

			Year	
Quality pursuant to the quality standards for network services (QNS)	Time limit for the performance of the operation	Criterion	Total of performed operations	Performance time per performed operation (QRT)
Service area of a distribution			times	
Interruption after payment of amounts overdue of the service if interruption of supply to electricity network is not required	5 business days	after receipt of payment of the service charge for re-energisation	905	
Interruption after payment of amounts overdue of the service if interruption of supply to electricity network is required	8 business days	after receipt of payment of the service charge for re-energisation	3	
Resolution of the market participant's point of contact in order to resolve metering-related issues	5 business days	after receipt of a request from the market participant	10	
Response to inquiries regarding charges and payments	5 business days	from receipt of inquiry	13,678	
Restoration of the network connection at the request of the market participant if interruption of supply to electricity network is not required	5 business days	after receipt of a request from the market participant	186	
Restoration of the network connection at the request of the market participant if interruption of supply to electricity network is required	8 business days	after receipt of a request from the market participant	209	
Provision of a metering device or its replacement and the relevant prices at the request of the market participant	7 business days	after receipt of a request from the market participant	425	
Notification of a scheduled interruption to the market participant	at least 2 days	before scheduled interruption	331,697	

Response to inquiries regarding charges and payments also includes inquiries regarding meter readings. Inquiries are primarily made via hotline and

Table 2 Indicators of security of supply and voltage quality

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1.	Interruptions	Time limit			Unit	Year		
		Transmission network	Distribution network			Total	not complying with the QRFNS	complying with the QRFNS
			1 Apr.- 30 Sept.	1 Oct.- 31 Mar.				
1.1	Number of interruptions due to failure caused by force majeure (e.g. natural disaster) QRFNS § 4 (3)	3 days	3 days		pcs	0	0	0
1.2	Number of interruptions due to failure QRFNS § 4 (4; 5) (except the interruptions listed in clause 1.1.)	12 hours	12 hours	16 hours	pcs	887,933	5901	882,032
1.3	Number of points of consumption where the total annual duration of interruptions caused by failure exceeded the limit QRFNS § 4 (6)	150 hours	70 hours		pcs		173	
1.4	Number of scheduled interruptions QRFNS § 4 (7)	–	10 hours	8 hours	pcs	331,997	449	331,548
1.5	Number of points of consumption where the total annual duration of interruptions exceeded the limit QRFNS § 4 (8)	–	64 hours		pcs		18	

without a storm

2.	Indicators of security of supply	Unit	Quantity	
2.1	Total points of consumption	pcs	651,355	
2.2	Total annual duration of interruptions due to failure	minute	68,392,275	
2.3	Total annual duration of scheduled interruptions	minute	51,847,858	
2.4	Average frequency of interruptions due to failure per point of consumption per year QRFNS § 5 (2) (CI) (SAIFI)	pcs	1.33	1.48
2.5	Average duration of interruptions due to failure per point of consumption per year QRFNS § 5 (3) (SAIDI)	minute	105	111
2.6	Average annual duration of interruptions due to failure QRFNS § 5 (4) (CAIDI)	minute	77	75

2.7 .	Average frequency of scheduled interruptions per point of consumption per year	pcs	0.51
2.8 .	Average duration of scheduled interruptions per point of consumption per year	minute	80
2.9 .	Average annual duration of scheduled interruptions	minute	146

3.	Voltage quality of the distribution network	Unit	Quantity
3.1 .	Number of connection points where voltage does not correspond to standard EVS-EN 50160:2000 (including a tolerance of $\pm 10\%$); QRFNS § 6	pcs	1881