 100,0
VANGÖLÜ EDAŞ	2007	338247 % 88,3	39462 % 10,3	3732 % 1,0	624 % 0,2	1033 % 0,3	383098 % 100,0
VANGÖLÜ EDAŞ	2008	343014 % 88,2	39549 % 10,2	4684 % 1,2	398 % 0,1	1085 % 0,3	388730 % 100,0

Table 41: Number of Interruptions and Duration of Interruptions in the Region of Yeşilirmak EDAŞ

Distribution Region	Year	Interruption Duration	Number of Interruptions
YEŞİLIRMAK EDAŞ	2002	76784	96886
YEŞİLIRMAK EDAŞ	2003	48683	94316
YEŞİLIRMAK EDAŞ	2004	155392	120547
YEŞİLIRMAK EDAŞ	2005	121636	135068
YEŞİLIRMAK EDAŞ	2006	107286	72762
YEŞİLIRMAK EDAŞ	2007	90309	82028
YEŞİLIRMAK EDAŞ	2008	96006	86825

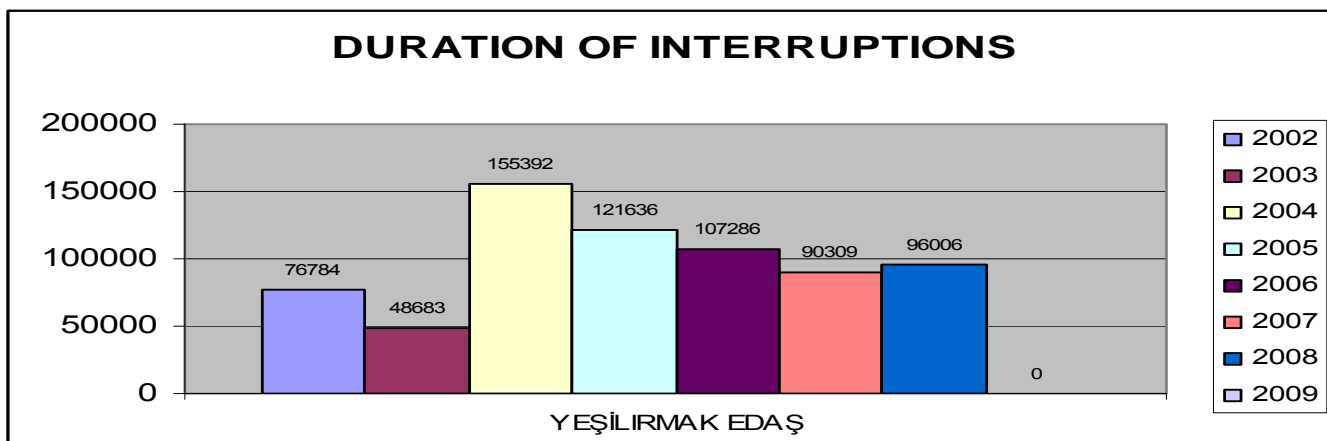


Figure 21: Duration of Interruptions in the Region of DSO Yeşilirmak EDAŞ

Table 42: Customer Number of DSO Yeşilirmak EDAŞ

Distribution Region	Year	Household	Commercial	State Institutions	Industrial	Agricultural Irrigation	Total
YEŞİLIRMAK EDAŞ	2002	1066235 % 86,3	130257 % 10,5	8792 % 0,7	11797 % 1,0	18692 % 1,5	1235773 % 100,0
YEŞİLIRMAK EDAŞ	2003	1085546 % 86,5	127934 % 10,2	10496 % 0,8	10480 % 0,8	20592 % 1,6	1255048 % 100,0
YEŞİLIRMAK EDAŞ	2004	1114479 % 86,5	137351 % 10,7	8450 % 0,7	6858 % 0,5	21592 % 1,7	1288730 % 100,0
YEŞİLIRMAK EDAŞ	2005	1149010 % 86,1	148914 % 11,2	9515 % 0,7	4296 % 0,3	23427 % 1,8	1335162 % 100,0
YEŞİLIRMAK EDAŞ	2006	1192667 % 86,1	154573 % 11,2	9290 % 0,7	4038 % 0,3	25113 % 1,8	1385681 % 100,0
YEŞİLIRMAK EDAŞ	2007	1195629 % 85,7	155656 % 11,2	8970 % 0,6	8753 % 0,6	25846 % 1,9	1394854 % 100,0
YEŞİLIRMAK EDAŞ	2008	1236113 % 85,7	159428 % 11,1	9534 % 0,7	9838 % 0,7	27220 % 1,9	1442133 % 100,0

The following three tables give examples of the original DSO reports on the continuity of supply.

