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15<sup>th</sup> July 2009.

Subject: KESC's Cable Fault at Park Avenue Building (Main Shahrah-e-Faisal)

Respect Mr. Ismail,

I would not have resorted to writing a letter to you, but circumstances force me to. Almost four weeks ago, when the main blackout happened, that very night before, the main feeder cable supplying power to Park Avenue Building (on Main Shahrah-e-Faisal, Plot # 24-A, Block 6, PECHS) burst. So strong was the intensity, that the buried cable literally burst open the ground area around it.

That is when our electricity woes started. A month ago. To date they have not been resolved. I once again stress I am really apologetic writing to you, but this is beyond control and patience now.

The burst cable has NOT been fixed. I was waiting day-in day-out that KESC will come and fix the cable, that is not the case.

We are getting load-shedding in our building in excess of 18-20 hours per day. Every single day. One day a week we are spared, but this has been happening for the past three weeks. On the weekends, we are totally running on generators. Today, as I write this letter we have not had

power since 9:00 AM. The reason for load shedding “Cable Fault”. If you don’t believe me – by all means dial into your complaint center and inquire.

Voltage fluctuations are very high, at times, so severe that a lot of electronic equipment gets damaged, despite the fact that we have heavy-duty stabilizers, etc. installed.

Every time we go and contact the local KESC office, or Complaints center, the standard reply is “Cable Fault”. Every single time I have personally escalated it – the standard answer is “Yes, we are aware of it – InshaAllah it will be fixed in one hour”. That promised one-hour never comes.

So much so, when I contacted Mr. Amir Sheikh (some divisional head who also looks at PECHS) he cited all was normal, when at that very moment there was a power outage. The gentlemen now refuses to even answer my phone calls. Everyone avoid us. Everyone says “I’m in a meeting, please call me later” and when we do, they do not pick up their phones.

The fact is, we are running a very crucial datacenter in our premises, hosting clients like State bank, the Four Provincial Assemblies, 22 Banks, Karachi Stock Exchange, etc. and these power outages are not helping us.

I have personally vouched that whilst we have a power outage in our building, power is normal in the surrounding buildings. What is most annoying that why isn’t KESC sending a team with a proper replacement cable and replacing the cable that has been damaged. Why has it been over 3 weeks since the cable-fault has not been fixed? I would like to give up in frustration, but cannot!

Everyone is taking this so lightly, it is almost conniving given the fiduciary duty that they have to carry out. We are lucky to have two generators that power us, but these are meant to be stand-by and not meant to run operations 24-7. The weekends have been particularly bad, as power is restored for like a total of 4-5 hours during the day, and rest there is a blackout.

I implore you to please have this escalated and the cable restored. Not a temporary restoration like there is right now, but a proper restoration. I am not sure how well authenticated as-is picture/news travels up the command chain at KESC, but this is the very reason for writing to you, that hopefully someone will look into this urgently (not 10 days from now, but immediately), so that the little sense of belonging and the waking up every morning to go for work, actually holds a meaning.

I hope you will not give a cursory glance to this letter, but actually put action behind the words that KESC now speaks.

Thanking You in advance,

Sincerely,

**FAISAL KHAN**

CEO

CC: Chief Operating Officer Jan Abbas Zaidi