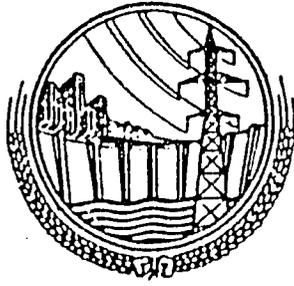


WATER & POWER DEVELOPMENT AUTHORITY

ENERGY CONSERVATION/LOAD MANAGEMENT
PROCEDURES

* * * * *

1ST EDITION
MARCH, 1990



WATER & POWER DEVELOPMENT AUTHORITY

ENERGY CONSERVATION/LOAD MANAGEMENT
PROCEDURES

* * * * *

1ST EDITION
MARCH, 1990



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D.G. (EM)
No. 802 WE
Date 21/4/90

Ref. No. PS/MD (D)/ GM(CS)/DG(EM)/243-46/91

Date 17.04.1990.

OFFICE ORDER

Energy Conservation and Load Management activities required to be carried in different formations of the Distribution Wing of WAPDA, the procedure shall be implemented in Gujranwala and Islamabad Area Electricity Boards on pilot programme basis. The procedure is consolidated in the book entitled Energy Conservation and Load Management is hereby approved for implementation.

G. M. (C. S)
Copy No. 382 WE
21/4/90

M. Waseem Khan
(M. WASEEM KHAN)
MANAGING DIRECTOR (DISTRIBUTION)

C.C. TO:

- ✓ 1. The General Manager (Customer Services) Power Wapda House, Lahore.
2. The General Manager (Operation) Power Wapda House, Lahore.
3. M/s PTAT, LDA Plaza, Lahore.
4. The Director Finance, WAPDA, Lahore.

alongwith a copy of the procedure.

all 18/4
DG/EM
PA send copy to GM
Make schedule of implementation
Water Division 7 documents
(ECLM)
(1) Formlet
(2) Schedule
(3) Copies to C.A.E.D. GM/21/90

Energy Conservation/Load Management Procedures

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Appendix V

EC/LM Management Function - Format Matrix

G l o s s a r y

CC	Customer Complaint
D/A	Domestic/Agricultural
EA	Energy Audit
EC/LM	Energy Conservation/Load Management
EC	Energy Conservation
I/C	Industrial/Commercial
LE	Load Extension
LM	Load Management
PC	Personal Computer
PF	Power Factor
PR	Presentation
SG	Self Generation
TA	Tariff Advice

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	01

Reference: Task Description

1.0 WAPDA is committed to serve its customers in an efficient manner at the lowest possible cost, all the while striving to improve its relationship with its customers. The EC/LM program was developed and designed on these principles.

Since electric energy cannot be stored, it must be generated and distributed at the time of customer's demand. This means that WAPDA must be prepared to meet its demand whenever it occurs. The inability to meet this demand results in loadshedding, which is unacceptable to both WAPDA and its customers.

Because the amount of electricity each customer's demand is constantly changing, the amount of electricity WAPDA must generate varies over the day, week, and year. Load is generally lower during the night and peaks during the evening hours. During slack hours only the most efficient generation is operated which helps to save fuel. High cost thermal generation is used to help meet the peak demand. Therefore, when customers limit their usage and peak demand (especially during peak hours) they save money collectively by reducing WAPDA fuel costs which then are realized in lower future fuel adjustment charges. WAPDA and its customers save in the long run, also, because, initially loadshedding can be reduced, and later construction of generating units can be postponed.

The Energy Conservation/Load Management (EC/LM) program involves promoting conservation; promoting rate structures that more accurately reflect the costs of producing electricity; advising customers on load control applications; encouraging self generation; advising customers on shifting load; and assisting customers in resolving customer problems when made known to EC/LM personnel.

The success of energy use management depends upon the cooperation of the customers, who must be willing to take advantage of WAPDA's energy use management services and put them to use. If successful, this program can be significant in achieving WAPDA's objective to eliminate loadshedding, improve customer relations and serving electric energy at the lowest possible cost.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	02

Reference: Task Description

- 1.1 The General Manager - Customer Services is responsible for:
- 1.2 Advising Managing Director-Distribution on all Commercial policies and other matters concerning Customer Services.
- 1.3 Administering the Energy Conservation/Load Management Program throughout WAPDA.
- 1.4 Evolving, developing and administering the policies and approving amendments in procedures of WAPDA's Customer Services i.e., Customer Relations, Customer Contacts, Customer Energy Conservation and Load Management.
- 1.5 Settling customer disputes involving commercial and tariff considerations.
- 1.6 Exercising functional control over and providing functional guidance to, Customer Services, Energy Conservation & Surveillance personnel in the Area Electricity Boards.
- 1.7 Providing assistance to Tariff Directorate as required to develop Tariff for achieving Energy Conservation and Load Management objectives.
- 1.8 Coordinating all Customer Services activities with other General Managers through written and verbal communication to assure a united and concentrated effort to improve service to the customer.
- 1.9 Scrutinizing and checking monthly reports and submitting to the Managing Director - Distribution Services and others detailing Customer Services and Energy Conservation & Surveillance activities to keep superiors informed and recommending changes in policies and procedures to improve service to customers.
- 1.10 Keeping abreast of current affairs affecting Customer Services through necessary relationships with other units of WAPDA, architects and engineers, customers, government agencies, and professional and technical organizations to assure quality service to customers and approve improvements/amendments in the EC/LM procedures.

Energy Conservation/Load Management *

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	03

Reference: Task Description

- 1.11 Determining the need for surveys and special studies, for improving EC/LM services to assure that policies and procedures are effective.
- 1.12 Monitoring the achievements against budget.
- 1.13 Identifying training needs and providing such training through the Training function to assure qualify Customer Service for EC/LM.
- 1.14 Coordinating the development of a co-generation program by evaluating potential installations to reduce peak system demand and improving the load factor of WAPDA Customers through AEB.
- 1.15 Undertakes other responsibilities as assigned.
- 2.0 The Director General - Energy Management is responsible to the General Manager - Customer Services, for:
 - 2.1 The functional operation of, and providing functional guidance to 'Energy Conservation and Load Management' personnel in the Area Electricity Boards.
 - 2.2 Administer policies, procedures and practices relating to Energy Conservation and Load Management and insures prompt advise, assistance and service to customers in this respect.
 - 2.3 Administer policies, procedures and practices relating to Energy Surveillance and ensures continuous vigilance of customers in safeguarding WAPDA's interest in he sale of energy.
 - 2.4 Identify training needs in energy management and provides for such training through the training function i.e., D.T.I.
 - 2.5 Develop and administer a co-generation program.
 - 2.6 Providing assistance to Tariff Directorate as required to develop tariff for achieving EC/LM objectives.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	04

Reference: Task Description

- 2.7 Administer policies, procedures and practices for the detection, investigation, documentation and pursuit of legal formalities dealing with all unauthorized use of energy.
- 2.8 Prepare formal monthly reports and submits to the G.M.-Customer Services and others detailing Energy Management activities to keep superiors informed and recommending changes in policies and procedures for overall improvement.
- 2.9 Keep abreast of current affairs affecting Energy Management area through necessary relationships with other units of WAPDA, architects and engineers, customers, governmental agencies and professional and technical organizations and recommends improvements and amendments in the EC/LM procedures.
- 2.10 Determine the need for surveys and special studies in the area of energy management providing analysis of the data to assure that policies and procedures are effective.
- 2.11 Assures qualified staffing of the EC/LM Cell, promotions, demotions, transfers, hiring and release of personnel within the delegated powers.
- 2.12 Undertake other responsibilities as properly assigned.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	05

Reference: Task Description

- 3.0 The Director - EC/LM is responsible to the D.G.- Energy Management; for developing and administering the policies, procedures, and practices of the Area Electricity Board's EC/LM function dealing with Customer Relations and Customer Contact, for recommending change in such policies, procedures, practices and programs that affect all classes of customers; for issuing instructions implementing Customer Service policies regarding the EC/LM function.
- 3.1 Develops, directs, and administers Customer Service policies, procedures and practices relating to Energy Conservation and Load Management through his subordinates to improve customer relations, reduce waste of electrical energy and improve the load factor of the WAPDA customers.
- 3.2 Develops, directs, and administers policies, procedures and practices relating to the quality of service to customers and customer complaints by monitoring such activities to insure prompt and fair treatment to all customers.
- 3.3 Identifies training needs and provides for such training through the Training Section to assure that all EC/LM personnel are qualified to perform their duties.
- 3.4 Coordinates the potential installation of co-generation on private sector generation between the customers and WAPDA.
- 3.5 Coordinates all Customer Relations EC/LM, activities with other WAPDA sections through written and verbal communication to assure a united and concentrated effort to improve service to the customers.
- 3.6 Providing assistance to Tariff Directorate as required to develop tariff for achieving EC/LM objectives.
- 3.7 Prepares formal monthly reports and submits to the Director General - Energy Management for the General Manager - Customer Service detailing customer services activities, keeping superiors informed, and recommending changes in policies and procedures to improve service to customers.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	06

