

**Table No. 1**

<b>Indicators</b>	<b>Expected Level of Performance</b>		
<b>Energy not Supplied (ENS)</b>	51, 246. 00 MWh		
<b>Frequency Quality (FQ)</b>	<ul style="list-style-type: none"> <li>• Normal operational border: 49.8 up to 50.2 Hz.</li> <li>• During the disorders of the system: 48.0 up to 52.0 Hz.</li> </ul>		
<b>Voltage Quality (VQ)</b>	Nominal	Low	High
	230 V	- 10 %	+ 5 %
	400 V	- 10 %	+5 %
	6 000 V	- 5 %	+ 5 %
	10 000 V	- 5 %	+ 5 %
	20 000 V	- 5 %	+ 5 %
	35 000 V	- 5 %	+ 5 %
	110 000 V	- 5 %	+ 5 %
<b>Response time for the New Connections Requests</b>	<ul style="list-style-type: none"> <li>• Not more than 20 working days for installed capacity up to 10 kW in LV.</li> <li>• Not more than 20 working days for installed capacity 10-20 kW in LV.</li> <li>• Not more than 20 working days for installed capacity 21-50 kW in LV.</li> <li>• Not more than 60 working days for installed capacity 50 - 100 kW in LV.</li> <li>• Not more than 60 working days for connections in MV.</li> </ul>		
<b>Notification Period for Planned Interruptions in the Distribution System</b>	72 hours.		
<b>System Average Interruption Duration Index (SAIDI)</b>	SAIDI = 47.17 hours.		
<b>System Average Interruption Frequency Index (SAIFI)</b>	SAIFI = 25.08.		
<b>Time Required to Restore the Electricity Supply Service Following a Distribution System Outage:</b>	MV + LV 2.78 hour, 35 kV Network, urban area 1.73 hours, Rural Area 1.77 hour. 20 kV Network, Urban Area 1.34-hour, Rural Area 1.70 hour, 6–10 kV Network, Urban Area 2.54 hour, Rural Area 2.74 hour 0.4 kV Network, Urban Area 1.07 hour, Rural Area 1.5 hour		
<b>Time required to perform the control at the metering system upon customer’s request.</b>	5 working days from the day of submitting the Request.		

<b>Time Required to Respond to the Complaints, regarding the metering.</b>	5 working days from submitting the Complaint.
<b>Time Required to Reconnect the Customer's to whom it is disconnected the Electricity</b>	Within 48 hours, from the execution of the liquidation and on the request of the Customer.
<b>Settlement of the Complaints for Voltage Quality</b>	30 calendar days
<b>Percentage of Customer's Currently with Meters.</b>	Percentage of Customers Currently with Meters is 100%, of the number of customers.