Table 43: Duration of Interruptions in the Region of DSO Başkent EDAŞ

SYSTEM AVERAGE INTERRUPTION DURATION	TRANSMISSION LEVEL	INTRA ZONING AREA			TRANSMISSION LEVEL	OUT OF ZONING AREA		
		DISTRIBUTION SYSTEM		TOTAL		DISTRIBUTION SYSTEM		TOTAL
		MV	LV			MV	LV	
FORCE MAJEURE	0	0,0000000000000000	0,701889482141223	0,701889482141223	0	0,0000000000000000	0,659022577379775	0,659022577379775
EXTERNAL REASONS	0	0,0001013333333331	0,596330488090766	0,596431821424097	0	0,001857708333370	0,084725267855607	0,086582976188977
DISTRIBUTION COMPANY'S RESPONSIBILITY	0	0,005683904761917	6,202761922227170	6,208445826989090	0	0,502821636891416	2,847037646700010	3,349859283591420
COMPANY'S WORKS	0	0,005683071428583	6,000865832942020	6,006548904370600	0	0,502792172605702	2,798309938367270	3,301102110972970
NATURAL DISASTERS	0		0,701889482141223	0,701889482141223	0		0,659022577379775	0,659022577379775
THEFT	0		0,003153178571433	0,003153178571433	0		0,001465357142888	0,001465357142888
EXCAVATION	0	0,000004880952381	0,098191535714043	0,098196416666424	0		0,019681767857492	0,019681767857492
NEIGHBORING DISTRIBUTION COMP	0		0,004860821428615	0,004860821428615	0		0,000154999999999	0,000154999999999
USER DAMAGE	0		0,008197982142695	0,008197982142695	0		0,026354494047496	0,026354494047496
USER FAILURE	0		0,025924866071141	0,025924866071141	0		0,015086642857170	0,015086642857170
SABOTAGE	0			0,000000000000000	0			0,000000000000000
FIXING	0		0,024783363095022	0,024783363095022	0		0,044848571427899	0,044848571427899
INSTALLING	0	0,000000833333333	0,177112726190132	0,177113559523465	0	0,000029464285714	0,003879136904838	0,003908601190552
TSO MAINTENANCE AND REPAIR	0	0,000095059523808	0,091695565475507	0,091790624999315	0	0,001854613095277		0,001854613095277
TSO SYSTEM FAILURE	0	0,000000773809523	0,343512592259131	0,343513366068654	0	0,000003095238092	0,004987142855115	0,004990238093208
TEROR	0			0,000000000000000	0			0,000000000000000
USER INVERVENTION	0		0,001799648809261	0,001799648809261	0		0,006438565476595	0,006438565476595
TRAFFIC ACCIDENT	0		0,016263625000050	0,016263625000050	0		0,000649345238059	0,000649345238059
INTERNATIOAL INTERCONNECTION	0	0,000000619047619		0,000000619047619	0			0,000000000000000
FIRE	0		0,002730672618890	0,002730672618890	0		0,009906952380794	0,009906952380794
TOTAL	0	0,005785238095248	7,500981892459160	7,506767130554410	0	0,504679345224786	3,590785491935390	4,095464837160170

Table 45: Number of Interruptions and Duration of Interruptions in the Region of Fırat EDAŞ

SYSTEM AVERAGE INTERRUPTION DURATION	INTRA ZONING AREA				OUT OF ZONING AREA			
	TRANSMISSION LEVEL	DISTRIBUTION SYSTEM		TOTAL	TRANSMISSION LEVEL	DISTRIBUTION SYSTEM		TOTAL
		MV	LV			MV	LV	
FORCE MAJEURE	0:00:00	2:53:10	0:01:07	2:54:17	0:00:00	7:18:01	0:00:04	7:18:05
EXTERNAL REASONS	80:41:00	7:16:33	1:33:05	89:30:38	0:00:00	10:48:04	1:41:07	12:29:11
DISTRIBUTION COMPANY'S RESPONSIBILITY	4:04:53	31:22:01	2:06:44	37:33:38	4:19:52	54:28:02	2:43:24	61:31:18
TOTAL	84:45:53	41:31:44	3:40:56	129:58:33	4:19:52	72:34:07	4:24:35	81:18:34