Reference: Task Description

- 3.8 Keeps abreast of current affairs affecting Customer Service through necessary relationships with other units of WAPDA, architects and engineers, customers, governmental agencies, and professional and technical organizations to assure quality service to customers.
- 3.9 Determines the need for surveys and special studies, providing analysis of the data to assure that policies and procedures regarding EC/LM are effective.
- 3.10 Observes safety regulations and ensures their compliance.
- 3.11 Recommend amendments in the EC/LM manual procedures.
- 3.12 Undertakes other responsibilities as properly assigned.
- 4.0 The Dy. Director - Industrial/ Commercial is responsible to the Director-EC/LM; for developing and administering the EC/LM policies, procedures and practices and programs of the Area Electricity Board's industrial and commercial customers and for providing EC/LM assistance and functional guidance to Area Electricity Board's Assistant Directors - Industrial/Commercial.
- 4.1 Under the guidance of the Director - Customer Relations EC/LM, develops, directs, and administers industrial and commercial Customer Service EC/LM policies, procedures, practices and programs to improve and assure quality customer relations, reduce waste of energy, and improve the load factor of WAPDA customers.
- 4.2 Under the guidance of the Director - EC/LM, develops, directs and administers EC/LM policies, procedures, practices and programs for industrial and commercial customers relating to the quality of service and EC/LM related customer complaints by monitoring the activities of the Area Electricity Boards, including field visits, to assure program objectives are met.
- 4.3 Analyzes instructional and developmental requirements of Area Electricity Board industrial and commercial personnel and provides for and/or presents training to such personnel to assure qualified employees and quality customer contacts.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	07

Reference: Task Description

- 4.4 Directs activities relating to customer self generation through visits to the Area Electricity Board and direct customer contact.
- 4.5 Maintains relationships with other sections of WAPDA, through written and verbal communications to assure a united and concentrated effort to assure program objectives are met.
- 4.6 Coordinates preparation of monthly reports covering industrial and commercial customers EC/LM activities in the Area Electricity Boards, and prepares a consolidated monthly report to the Director - EC/LM detailing industrial Customer Service activities to keep superiors informed and improve service to customers.
- 4.7 Keeps abreast of current affairs affecting service to industrial and commercial customers through necessary relationships with other sections of WAPDA, its customers, governmental agencies, and professional and technical organizations to assure quality service to customers.
- 4.8 Develops applicable programs of a technical nature for presentation to customer groups and students.
- 4.9 Informs Area Electricity Boards of current technology by disseminating up-to-date information on most efficient industrial and commercial energy application methods, equipment, and techniques to promote effective customer contacts.
- 4.10 Contacts customers directly or with appropriate Area Electricity Board personnel as required where such contacts are regarded as advisable for support and training, and to monitor field activities.
- 4.11 Conducts surveys, performs special studies and provides analysis of data as appropriate.
- 4.12 Undertakes other responsibilities as assigned.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	08

Reference: Task Description

- 5.0 The Deputy Director - Agricultural/Domestic is responsible to the Director - EC/LM; for developing and administering the policies, procedures and practices, and programs of the Area Electricity Board's domestic and agricultural customers for providing technical EC/LM assistance and functional guidance to Area Electricity Board's Assistant Directors - Domestic/Agricultural.
- 5.1 Under the guidance of the Director- EC/LM, develops, directs, and administers domestic, agricultural and small commercial Customer Service EC/LM policies, procedures, practices and programs to improve and assure quality customer relations and provide guidance to reduce waste of energy and improve the load factor and power factor of WAPDA customers.
- 5.2 Under the guidance of the Director-EC/LM, develops, directs, and administers policies, procedures, practices and programs for domestic, agricultural and small commercial customers relating to quality of service and EC/LM related customer complaints by monitoring the activities of the Area Electricity Boards, including field visits, to assure program objectives are met.
- 5.3 Analyzes instructional and development requirements of Area Electricity Board's Domestic/Agricultural personnel and provides for and/or presents training to such personnel to assure qualified employees and quality customer contacts.
- 5.4 Maintains relationships with other sections of WAPDA through written and verbal communications to promote a united and concentrated effort to achieve program objectives.
- 5.5 Coordinates preparation of monthly reports covering domestic customer EC/LM activities in the Area Electricity Boards, and prepares a consolidated monthly report to the Director - EC/LM detailing domestic, agricultural and small commercial customer service activities to keep superiors informed and improve service to customers.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	09

Reference: Task Description

- 5.6 Develops applicable programs of a non-technical nature for presentation to customer groups and students.
- 5.7 Keeps abreast of current affairs affecting service to domestic, agricultural and small commercial customers through necessary relationships with other sections of WAPDA, customers, governmental agencies, and technical organizations to assure quality service to customers.
- 5.8 Informs Area Electricity Boards of current technology and procedures by disseminating up-to-date information on efficient energy applications, equipments, and techniques to promote effective customer contacts.
- 5.9 Observes safety regulations and ensures their compliance.
- 5.10 Contacts customers directly or with appropriate Area Electricity Board personnel as required where such contacts are regarded as advisable for support and training, and to monitor field activities.
- 5.11 Conducts surveys, performs special studies, and produces analyses of data as appropriate.
- 5.12 Undertakes other responsibilities as properly assigned.
- 6.0 The Assistant Director - Industrial/Commercial is responsible to the Deputy Director - Industrial/Commercial, assisting him in developing and administering the policies, procedures and practices of Energy Conservation/Load Management (EC/LM); in recommending changes in such policies, procedures, practices and programs that affect all industrial/commercial customers; in issuing instructions implementing such policies, procedures and practices.
- 6.1 Assists in the functional operation of, and providing functional guidance to 'EC/LM' personnel in the Area Electricity Boards.
- 6.2 Monitors policies, procedures and practices relating to Industrial/Commercial EC/LM field activities.
- 6.3 Prepares formal monthly reports as required by the Deputy Director - Industrial/Commercial.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	10

Reference: Task Description

- 6.4 Carries out amendments in the EC/LM Manual, as directed by his superiors.
- 6.5 Assists in coordinating EC/LM activities with other sections to assure a united and concentrated effort to achieve objectives.
- 6.6 Assists in conducting surveys and studies in the areas of EC/LM as directed by his superiors.
- 6.7 Undertakes other responsibilities regarding EC/LM as properly assigned.
- 7.0 The Assistant Director - Domestic/Agricultural is responsible to the Deputy Director - Domestic/Agricultural, assisting him in developing and administering the policies, procedures and practices of Energy Conservation/Load Management (EC/LM); in recommending changes in such policies, procedures, practices and programs that affect all domestic/agricultural customers; in issuing instructions implementing such policies, procedures and practices.
- 7.1 Assists in the functional operation of, and providing functional guidance to 'EC/LM' personnel in the 'Area Electricity Boards for customer education to reduce wastage of power and improve power factor and load factor.
- 7.2 Monitors policies, procedures and practices relating to Domestic/Agricultural EC/LM field activities.
- 7.3 Prepares formal monthly reports as required by the Deputy Director - Domestic/Agricultural.
- 7.4 Carries out amendments in the EC/LM manual, as directed by his superiors.
- 7.5 Assists in coordinating EC/LM activities with other sections to promote a united and concentrated effort to achieve objectives.
- 7.6 Assists in conducting surveys and studies in the area of EC/LM, as directed by his superiors.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	11

Reference: Task Description

- 7.7 Undertakes other EC/LM related responsibilities as properly assigned.

- 8.0 The Director - Customer Services (AEB) is responsible to the Chairman (AEB) and is also functionally responsible to the Director General - Energy Management (HQ) and has the following duties:
 - 8.1 Responsible for the functional operation of, and providing functional guidance to, Customer Services personnel in the AEB, Circles and Divisions.
 - 8.2 Directs Customer Services policies, procedures and practices relating to Energy Conservation & Load Management efforts, improved customer relations, reducing waste of electrical energy and improving the load factor and power factor of the WAPDA customer.
 - 8.3 Identifies training needs and provides for such training to assure quality customer service for EC/LM.
 - 8.4 Coordinates the development of customer self generation programs by evaluating potential installations.
 - 8.5 Coordinates all Customer Services activities with other AEB sections through written and verbal communication to assure a united and concentrated effort to improve service to the customer.
 - 8.6 Providing assistance to Tariff Directorate as required to develop tariff for achieving EC/LM objectives.
 - 8.7 Prepares formal monthly reports and submits to the CAEB and D.G.(E.M) and others detailing customer services activities to keep superiors informed and recommending changes in policies & procedures to improve service to customers.
 - 8.8 Keeps abreast of current affairs affecting Customer Service through necessary relationships with other units of the AEB, architects and engineers, customers, governmental agencies, and professional and technical organizations to assure quality service to customers.

