

	Elektrilevi OÜ			2020	
Table 1	Service quality pursuant to the quality requirements for network services (QRFNS § 3)	Time limit for the performance of the operation	Criterion	Total of performed operations	Performed within the time limit for the performance of the operation (QRFNS § 4)
1.	In the service area of a distribution network			times	times
1.1.	Re-energisation after payment of amounts overdue for provision of the service if interruption of supply in the electricity network is not required	5 business days	after receipt of payment of the service charge for re-energisation	923	923
1.2.	Re-energisation after payment of amounts overdue for provision of the service if interruption of supply in the electricity network is required	8 business days	after receipt of payment of the service charge for re-energisation	99	99
1.3.	Inspection of the market participant's point of consumption in order to resolve metering-related issues	5 business days	after receipt of a request from the market participant	14	14
1.4.	Responding to inquiries regarding charges and payments	5 business days	from receipt of inquiry	8727	8727
1.5.	Interruption of the network connection at the request of the market participant if interruption of supply in the electricity network is not required	5 business days	after receipt of a request from the market participant	32	28
1.6.	Interruption of the network connection at the request of the market participant if interruption of supply in the electricity network is required	8 business days	after receipt of a request from the market participant	603	603
1.7.	Replacement of a metering device or its adjustment to the relevant prices at the request of the market participant	7 business days	after receipt of a request from the market participant	447	447
1.8.	Notification of a scheduled interruption to the relevant market participant	at least 2 days	before scheduled interruption	260,68 2	260,554

Table 2 Indicators of security of supply and voltage quality		Elektrilevi OÜ			2020			
		Time limit			Unit	Total	not complying with the QRFNS	complying with the QRFNS
		Transmission network	Distribution network					
			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 after the incident			pcs	197,168	21	197,147
1.2.	Number of interruptions due to failure QRFNS § 4 (4; 5) (except the interruptions listed in clause 1.1.)	2 hours if supply is provided with two or more 110 kV transformers or lines	12 hours	16 hours	pcs	727,374	22,695	704,679
		within 120 hours (if supply is provided with a single 110 kV transformer or line)	within 120 hours (if supply is provided with a single 110 kV transformer or line)					
1.3.	Number of points of consumption where the total annual duration of interruptions caused by failure exceeded the limit QRFNS § 4 (6, 6 ¹)	150 hours	70 hours (up to 150 hours if supply is provided with a single 110 kV transformer or line)		pcs		1207	
1.4.	Number of scheduled interruptions QRFNS § 4 (7)	up to 10 hours from 1 April to 30 September and up to 8 hours from 1 October to 31 March	10 hours	8 hours	pcs	260,528	424	260,104
1.5.	Number of points of consumption where the total annual duration of interruptions exceeded the limit QRFNS § 4 (8)	64 hours	64 hours		pcs		1288	

2.	Indicators of security of supply	Unit	Quantity
2.1.	Total points of consumption	pcs	668,022
2.2.	Total annual duration of interruptions due to failure	minute	115,567,806
2.3.	Total annual duration of scheduled interruptions	minute	45,358,694
2.4.	Average frequency of interruptions due to failure per point of consumption per year QRFNS § 5 (2) (SAIFI)	pcs	1.380
2.5.	Average duration of interruptions due to failure per point of consumption per year QRFNS § 5 (3) (SAIDI)	minute	173,000
2.6.	Average annual duration of interruptions due to failure QRFNS § 5 (4) (CAIDI)	minute	125,000
2.7.	Average frequency of scheduled interruptions per point of consumption	pcs	0.390

	per year		
2.8.	Average duration of scheduled interruptions per point of consumption per year	minute	67,900
2.9.	Average annual duration of scheduled interruptions	minute	174,000

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; QRFNS § 6 (except a tolerance of $\pm 10\%$)	pcs	629