SYSTEM AVERAGE INTERRUPTION FREQUENCY	INTRA ZONING AREA				OUT OF ZONING AREA			
	TRANSMISSION LEVEL	DISTRIBUTION SYSTEM		TOPLAM	TRANSMISSION LEVEL	DISTRIBUTION SYSTEM		TOTAL
		MV	LV			MV	LV	
FORCE MAJEURE	0,000000	1,007976	0,009577	1,017553	0,000000	1,620284	0,001300	1,621584
EXTERNAL REASONS	0,000000	15,357577	1,754058	17,111635	0,000000	10,209429	0,960080	11,169509
DISTRIBUTION COMPANY'S RESPONSIBILITY	11,144001	58,441768	1,607703	71,193472	9,103109	95,268468	1,542917	105,914494
TOTAL	11,144001	74,807321	3,371338	89,322660	9,103109	107,098181	2,504297	118,705587



Commercial Quality

The table of commercial quality indicators and compensation amounts is shown below.

Table 43: Commercial quality indicators and compensation amounts

COMMERCIAL QUALITY CODE NO.	INDICATOR	STANDARD DURATION	COMPENSATION (Turkish Lira-TL)
1.1	Written notification of duration that connection request can be met with reasons to the applicant.	In the condition that existing situation of the distribution system is not suitable to meet connection request and extension investment or new investment is needed, within ten business days after application date (when field study is not needed)	Household subscriber: 25 Other subscribers: 50
1.2	Written notification of duration that connection request can be met with reason to the applicant.	In the condition that existing situation of the distribution system is not suitable to meet connection request and extension investment or new investment is needed, within twenty business days starting from the application date when field study is necessary,.	Household Subscriber: 25 Other Subscribers: 50
2	Returning the project for approval or revision, in the condition that the investment needed regarding connection request by the applicant	Within five business days after project submission date	Household Subscriber: 25 Other Subscribers: 50
3	Written notification of answer taken as basis to application with the project review conclusions to the user, in the condition that connection power is changed	Within fifteen days	Household Subscriber: 25 Other Subscribers: 50
4	Notification of the users about programmed interruptions through written, audial or visual media	At least before 48 hours from interruption	1000 TL is deducted per interruption subject to the compensation from the next year's revenue cap of the distribution company.
5	Issuance of payment notification to the user	At least fifteen days before due date	½ of the related invoice is collected
6	Written notification of review conclusions regarding objections to faulty notifications	Within ten business days after application date	50



COMMERCIAL QUALITY CODE NO.	INDICATOR	STANDARD DURATION	COMPENSATION (Turkish Lira-TL)
7	Repayment of the extra amount collected regarding consumption rate subject to the objection to the user or customer, in the condition that objection to the faulty notification is found fair	Within three business days	2 fold of amount collected and legal interest starting from a month after
8	Repayment of the guarantee amount collected in cash to the customer, in the condition that retail sale agreement is abrogated or terminated.	At last within three working days starting from the date of request by updating, with the condition that all the debt is discharged	2 fold of guarantee amount and legal interest starting from a month after
9	Written notification of proposed transaction through conclusion of the application registered by the user services center to the applicant, when requested	Within fifteen business days	Household Subscriber: 25 Other Subscribers: 50
10.1	Offering connection and/or system usage agreement to the user	Within sixty days following submission of information regarding the facility and/or equipment that will be connected to the distribution system to the distribution company by the user	100
10.2	Offering connection and/or system usage agreement to the user	Within ninety days following submission of information regarding the facility and/or equipment that will be connected to the distribution system to the distribution company by the user, in the condition that extra information is requested	100
11	Answering of the phone calls incoming to the user services center	80% of all incoming calls will be answered within 30 seconds	
12	Provision of the service that is stopped because of debt and / or user's fault following elimination of the factor caused interruption of the service	Within five business days	Household Subscriber: 25 Other Subscribers: 200
13	Total complaints per 100 users	This indicator is notified to the Authority every year, by following it on the basis of realizations	
14	On time realization of appointments made by the distribution companies for face to face meetings within the scope of customer services	All appointments that are fixed beforehand are made at most within an hour	Household Subscriber: 25 Other Subscribers: 60