Energy Conservation/Load Management

Title Section	General Description EC/LM Organization	Code EC/LM-GD	Page 12
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Reference: Task Description

- 8.9 Determines the need for surveys and special studies, providing analysis of the data to assure that policies and procedures are effective.
- 8.10 Provides data to the Tariff Directorate as required to develop tariffs for achieving EC/LM objectives.
- 8.11 Undertakes other responsibilities as properly assigned.
- 9.0 The Deputy Director - Customer Relations EC/LM (AEB) is responsible to the Director - Customer Services for administration of WAPDA's policies, procedures, and practices dealing with the Energy Conservation and Load Management program.
- 9.1 Administers and evaluates existing EC/LM policies, procedures, and practices through subordinates to improve customer relations, reduce waste of electrical energy, and improve the load factor and power factor of WAPDA customers.
- 9.2 Coordinates training programs as needed and recommends training activities leading to the development of EC/LM personnel to assure quality customer contacts.
- 9.3 Administers customers self generation programs by evaluation and proposals.
- 9.4 Coordinates all EC/LM activities with other WAPDA sections through written and verbal communication to promote a united and concentrated effort to improve service to the customer.
- 9.5 Prepares prescribed monthly reports and submits to Director - Customer Services AEB and Director EC/LM (HQ) to keep superiors informed.
- 9.6 Keeps abreast of current affairs affecting Customer Service through necessary relationships with other units of WAPDA, architects and engineers, customers, governmental agencies, and professional and technical organizations to assure quality service to customers.
- 9.7 Conducts surveys and special studies, providing analysis of the data as appropriate to assure that current policies and practices regarding EC/LM are effective.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	13

Reference: Task Description

- 9.8 Carries out detailed energy audit of customers when required to identify the need for EC/LM and directs the customers to adopt EC techniques to reduce wasteful use of energy and improve the power factor.
- 9.9 Cooperates and maintains relationships with other sections of WAPDA as is required to perform job function.
- 9.10 Represents WAPDA before outside organizations in connection with EC/LM AEB.
- 9.11 Observes safety regulations and ensures their compliance.
- 9.12 Recommends changes in policies and procedures to ensure that EC/LM measures are effective.
- 9.13 Undertakes other responsibilities as assigned.
- 10.0 The Assistant Director - Industrial/Commercial is responsible to the Deputy Director - Customer Relations EC/LM; for initiating and maintaining a close relationship between WAPDA and large industrial, commercial, and institutional customers; for encouraging efficient and economic use of energy in customer operations; for assisting immediate supervisor in executing EC/LM policies and procedures.
- 10.1 Serves as designated contact representative for industrial and commercial accounts through personal calls and by written correspondence to assure quality service to the customer, to advise on Energy Conservation and Load Management equipment and techniques, to advise on power factor and load factor improvement and tariff application, to resolve customer complaints, and to advise on customers self generation applications.
- 10.2 Keeps Deputy Director EC/LM (AEB) informed and advised of all activities by prescribed reports as required.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	14

Reference: Task Description

- 10.3 Maintains contact with applicable industry allies, including dealers, manufacturers, architects, and contractors whose activities have a bearing on efficient electrical energy use of the customer.
- 10.4 Advises the customer in the wise selection proper sizing, and efficient application of energy consuming appliances and load management techniques.
- 10.5 Keeps abreast of customer plans for changes in existing power requirements.
- 10.6 Carries out detailed audit of selected groups of all categories of the customers to identify the need for EC/LM and directs the customers to adopt EC techniques to reduce wasteful use of energy and improve the power factor.
- 10.7 Cooperates and maintains relationships with other sections of WAPDA as is required to perform job function.
- 10.8 Represents WAPDA before outside organizations.
- 10.9 Observes safety regulations and ensures their compliance.
- 10.10 Undertakes other responsibilities as assigned.
- 10.11 Recommends changes in policies and procedures to ensure that EC/LM measures are effective.
- 11.0 The Assistant Director - Domestic/Agricultural is responsible to the Deputy Director - EC/LM; for initiating and maintaining a close relationship between WAPDA and domestic, agriculture and small commercial customers; for encouraging efficient and economic use of energy in customer operations; for assisting immediate Supervisor in executing EC/LM policies and procedures.

Energy Conservation/Load Management

Title	General Description	Code	Page
Section	EC/LM Organization	EC/LM-GD	15

Reference: Task Description

- 11.1 Serves as designated contact representative for domestic/agricultural (including tubewells) and small commercial accounts through personal calls and by written correspondence to assure quality service to the customer, to advise customer on Energy Conservation and Load Management equipment and techniques, to advise customer on power factor correction and tariff application and to resolve customer complaints.
- 11.2 Keeps Supervisor informed and advised of all activities by prescribed reports as required.
- 11.3 Maintains contact with applicable industry allies, including dealers, manufacturers, architects, and contractors whose activities have a bearing on efficient electrical energy use of the customer.
- 11.4 Advises the customer in the wise selection, proper sizing, and efficient application of energy consuming appliances and load management techniques.
- 11.5 Keeps abreast of assigned customer plans for changes in existing power requirements.
- 11.6 Carries out detailed energy audit of the selected groups of all categories of the customers to identify the need for EC/LM and directs the customers to adopt EC techniques to reduce wasteful use of energy and improve the power factor.
- 11.7 Cooperates and maintains relationships with other sections of WAPDA as is required to perform job function.
- 11.8 Represents WAPDA before outside organizations such as consumer groups and schools, presenting programs of a non-technical nature.
- 11.9 Observes safety regulations and ensures their compliance.
- 11.10 Undertakes other responsibilities as assigned.
- 11.11 Recommends changes in policies and procedures to ensure that EC/LM measures are effective.

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	01
Designation			

Reference: EC/LM Directorate Description

- 1.0 The EC/LM Directorate (HQ) compiles data to be used for setting the EC/LM goals and objectives in total for WAPDA (AEB-wise) for the next fiscal year.
- 1.1 An annual plan for the next fiscal year comprised of goals, objectives and costs is developed by the General Manager - Customer Services. He obtains the support and approval of WAPDA's top management.
- 1.2 The approved plan is communicated to the Chairman of each Area Electricity Board who is responsible for meeting the assigned goals through the AEB EC/LM function.
- 1.3 The Headquarter's Director EC/LM receive EC/LM activity reports from the AEBs Deputy Directors in the form of hardcopy and computer diskettes. Data from the AEBs is consolidated by computer and the output is analyzed by the Director EC/LM. A copy of the report is forwarded to the D.G. - Energy Management along with an analysis brief.
- 1.4 The D.G. - Energy Management briefs the G.M. - Customer Services on the current status of EC/LM activity on a frequent basis.
- 1.5 The EC/LM Directorate monitors and controls the EC/LM function in the AEBs and provides support and functional guidance as required.

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	02
Designation	General Manager-Customer Services		

Reference: Procedures

- 2.0 In consultation with the D.G. - Energy Management and AEB Chairman, the G.M. - Customer Services will annually develop a plan with definite EC/LM objectives to be met during the next fiscal year. The plan will be prepared in the format of ECLM Form-09 (G.M. - Customer Services Energy Conservation/Load Management Annual Plan) and four (4) copies submitted to the M.D. - Distribution prior to 01 June each year for approval.
- 2.1 The annual goals and objectives will be set on the realistic analysis of the identified available potential, which will be assessed from the previous year reports.
- 2.2 The plan of each AEB will be designed AEB-wise to meet overall EC/LM goals and objectives, considering the potential for results in each (# of customers, customer mix, etc.).
- 2.3 The plan will include the following:
- The goals and achievements for the preceding year (Previous year's annual report) (Ref ECLM-01, page 03, para 2.7).
 - The goals and achievements for the current year through the 3rd quarter.
 - An outline of any special customer relations EC/LM programs planned for the next year (to be coordinated with the Public Affairs Directorate).
 - An outline of any other special EC/LM programs planned for the next plan year.
- 2.4 The M.D. - Distribution shall retain one (1) copy of the approved plan for file and return three (3) approved copies to the G.M. - Customer Services.
- 2.5 The G.M. - Customer Services shall retain one (1) copy of the approved plan for file and forward two (2) copies to the D.G. - Energy Management (Ref ECLM-01, page 05, para 3.5).

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	03
Designation	General Manager-Customer Services		

Reference: Procedures

- 2.6 After obtaining the approval of the annual plan, the G.M. - Customer Services will communicate the plan to the Chairmen of all AEBs prior to the start of the fiscal year with copy to D.G. (E.M) and Director EC/LM.. (Ref ECLM-02, page 02, para 2.0).
- 2.7 The G.M. - Customer Services will prepare EC/LM Form-08 (Energy Conservation/Load Management Annual Report) detailing EC/LM activities and accomplishments for the fiscal year just ended and submit the same to the M.D. - Distribution, who will forward copies to the Member Power, and the Chairman - WAPDA.
- 2.8 The G.M.-Customer Services will appropriately recognize outstanding EC/LM individual's performance each year from candidates supplied by the Chairmen of the AEBs and D.G. (E.M) (Ref ECLM-02, page 02, para 2.5).
- 2.9 The G.M. - Customer Services will, at the end of the fiscal year, evaluate the EC/LM performance of all AEBs and appropriately recognize the AEB Chairman where performance is judged to be the best.
- 2.10 The G.M - Customer Services will approve all presentations (EC/LM speeches, lectures, school lectures, etc.) prepared by Headquarters staff prior to being used or distributed to the field for their use.
- 2.11 G.M. (C.S) will approve the modifications, amendments and improvement in the EC/LM procedures.

