

			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 electricity network is not required	5 business days	after receipt of payment of the service charge for re-energisation	865	
Interruption after payment of amounts overdue of the service if interruption of supply electricity network is required	8 business days	after receipt of payment of the service charge for re-energisation	83	
Time limit for the market participant's point of view in order to resolve metering-related issues	5 business days	after receipt of a request from the market participant	21	
Time limit for inquiries regarding charges and fees	4 business days	from receipt of inquiry	1183	
Time limit for the network connection at the request of the market participant if interruption of supply electricity network is not required	5 business days	after receipt of a request from the market participant	30	
Time limit for the network connection at the request of the market participant if interruption of supply electricity network is required	8 business days	after receipt of a request from the market participant	0	
Time limit for the installation of a metering device or its replacement to the relevant prices at the request of the market participant	7 business days	after receipt of a request from the market participant	426	
Time limit for the notification of a scheduled interruption to the market participant	at least 2 days	before scheduled interruption	312,572	

Table 2 Indicators of security of supply and voltage quality

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1.	Interruptions	Time limit			Unit	Year		
		Transmis sion 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	105,000	11,211	93,789
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	1,045,346	26,945	1,018,401
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		5279	
1.4	Number of scheduled interruptions QRFNS § 4 (7)	–	10 hours	8 hours	pcs	294,782	638	294,144
1.5	Number of points of consumption where the total annual duration of interruptions exceeded the limit QRFNS § 4 (8)	–	64 hours		pcs		463	

without a storm

2.	Indicators of security of supply	Unit	Quantity	
2.1	Total points of consumption	pcs	656,917	
2.2	Total annual duration of interruptions due to failure	minute	176,655,171	
2.3	Total annual duration of scheduled interruptions	minute	46,958,852	
2.4	Average frequency of interruptions due to failure per point of consumption per year QRFNS § 5 (2) (CI) (SAIFI)	pcs	1.59	1.43
2.5	Average duration of interruptions due to failure per point of consumption per year QRFNS § 5 (3) (SAIDI)	minute	269	171
2.6	Average annual duration of interruptions due to failure QRFNS § 5 (4) (CAIDI)	minute	169	119
2.7	Average frequency of scheduled interruptions per point of consumption per year	pcs	0.45	
2.8	Average duration of scheduled interruptions per point of consumption per year	minute	72	

2.9	Average annual duration of scheduled interruptions	minute	159
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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	909