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	04
Designation	Director General-Energy Management		

Reference: Procedures

- 3.0 Consult with the Director EC/LM frequently to obtain up-to-date information on current EC/LM activities, and brief the G.M-Customer Services on all EC/LM activities performance and difficulties on a regular basis.
- 3.1 Assure that computerization of EC/LM data is proper and that both the system hardware and software are properly maintained.
- 3.2 Receive, review, and analyze the monthly computer generated EC/LM reports. (Ref. Appendix V).
- 3.3 Obtain data from the Director EC/LM to assist the G.M. - Customer Services in the preparation of the EC/LM annual plan.
- 3.4. Visit with each AEB Chairman at least once annually to review EC/LM field operations. Spontaneously, visit random customers to verify EC/LM measures reported as being implemented, as correct.
- 3.5 Receive two (2) copies of approved EC/LM Form-09 (Energy Conservation/Load Management Annual Plan) from the G.M. - Customer Services (Ref ECLM-01, page 03, para 2.5). Retain one (1) copy for file and forward one (1) copy to the Director EC/LM with instructions to implement. (Ref ECLM-01, page 07, para 4.12).
- 3.6 Receive and review proposed speeches presentations (speeches, lectures, school presentations, etc.) from the Director EC/LM and secure the approval of the G.M. - Customer Services prior to authorizing their use or distribution to field personnel.
- 3.7 Review and approve ECLM Form-06 and ECLM Form-07 developed from AEB computer supplied data prior to distribution by the Director EC/LM. (Ref ECLM-01, page 08, paras 4.16 & 4.17).
- 3.8 D.G. (E.M) will nominate EC/LM persons for recognition of outstanding accomplishments (2.5 of EC/LM 0.2).

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	05
Designation	Director - EC/LM		

Reference: Procedures

- 4.0 Assure that all EC/LM computer programs on the Headquarter's D.G. - Energy Management computer are periodically validated.
- 4.1 Assure that all LC/LM reports and data are prepared on an accurate and timely basis on the Headquarters D.G. - Energy Management computer (PC).
- 4.2 Gather current information and prepare a report documenting the estimated value to WAPDA of each Kilowatt of power moved off-peak (or self-generated by the customer) and; the value to WAPDA (and Pakistan) of each Kilowatt-hour of energy conserved by customers. This report with documentation will be discussed with the D.G. - Energy Management and submitted to him prior to 01 May of each fiscal year.
- 4.3 In cooperation with the Public Relations Department, develop brochures and customer outreach programs to improve the efficiency and impact of field personnel such as but not limited to:
 - Selected customer mailings
 - Office handouts
 - Presentations (speeches, lectures, school presentations, etc.)
 - Employee EC/LM education programs.
 - Courses for industrial personnel (lighting, motors, etc.)
- 4.4 Direct the compilation of new and revised computer (PC) programs to; assist the field personnel in analyzing and reporting customer data, and in accumulating data for use internally within WAPDA. Receive suggestion for improvement from the Deputy Directors in the AEBs. (Ref ECLM-02, page 06, para 4.12).
- 4.5 Make recommendations for modifications, amendments and improvements to the EC/LM procedures.
- 4.6 Recommendations for G.M. and the EC/LM Procedure Manual and a record of its distribution. Issue amendments to all manual holders from time to time as required.
- 4.7 Visit with each AEB Dy. Director at least twice annually to review EC/LM field operations. Spontaneously, visit random customers to verify EC/LM measures, reported as being implemented, as correct.

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	06
Designation	Director - EC/LM		

Reference: Procedures

- 4.9 Assure that EC/LM personnel are properly trained and equipped.
- 4.10 Prepare a proposal to fairly allocate the annual goals and objectives to each AEB based upon their potential to achieve and present the proposal to the D.G. - Energy Management.
- 4.11 Assure that the Deputy Directors EC/LM in the AEBs are functioning properly to achieve the assigned goal. Discuss any proposed AEB staffing changes with the Director - Customer Services (AEB) (Ref ECLM-02, page 03, para 3.2).
- 4.12 Receive copy of ECLM Form-08 (EC/LM Annual Plan) from the D.G.-Energy Management (Ref EC/LM-01, page 05, para 3.5). Supervise the Deputy Directors (Headquarters) in preparing the computer programs to receive EC/LM operating data from the AEBs for the new fiscal year. (Ref ECLM-01, page 10, para 5.8).
- 4.13 Assign three (3) digit "Engineer Codes" to all AEB Assistant Directors and keep a bound register of all assignments. Communicate the numbering to the appropriate AEB and Headquarters Deputy Directors. Verify numbering system compliance and accuracy during field visits. (Ref ECLM-02, page 04, para 4.0).
- 4.14 Supervise and participate in the development of presentations (speeches, lectures, school lectures, etc.) to promote EC/LM awareness, educate customers, and improve customer relations throughout Pakistan. Solicit ideas and proposals from field personnel. Secure approval from the D.G. - Energy Management for all presentations before being used for distributed to field personnel. After approval, send copies to the Deputy Directors (AEBs) and AEB Chairman. Maintain separate file of all presentations.
- 4.15 Receive EC/LM Form-05 (Consolidated AEB EC/LM Monthly Activity Report) from the Deputy Directors EC/LM (AEBs) along with the associated computer data diskette (Ref ECLM-02, page 05, para 4.6).

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	07
Designation	Director - EC/LM		

Reference: Procedures

- 4.16 As soon as EC/LM Form-05 and computer data diskettes are received from all AEBs, forward to Deputy Director EC/LM. Supervise preparation and receive copies of EC/LM Form-07 (Consolidated WAPDA EC/LM Monthly Activity Report) (Ref EC/LM-01, page 09, para 5.0). Verify accuracy of the report. Distribute copies to G.M. - Customer Services, D.G. - Energy Management, Deputy Directors EC/LM (Headquarters), AEB Chairman and Deputy Directors EC/LM (AEB) after consultation with D.G. - Energy Management (Ref ECLM-01, page 05, para 3.7).
- 4.17 As soon as EC/LM Form-05 and computer data diskettes are received from all AEBs, forward to Deputy Director EC/LM. Supervise preparation and receive copies of EC/LM Form-06 (Report of Service Complaints Not Satisfied by AEB over 60 days old) (Ref ECLM-01, page 09, para 5.0). Distribute copies of the report to the M.D. - Distribution, G.M. - Customer Services and D.G. - Energy Management after consultation with D.G. - Energy Management. (Ref ECLM-01, page 05, para 3.7).

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	08
Designation	Dy. Director - EC/LM (HDQ)		

Reference: Procedures

- 5.0 Receive ECLM Form-05 (Consolidated AEB Monthly EC/LM Activity Report) from all AEBs through the Director EC/LM, including hardcopy and computer data diskette (Ref ECLM-01, page 08, paras 4.16 & 4.17). Review and analyze the data to assure that the reports are reasonable and rational. Under the direction of the Director EC/LM, consolidate the data by computer and prepare EC/LM Form-07 (Total WAPDA EC/LM Monthly Activity Report) and EC/LM Form-06 (Service Complaints not rectified within sixty (60) days Report). Send copies of both reports to the Director EC/LM (Ref ECLM-01, page 08, paras 4.16 & 4.17).
- 5.1 Closely monitor the field activities of the Assistant Directors (AEB) concerning their EC/LM responsibilities and progress. Report any deficiencies which cannot be personally resolved.
- 5.2 Visit with each AEB Assistant Director counterpart at least twice annually to review EC/LM field operations. Spontaneously, visit random customers to verify EC/LM measures, reported as being implemented, are correct.
- 5.3 Develop EC/LM programs for proposal to the Director EC/LM to assist field personnel in improving results.
- 5.4 Develop PC computer software to improve and expand the service which field personnel can offer to customers.
- 5.5 Develop PC computer software to improve and expand EC/LM data accumulation, processing, and reporting.
- 5.6 The Deputy Directors Industrial/Commercial and Domestic/Agricultural shall perform as a team, coordinating their efforts in their individual area of expertise to produce a unified EC/LM program.
- 5.7 Provide "on the job training" for the Assistant Directors (AEB) when they begin their job. Develop and maintain a training syllabus (one each for I/C and D/A) Assure that the Assistant Directors (AEB) are computer literate (Ref ECLM-02, page 08, para 5.9).

General Manager - Customer Services

Procedure	Headquarters - General Description	Code	Page
Section	Customer Services - Headquarters	ECLM-01	09
Designation	Dy. Director - EC/LM (HDQ)		

Reference: Procedures

- 5.8 Assist the Director EC/LM in preparation of presentations (speeches, lectures, school lectures, etc.) developed to promote EC/LM activities and improve customer relations.
- 5.9 Work with field and Headquarters EC/LM personnel in the development of computer software to improve and expand EC/LM data accumulation, processing, and reporting.

Area Electricity Board

Procedure Section Designation	EC/LM Program Implementation	Code Page ECLM-02 01
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Reference: EC/LM AEB Functional Description

- 1.0 The Deputy Director - EC/LM reviews the composition of AEB customers by type and tariff. He assigns specific customers to both the Assistant Director - Industrial/Commercial and the Assistant Director - Domestic/Agricultural.
- 1.1 The Deputy Director - EC/LM assigns each Assistant Director an objective to be accomplished in the next fiscal year in terms of number of customers to be contacted for energy audit to comply with the objectives issued by the Director EC/LM in WAPDA Headquarters.
- 1.2 Through frequent contacts with assigned customers, the Assistant Directors shall; develop a cordial relationship with them; perform energy audits of their facilities; recommend energy conservation and load management measures; give advice on tariffs including power factor correction; give advice on co-generation and self generation; provide assistance in solving WAPDA related customer problems; make EC/LM presentations when requested; and follow-up on proposals and corrective measures.
- 1.3 The Assistant Directors shall report on all activities on a daily basis to the Deputy Director EC/LM maintaining a personal file for future reference.
- 1.4 EC/LM daily report data will be entered into the EC/LM Database stored on the AEB Customer Services PC computer. Monthly activity and management information reports will be computer prepared on a monthly basis.
- 1.5 The Director Customer Services (AEB) shall monitor the AEB EC/LM activities and review the same on a frequent basis with the AEB Chairman, the Deputy Director EC/LM and the Director EC/LM (Headquarters) making recommendations and implementing corrective action as required to meet overall program objectives.
- 1.6 The AEB Chairman is overall responsible for the performance of the AEB EC/LM function.

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	Office of the AEB Chairman	ECLM-02	02
Designation	AEB Chairman		

Reference: Procedures

- 2.0 Receive EC/LM annual fiscal year goals and objectives from the G.M. - Customer Services. (Ref ECLM-01, page 03, para 2.6).
- 2.1 Assure that the EC/LM function in the AEB is properly staffed.
- 2.2 Communicate the EC/LM goals and objectives for the next fiscal to the Director Customer Services (Ref ECLM-02, page 03, para 3.1).
- 2.3 Stay well informed on all current EC/LM activities, goals, objectives and level of attainment.
- 2.4 Assure that EC/LM annual goals and objectives are met or exceeded.
- 2.5 Nominate EC/LM personnels for recognition of outstanding accomplishments at the end of each fiscal year to the G.M. - Customer Services. The nomination will contain facts and figures to substantiate the claim (Ref ECLM-01, page 03, para 2.8).
- 2.6 Receive EC/LM Form-05 (Consolidated AEB Monthly EC/LM Activity Report) from the Deputy Director EC/LM (Ref ECLM-02, page 05, para 4.6) and analyze the performance of the EC/LM function for the past month and the year to date. Initiate action to correct any deficiencies or compliment good performance. Discuss the report with the Director Customer Services (Ref ECLM-02, page 03, para 3.3).
- 2.7 Receive EC/LM Form-04 (Report of Service Complaints Not Satisfied) from the Director Customer Services (Ref ECLM-02, page 03, para 3.4). Discuss the complaints with the Director Customer Services and initiate action in the responsible section to resolve the difficulties. Advise the Director Customer Services if corrective action has been taken on any customers service but the complaint is still showing on the report.

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	Office of the AEB Chairman	ECLM-02	03
Designation	Director - Customer Services		

Reference: Procedures

- 3.0 Direct the EC/LM function in the AEB and monitor performance to assure attainment of goals and objectives.
- 3.1 Receive the EC/LM goals and objectives for the next fiscal year from the AEB Chairman (Ref ECLM-02, page 02, para 2.2). Discuss the plans for the next fiscal year with the Chairman and outline the expectations for achieving the goals. Communicate the same to the Deputy Director EC/LM (Ref ECLM-02, page 04, para 4.2).
- 3.2 Consult with the Director EC/LM in Headquarters of any pending change in AEB EC/LM personnel and notify him regarding any actual staffing changes (Ref ECLM-01, page 07, para 4.11).
- 3.3 Receive EC/LM Form-05 from the Deputy Director EC/LM (Ref ECLM-02, page 05, para 4.6) and analyze the performance of the EC/LM function for the past month and the year to date. Initiate action to correct any deficiencies or compliment good performance. Discuss the report with the AEB Chairman (Ref ECLM-02, page 03, para 2.6).
- 3.4 Receive two (2) copies of EC/LM Form-04 from the Deputy Director EC/LM (Ref ECLM-02, page 05, para 4.10). Review the list of complaints. Deliver one (1) copy of the form to the AEB Chairman and discuss remedial measures and status with him (Ref ECLM-02, page 02, para 2.7). Determine if corrective action has been taken on any customer's service that should be removed from the report and advise the Deputy Director EC/LM to follow-up (Ref ECLM-02, page 06, para 4.11).

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	EC / LM	ECLM-02	04
Designation	Dy. Director - EC/LM		

Reference: Procedures

- 4.0 Receive the list of Assistant Director "Engineer Numbers" from the Headquarters EC/LM Directorate (Ref ECLM-01, page 07, para 4.13). Communicate the numbers to the individual Assistant Directors (Ref ECLM-02, page 07, para 5.0). Enter (or get entered) the Engineer Number into the AEB Customer Services PC Computer.
- 4.1 Notify the Headquarters Directorate of any changes in EC/LM Assistant Directors and assure that the proper numbering of EC/LM Assistant Directors in the AEB is maintained. Enter (or get entered) the Engineer Number changes into the AEB Customer Services PC computer.
- 4.2 Receive the EC/LM goals and objectives for the next fiscal year from the AEB Director Customer Services (Ref ECLM-02, page 03, para 3.1). Allocate the goals and objectives to the Assistant Engineers (I/C & D/A). Enter (or get entered) the overall goals as well as the individual Assistant Director goals into the AEB Customer Services EC/LM PC Database.
- 4.3 For each fiscal year, develop and maintain a list of assigned customers (accounts) for each EC/LM Assistant Director in the AEB and communicate the same to each Assistant Director on EC/LM Form-02 (Annual Assigned Customer List) (Ref ECLM-02, page 07, para 5.1). Revise and update the assignment list as required from time to time, communicating the changes to the affected Assistant Directors (Ref ECLM-02, page 07, para 5.1). Maintain a file by Assistant Director of EC/LM Form-02. Perform periodic checks to assure that the Assistant Directors are making the prescribed periodic visits.
- 4.4 Receive EC/LM Form-01 (Assistant Director - Daily Report) from each Assistant Director on a daily basis (Ref ECLM-02, page 07, para 5.3). Review the data and enter it (or get it entered) into the EC/LM Database program of the AEB Customer Services PC computer.
- 4.5 Assure that all assigned customers are visited on a periodic basis by recording daily contact on the file copy of EC/LM Form-03 and reviewing the forms monthly.

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	EC / LM	ECLM-02	05
Designation	Dy. Director - EC/LM		

Reference: Procedures

- 4.6 Produce (or get produced) sufficient copies of EC/LM Form-05 (Consolidated AEB EC/LM Monthly Activity Report) on the AEB Customer Services Computer on the first working day of each month. Prepare two (2) copies of data on computer diskettes. Distribute copies of the report and diskettes according to the following:
- AEB Assistant Directors (Ref ECLM-02, page 08, para 5.10) one (1) copy EC/LM Form-05 each.
 - Director Customer Services (AEB) (Ref ECLM-02, page 03, para 3.4) one (1) copy EC/LM Form-05.
 - AEB Chairman (Ref ECLM-02, page 02, para 2.6) one (1) copy EC/LM Form-05.
 - Director EC/LM (Headquarters) (Ref ECLM-01, page 07, para 4.15) one (1) copy EC/LM Form-05 and one (1) computer diskette.
 - File one (1) copy of EC/LM Form-05 and one (1) copy of the computer diskette for the month.
 - Maintain the diskette file for thirteen (13) consecutive months reusing the outdated diskettes.
- 4.7 Receive EC/LM Form-07 from the HQs Director EC/LM (Ref ECLM-01, page 07, para 4.14), analyze standing with other AEBs, and take corrective action as required.
- 4.8 Receive prepared EC/LM presentations, speeches and lectures from the Director EC/LM in Headquarters (Ref ECLM-01, page 07, para 4.14). Review the programs with the Assistant Directors making the programs available to them on request (Ref ECLM-02, page 08, para 5.7).
- 4.9 Solicit community for opportunities to make EC/LM presentations, speeches, and lectures. Both participate in and assign presentation, speech, or lecture duties to Assistant Directors assisting them in preparation and presentation as required. Contact the Director EC/LM (Headquarters) for support and guidance as required (Ref ECLM-02, page 08, para 5.7).
- 4.10 On the first work day of every month, prepare (or get prepared) EC/LM Form-04 (Report of Service Complaints Not Satisfied) from the AEB Customer Services Computer. Review the report, correct any errors and send copies to:

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	EC / LM	ECLM-02	06
Designation	Dy. Director - EC/LM		

Reference: Procedures

Each Assistant Director
Director Customer Services (Ref ECLM-02, page 03,
para 3.5) - two (2) copies.

Maintain EC/LM-04 monthly file.

- 4.11 Discuss status of customers reported on EC/LM-04 (Report of Service Complaints Not Satisfied) with the Director Customer Services after he has reviewed the same with the AEB Chairman (Ref ECLM-02, page 03, para 3.4). Advise the Assistant Directors to follow-up where required (Ref ECLM-02, page 07, para 5.5).

- 4.12 Monitor the use of the Customer Services PC computer by the Assistant Engineers. Direct the development of new or improved programs to assist the Assistant Engineers in providing better service to their customers (Ref ECLM-02, page 08, para 5.8). Advise the Director EC/LM in Headquarters of such new or modified programs (Ref ECLM-01, page 06, para 4.4).

Area Electricity Board

Procedure	EC/LM Program Implementation	Code	Page
Section	EC / LM	ECLM-02	07
Designation	Assistant Directors - EC/LM		

Reference: Procedures

- 5.0 Receive assignment of individual and unique "Engineer Number" from the Deputy Director EC/LM (Ref ECLM-02, page 04, para 4.0).
- 5.1 Receive list of assigned accounts on EC/LM Form-02 from the Deputy Director EC/LM (AEB) (Ref ECLM-02, page 04, para 4.3). Make recommendations to the Deputy Director EC/LM for additions, deletions, or modifications to the list as may be advisable from time to time. Set up and maintain a customer file by customer name.
- 5.2 Contact assigned customers on a regular and planned basis, making recommendations to achieve the EC/LM program goals and objectives, noting any customer complaints and problems. Advise the customer on proper and most economical tariff application. Perform Energy Audits using EC/LM Form-03 (Energy Audit Basic Data). File copy of EC/LM-03 in customer file. Advise the customer on power factor correction. Learn of customer's planned extensions of load.
- 5.3 Report the customer visit on EC/LM-01 (Assistant Director - Daily Report), preparing in duplicate. Send the original to the Deputy Director EC/LM (AEB) (Ref ECLM-02, page 04, para 4.4). File copy of EC/LM Form-01 by customer name in customer file.

Note:

Data which was found to have been entered incorrectly may be corrected at a later date by preparing EC/LM Form-01 and entering an "X" in the ADJ column.

- 5.4 Maintain a bound register of EC/LM Form-03 (EC/LM Report Serial Numbers) showing the Customer's name and Reference Number in addition to the serial number. The format of the serial number shall be "YY-NNNN". "YY" will be entered as the last two digits of the ending year of the current fiscal year. "NNNN" will be the serial number of the visit for the current fiscal year.
- 5.5 Follow-up on all service complaints and customer problems until they are solved to the customer's satisfaction. When the complaint has been rectified, show the date rectified and the serial number of the original complaint on EC/LM Form-01.

Area Electricity Board

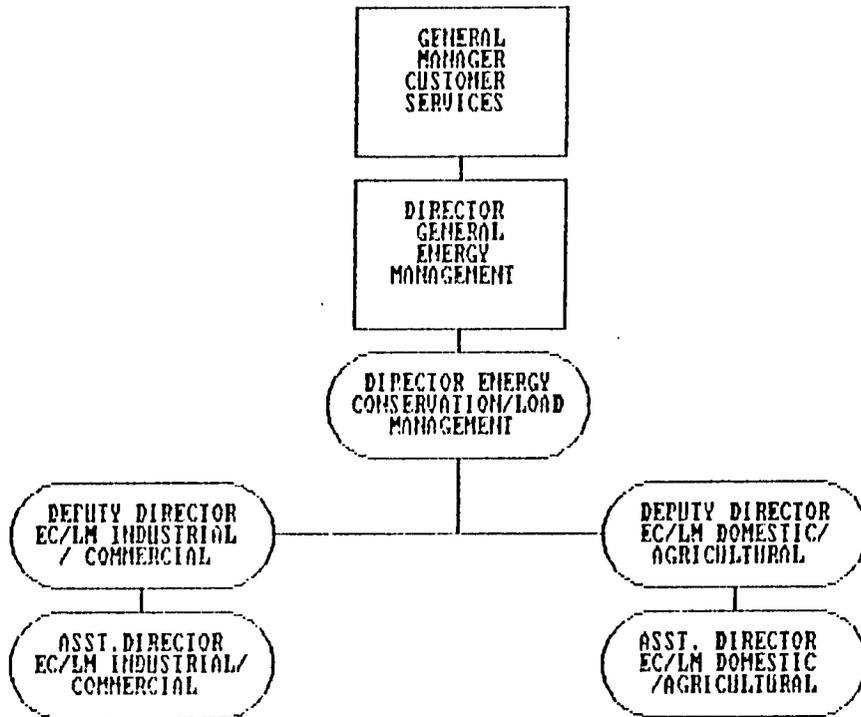
Procedure	EC/LM Program Implementation	Code	Page
Section	EC / LM	ECLM-02	08
Designation	Assistant Directors - EC/LM		

Reference: Procedures

- 5.6 Follow-up on all EC/LM recommendations and report implementation of recommended measures on EC/LM Form-01.
- 5.7 Receive prepared presentations, speeches, and lectures from the Deputy Director EC/LM (AEB) as well as preparing on own. Obtain approval of individually approved presentations prior to delivery. Deliver the presentations as assigned by, or with the approval of the Deputy Director EC/LM (AEB). Assist the Deputy Director EC/LM (AEB) in promoting this activity in the AEB (Ref ECLM-02, page 05, paras 4.8 & 4.9).
- 5.8 Utilize the AEB Customer Services PC computer to analyze customer accounts regarding power factor, tariff application, energy conservation and load management potential, etc., using pre-developed programs. Develop individual practical programs to enhance efforts. Send the programs with documentation to the Director EC/LM (Headquarters) through the Deputy Director EC/LM (AEB) (Ref ECLM-02, page 06, para 4.12).
- 5.9 Participate in training conducted by the Deputy Director EC/LM (Headquarters) (Ref ECLM-01, page 09, para 5.7).
- 5.10 Receive copy of EC/LM-05 (Consolidated AEB Monthly EC/LM Activity Report) from the Deputy Director EC/LM (Ref ECLM-02, page 05, para 4.6). Review all data for accuracy, making comparisons with data submitted on EC/LM-01 (Assistant Director - Daily Report) for the period covered. Submit adjustments on EC/LM Form-01 as may be required to correct any wrong data.

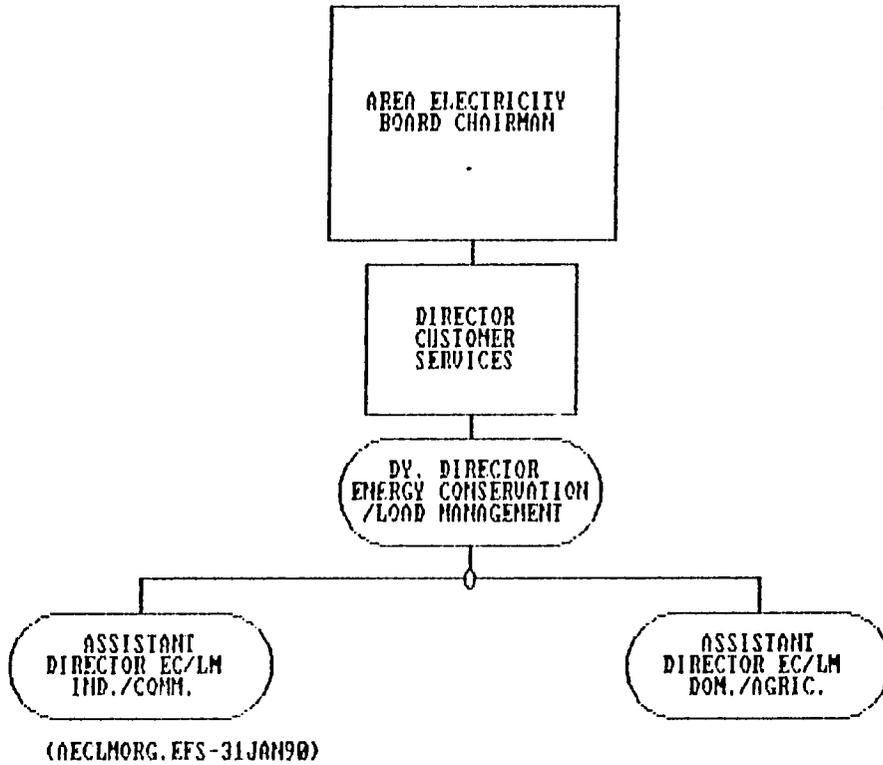
APPENDIX I

ORGANIZATIONAL CHART - ENERGY CONSERVATION/LOAD MANAGEMENT DIRECTORATE
GENERAL MANAGER - CUSTOMER SERVICES (HDO)

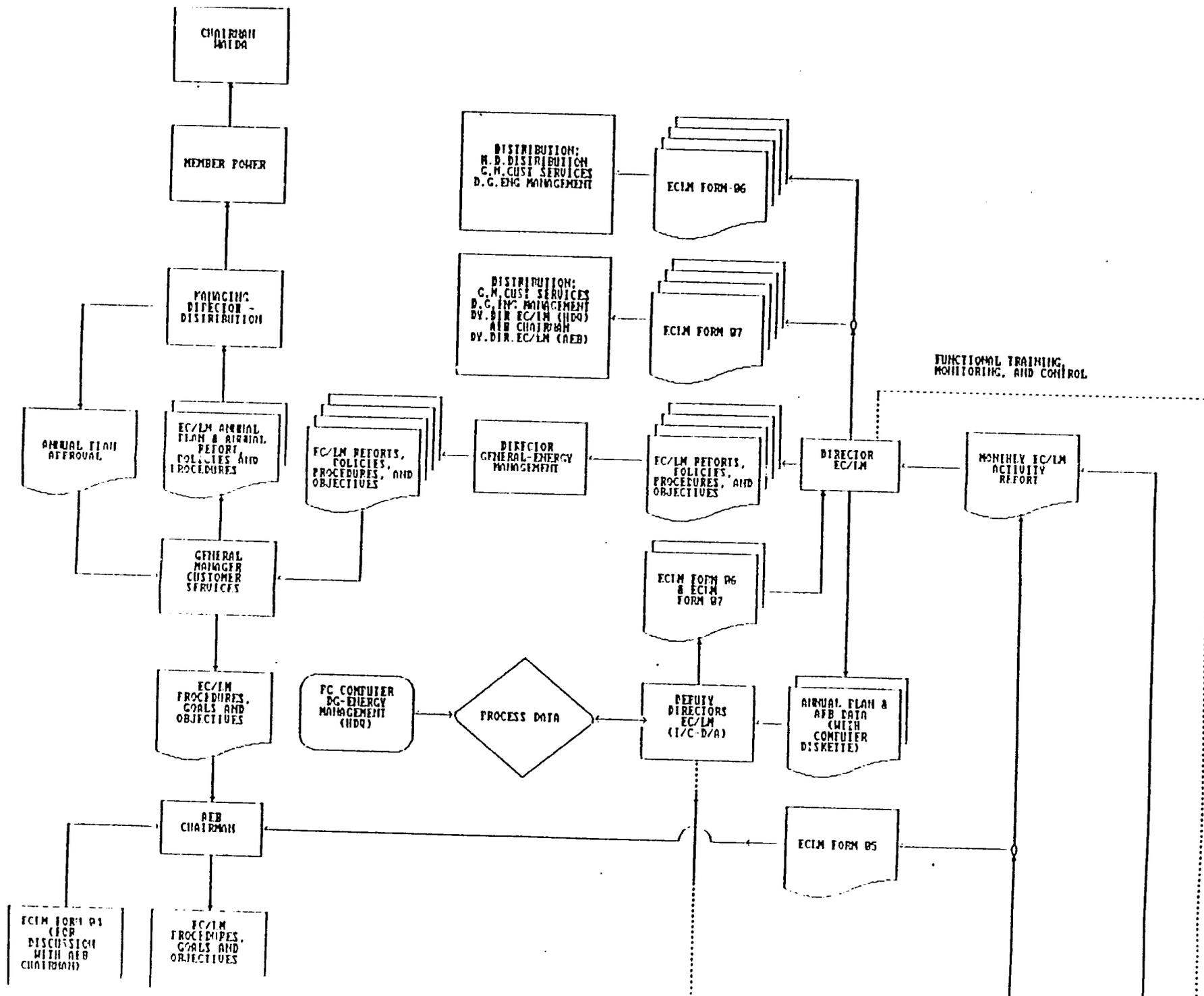


(HECLMREV. EFS-31JAN90)

ORGANIZATION CHART - ENERGY CONSERVATION/LOAD MANAGEMENT FUNCTION
AREA ELECTRICITY BOARD



CUSTOMER SERVICES
ENERGY CONSERVATION/LOAD MANAGEMENT
FUNCTIONAL FLOWCHART



APPENDIX IV

EC/LM FORMATS

ENERGY AUDIT BASIC DATA

HEATING, VENTILATING & AIR CONDITIONING EQUIPMENT

SR. NO.	AREA/LOCATION	TYPE/FUNCTION (ROOFTOP, WINDOW, ETC.)	MAKE	KW/HP	QUANTITY	TOTAL LOAD	REMARKS
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
TOTAL CONNECTED HVAC LOAD							KW/HP

LIGHTING LOAD

SR. NO.	AREA/LOCATION	TYPE	QTY.	WATTS		TIME		REMARKS
				PER UNIT	TOTAL	ON	OFF	
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
TOTAL CONNECTED LIGHTING LOAD							WATTS	

PROCESS EQUIPMENT (MOTIVE LOAD)

SR. NO.	EQUIPMENT						KVAR REQ FOR 100% PF	I REQ FOR 100% PF	KVA SYS CAPACITY RELEASED	REMARKS
	LOCATION	TYPE	CAPACITY	VOLTS	AMPS	P.F. %				
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
PROCESS EQUIPMENT TOTALS										

WATER AND POWER DEVELOPMENT AUTHORITY

REPORT OF SERVICE COMPLAINTS NOT SATISFIED AEB

LESS THAN 30 DAYS OLD:

CUSTOMER NAME	CUSTOMER ADDRESS	REF. NO.	COMPLAINT

GREATER THAN 30 DAYS, LESS THAN 60 DAYS OLD:

CUSTOMER NAME	CUSTOMER ADDRESS	REF. NO.	COMPLAINT

GREATER THAN 60 DAYS OLD:

CUSTOMER NAME	CUSTOMER ADDRESS	REF. NO.	COMPLAINT

WATER AND POWER DEVELOPMENT AUTHORITY

CONSOLIDATED AEB MONTHLY EC/LM ACTIVITY REPORT

MONTH OF _____, 19__

CALL CODES USED IN REPORT			
EA - ENERGY AUDIT	TA - TARIFF ADVICE		
EC - ENERGY CONSERVATION	LE - LOAD EXTENSION		
LN - LOAD MANAGEMENT	CC - CUSTOMER COMPLAINT		
PF - POWER FACTOR	PR - PRESENTATION		

PAGE ____ OF ____ PAGES

ENGINEER: _____			EC/LM MEASURES								EC/LM PRESENTATION		
ENG NO.: _____			RECOMMENDED				INSTALLED						
RPT. S.N.	CUSTOMER NAME	TYPE CALL (SEE CODE)	EC KWH	LM KH	PF KVA	GEN KH	EC KWH	LM KH	PF KVA	GEN KH			

ENGINEER # ____ ACTIVITY TOTALS FOR MONTH OF _____, YEAR TO DATE, AND % OF GOAL ACHIEVED:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRICULTURE	TOTAL
ANNUAL CONTACT GOAL					
GOAL ACHIEVED					
%AGE OF GOAL					

	ENERGY CONSERVATION MEASURES INS KWH	LOAD MANAGEMENT MEASURES INS KH	POWER FACTOR MEASURES INSTALLED KVA	GENERATION INSTALLED KH	PRESENTATIONS		CUSTOMER COMPLAINTS	
					NO.	NO. IN AWD.	RECEIVED	RECTIFIED
RECOMMENDED								
REALIZED								

AEB EC/LM ACTIVITY TOTALS FOR MONTH OF _____, YEAR TO DATE, AND % OF GOAL ACHIEVED:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRICULTURE	TOTAL
ANNUAL CONTACT GOAL					
GOAL ACHIEVED					
%AGE OF GOAL					

	ENERGY CONSERVATION MEASURES INS KWH	LOAD MANAGEMENT MEASURES INS KH	POWER FACTOR MEASURES INSTALLED KVA	GENERATION INSTALLED KH	PRESENTATIONS		CUSTOMER COMPLAINTS	
					NO.	NO. IN AWD.	RECEIVED	RECTIFIED
RECOMMENDED								
REALIZED								

WATER AND POWER DEVELOPMENT AUTHORITY

REF. ECLH-01
PAGE 09, FREA 4.17

REPORT OF SERVICE COMPLAINTS NOT SATISFIED BY AEB (COVER 60 DAYS OLD)

____ (EACH) AEB			
CUSTOMER NAME	CUSTOMER ADDRESS	REF. NO.	COMPLAINT
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 1222 1223 1224 1225 1226 1227 1228 1229 1230 1231 1232 1233 1234 1235 1236 1237 1238 1239 1240 1241 1242 1243 1244 1245 1246 1247 1248 1249 1250 1251 1252 1253 1254 1255 1256 1257 1258 1259 1260 1261 1262 1263 1264 1265 1266 1267 1268 1269 1270 1271 1272 1273 1274 1275 1276 1277 1278 1279 1280 1281 1282 1283 1284 1285 1286 1287 1288 1289 1290 1291 1292 1293 1294 1295 1296 1297 1298 1299 1300 1301 1302 1303 1304 1305 1306 1307 1308 1309 1310 1311 1312 1313 1314 1315 1316 1317 1318 1319 1320 1321 1322 1323 1324 1325 1326 1327 1328 1329 1330 1331 1332 1333 1334 1335 1336 1337 1338 1339 1340 1341 1342 1343 1344 1345 1346 1347 1348 1349 1350 1351 1352 1353 1354 1355 1356 1357 1358 1359 1360 1361 1362 1363 1364 1365 1366 1367 1368 1369 1370 1371 1372 1373 1374 1375 1376 1377 1378 1379 1380 1381 1382 1383 1384 1385 1386 1387 1388 1389 1390 1391 1392 1393 1394 1395 1396 1397 1398 1399 1400 1401 1402 1403 1404 1405 1406 1407 1408 1409 1410 1411 1412 1413 1414 1415 1416 1417 1418 1419 1420 1421 1422 1423 1424 1425 1426 1427 1428 1429 1430 1431 1432 1433 1434 1435 1436 1437 1438 1439 1440 1441 1442 1443 1444 1445 1446 1447 1448 1449 1450 1451 1452 1453 1454 1455 1456 1457 1458 1459 1460 1461 1462 1463 1464 1465 1466 1467 1468 1469 1470 1471 1472 1473 1474 1475 1476 1477 1478 1479 1480 1481 1482 1483 1484 1485 1486 1487 1488 1489 1490 1491 1492 1493 1494 1495 1496 1497 1498 1499 1500 1501 1502 1503 1504 1505 1506 1507 1508 1509 1510 1511 1512 1513 1514 1515 1516 1517 1518 1519 1520 1521 1522 1523 1524 1525 1526 1527 1528 1529 1530 1531 1532 1533 1534 1535 1536 1537 1538 1539 1540 1541 1542 1543 1544 1545 1546 1547 1548 1549 1550 1551 1552 1553 1554 1555 1556 1557 1558 1559 1560 1561 1562 1563 1564 1565 1566 1567 1568 1569 1570 1571 1572 1573 1574 1575 1576 1577 1578 1579 1580 1581 1582 1583 1584 1585 1586 1587 1588 1589 1590 1591 1592 1593 1594 1595 1596 1597 1598 1599 1600 1601 1602 1603 1604 1605 1606 1607 1608 1609 1610 1611 1612 1613 1614 1615 1616 1617 1618 1619 1620 1621 1622 1623 1624 1625 1626 1627 1628 1629 1630 1631 1632 1633 1634 1635 1636 1637 1638 1639 1640 1641 1642 1643 1644 1645 1646 1647 1648 1649 1650 1651 1652 1653 1654 1655 1656 1657 1658 1659 1660 1661 1662 1663 1664 1665 1666 1667 1668 1669 1670 1671 1672 1673 1674 1675 1676 1677 1678 1679 1680 1681 1682 1683 1684 1685 1686 1687 1688 1689 1690 1691 1692 1693 1694 1695 1696 1697 1698 1699 1700 1701 1702 1703 1704 1705 1706 1707 1708 1709 1710 1711 1712 1713 1714 1715 1716 1717 1718 1719 1720 1721 1722 1723 1724 1725 1726 1727 1728 1729 1730 1731 1732 1733 1734 1735 1736 1737 1738 1739 1740 1741 1742 1743 1744 1745 1746 1747 1748 1749 1750 1751 1752 1753 1754 1755 1756 1757 1758 1759 1760 1761 1762 1763 1764 1765 1766 1767 1768 1769 1770 1771 1772 1773 1774 1775 1776 1777 1778 1779 1780 1781 1782 1783 1784 1785 1786 1787 1788 1789 1790 1791 1792 1793 1794 1795 1796 1797 1798 1799 1800 1801 1802 1803 1804 1805 1806 1807 1808 1809 1810 1811 1812 1813 1814 1815 1816 1817 1818 1819 1820 1821 1822 1823 1824 1825 1826 1827 1828 1829 1830 1831 1832 1833 1834 1835 1836 1837 1838 1839 1840 1841 1842 1843 1844 1845 1846 1847 1848 1849 1850 1851 1852 1853 1854 1855 1856 1857 1858 1859 1860 1861 1862 1863 1864 1865 1866 1867 1868 1869 1870 1871 1872 1873 1874 1875 1876 1877 1878 1879 1880 1881 1882 1883 1884 1885 1886 1887 1888 1889 1890 1891 1892 1893 1894 1895 1896 1897 1898 1899 1900 1901 1902 1903 1904 1905 1906 1907 1908 1909 1910 1911 1912 1913 1914 1915 1916 1917 1918 1919 1920 1921 1922 1923 1924 1925 1926 1927 1928 1929 1930 1931 1932 1933 1934 1935 1936 1937 1938 1939 1940 1941 1942 1943 1944 1945 1946 1947 1948 1949 1950 1951 1952 1953 1954 1955 1956 1957 1958 1959 1960 1961 1962 1963 1964 1965 1966 1967 1968 1969 1970 1971 1972 1973 1974 1975 1976 1977 1978 1979 1980 1981 1982 1983 1984 1985 1986 1987 1988 1989 1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 21			

WATER AND POWER DEVELOPMENT AUTHORITY

CONSOLIDATED WAPDA MONTHLY EC/LM ACTIVITY REPORT FOR MONTH ENDING _____, 19 ____

AEB EC/LM ACTIVITY TOTALS FOR MONTH OF _____, YEAR TO DATE, AND % OF GOAL ACHIEVED:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRICULTURE	TOTAL
ANNUAL CONTACT GOAL					
GOAL ACHIEVED					
%AGE OF GOAL					

	ENERGY CONSERVATION MEASURES INS KWH	LOAD MANAGEMENT MEASURES INS KW	POWER FACTOR MEASURES INSTALLED KVA	GENERATION INSTALLED KW	PRESENTATIONS		CUSTOMER COMPLAINTS	
					NO.	NO. IN AUD.	RECEIVED	RECTIFIED
RECOMMENDED								
REALISED								

THE ABOVE FORMAT IS COMPLETED FOR EACH AEB
 THE FORMAT BELOW IS THE SUMMATION OF ALL AEB ACTIVITY

WAPDA-WIDE EC/LM ACTIVITY TOTALS FOR MONTH OF _____, YEAR TO DATE, AND % OF GOAL ACHIEVED:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRICULTURE	TOTAL
ANNUAL CONTACT GOAL					
GOAL ACHIEVED					
%AGE OF GOAL					

	ENERGY CONSERVATION MEASURES INS KWH	LOAD MANAGEMENT MEASURES INS KW	POWER FACTOR MEASURES INSTALLED KVA	GENERATION INSTALLED KW	PRESENTATIONS		CUSTOMER COMPLAINTS	
					NO.	NO. IN AUD.	RECEIVED	RECTIFIED
RECOMMENDED								
REALISED								

WATER AND POWER DEVELOPMENT AUTHORITY

ENERGY CONSERVATION/LOAD MANAGEMENT ANNUAL REPORT FOR FISCAL YEAR 19__ / __

RESULTS BY AEB:

LAHORE:

GUJRANHALA:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.		INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL					ANNUAL GOAL				
GOAL ACHIEVED					GOAL ACHIEVED				
PERCENTAGE OF GOAL					PERCENTAGE OF GOAL				

FAISALABAD:

ISLAMABAD:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.		INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL					ANNUAL GOAL				
GOAL ACHIEVED					GOAL ACHIEVED				
PERCENTAGE OF GOAL					PERCENTAGE OF GOAL				

MULTAN:

PESHAWAR:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.		INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL					ANNUAL GOAL				
GOAL ACHIEVED					GOAL ACHIEVED				
PERCENTAGE OF GOAL					PERCENTAGE OF GOAL				

HYDERABAD:

QUETTA:

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.		INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL					ANNUAL GOAL				
GOAL ACHIEVED					GOAL ACHIEVED				
PERCENTAGE OF GOAL					PERCENTAGE OF GOAL				

WAPDA TOTAL EC/LM RESULTS FOR FISCAL YEAR 19__ / __

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL				
GOAL ACHIEVED				
PERCENTAGE OF GOAL				

SUBMITTED BY: _____
(General Manager - customer services)

DATE: ____ - ____ - ____
(DD - MM - YY)

APPROVED BY: _____
(Managing Director - Distribution)

DATE: ____ - ____ - ____
(DD - MM - YY)

WATER AND POWER DEVELOPMENT AUTHORITY

REFERRED TO IN ECLM-01
PAGE 02, PARA 2.0

ENERGY CONSERVATION / LOAD MANAGEMENT ANNUAL PLAN GENERAL MANAGER - CUSTOMER SERVICES FISCAL YEAR 19__/__

GOALS TO BE MET IN NEXT FISCAL YEAR

TYPE	NO. OF CUSTOMERS TO BE CONNECTED
INDUSTRIAL	_____
COMMERCIAL	_____
DOMESTIC	_____
AGRICULTURE	_____

CUSTOMER EC/LM EDUCATION: _____ (TOTAL CUSTOMERS REACHED)

SUMMARY OF PAST PERFORMANCE

FISCAL YEAR 19__/__

THROUGH 3RD QUARTER 19__/__

	INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.		INDUSTRIAL	COMMERCIAL	DOMESTIC	AGRI.
ANNUAL GOAL					ANNUAL GOAL				
GOAL ACHIEVED					GOAL ACHIEVED				
%AGE OF GOAL					%AGE OF GOAL				

AEB ALLOCATION OF GOALS

	LAHORE (01)	GUJRANWALA (02)	FAISALABAD (03)	ISLAMABAD (04)	MILTAN (05)	PESHAWAR (06)	HYDERABAD (07)	QUETTA (08)
INDUSTRIAL	_____	_____	_____	_____	_____	_____	_____	_____
COMMERCIAL	_____	_____	_____	_____	_____	_____	_____	_____
DOMESTIC	_____	_____	_____	_____	_____	_____	_____	_____
AGRICULTURE	_____	_____	_____	_____	_____	_____	_____	_____

SUBMITTED BY: _____
(General manager - customer services)

DATE: ____-____-____
(dd - mm - yy)

APPROVED BY: _____
(acting director - distribution)

DATE: ____-____-____
(dd - mm - yy)

WATER AND POWER DEVELOPMENT AUTHORITY

ENERGY CONSERVATION/LOAD MANAGEMENT FUNCTION

FORMAT MATRIX

CODE: P - PREPARED
R - RECEIVED

FORMAT NUMBER	ASSISTANT DIRECTOR EC/LM (AEB)	DEPUTY DIRECTOR EC/LM (AEB)	DIRECTOR CUSTOMER SERVICES (AEB)	CHAIRMAN (AEB)	DEPUTY DIRECTOR EC/LM (HDQ)	DIRECTOR EC/LM (HDQ)	DIRECTOR GENERAL ENERGY MANAGEMENT	GENERAL MANAGER CUSTOMER SERVICES	MANAGING DIRECTOR
ECLM FORM-01	P	R							
ECLM FORM-02	R	P							
ECLM FORM-03	P								
ECLM FORM-04	R	P	R (2)						
ECLM FORM-05	R	P	R	R	R				
ECLM FORM-06						P	R	R	R
ECLM FORM-07		R		R	R	P	R	R	
ECLM FORM-08								P	R
ECLM FORM-09								P	R