



## A N N U A L R E P O R T 2017







## 2017 ANNUAL REPORT



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## GENERAL MANAGER

TEDAŞ maintains its leadership in the electricity power distribution industry, with its vision of "A bright Turkey with uninterrupted power, high-quality service and effective oversight." The TEDAŞ mission is "to provide excellence in the electric power distribution industry based on continued customer satisfaction" through the continuous renewal of the most up-to-date knowledge, experience and technology domestically and abroad and by sustaining its activities in the electricity distribution industry.

At the same time, TEDAŞ completed its work to successfully implement Total Quality Management and was inspected by SGS, an accredited inspection and certification body, between November 20 and 22, 2017. The inspections were completed successfully and it was determined that the quality management system and the activities carried out are suitable for certification and TEDAŞ is entitled to receive TS EN ISO 9001: 2015 Quality Certificate.

The Inspection of Distribution Companies, Monitoring of Investment Activities, Recommendations for Regulations to Increase Customer Satisfaction and Renewal Specifications are within the framework of the duties, authorities and responsibilities of our institution and have been conducted with expedience. Work is underway to ensure that services in the distribution industry are carried out better. The annual reports reflect the flow of activities of the organization within the scope of the duties, powers and responsibilities of TEDAŞ in a correct, complete and truthful manner

The 2017 Annual Report has been prepared as a result of the information compiled by all units for their specific field of activity for the year. I express my gratitude to our staff for their dedicated efforts in carrying out these activities, and encourage them to maintain their efforts with the same diligence and enthusiasm.

Halil İbrahim Leventoğlu General Manager

## ABOUT TEDAŞ

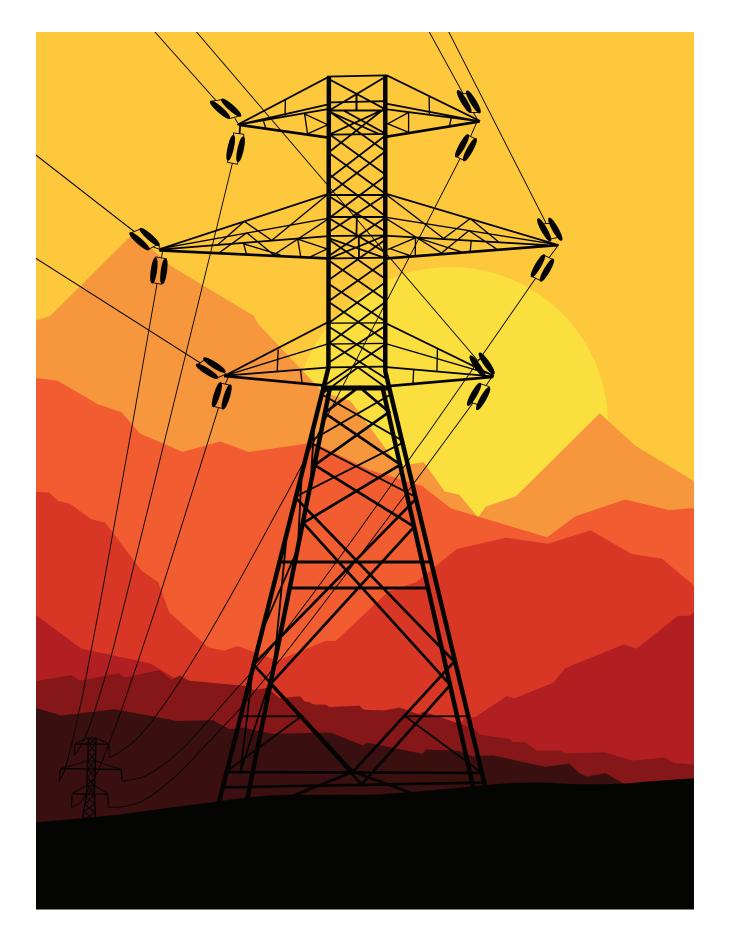
From the very first day it acquired the status of a legal entity on April 26, 1994, TEDAŞ has fulfilled the services within its area of responsibilities and made maximum efforts to ensure the continuity of high-quality service in the electricity power distribution industry, based on its people-oriented approach and by making customer satisfaction a top priority. All units have carried out their duties in order to attain the objective of a "Bright Turkey" where uninterrupted power is supplied with our sense of high-quality service and efficient oversight.



Having transformed from a classic public administration institution into one that is more dynamic and suitable for the current needs, TEDAŞ has achieved concrete improvements in its field of activity as of the end of 2017 with its maxim "On to New Targets Together."



We are conscious of our responsibilities arising from our undisputed role in economic and social life. By making it our primary aim to supply high-quality, continuous, and economical electricity, our institution sustains its work with a resolve and determination with all of its components serving this end.



## HISTORY



In 1878 electrical energy started to be used in daily life for the first time in the world. The first power plant was established in London in 1882. Our country's first power plant was established in Tarsus on September 15, 1902. It was built to produce 2 kW power, and it began electricity production with the help of a dynamo. The first time large-scale electricity production was achieved in Istanbul was on February 14, 1914, when the Silahtarağa Thermal Power Plant, the first major power plant, opened. The required energy for tram transportation, lighting and telephone network was supplied from this power plant. When the Republic was founded in 1923, the installed power was only 33 MW and electrical power was available in only four cities, namely Istanbul, Izmir, Adapazarı and Tarsus. Between 1911 and 1930, electrical energy activities were carried out by concession companies. After the establishment of institutions such as MTA, ETIBANK, EIEI, DSI and Iller Bankası in the 1930s, the services were transferred to the municipalities with the state's purchase of the concessions granted to foreign companies in 1939.

Following the First Consultative Energy Conference, which met on April 4, 1953, in line with the resolution made which highlighted the need for a central institution to undertake the production, transmission and distribution of electricity, it was decided to establish the Electric Corporation of Turkey (TEK). With law no. 1312, TEK was set up in 1970 and the centralization of electricity generation, transmission and distribution by a public monopoly was added to the agenda. Thus, the generation, transmission, distribution and sales of electricity in the country were gathered under TEK, excluding for the activity zones of the concession companies and the areas inside the municipal borders. After obtaining positive nationwide results from its services, which became operational with 2,234.9 MW installed power, the power plants and networks owned by public institutions such as Etibank, Iller Bank and DSI were transferred to TEK. In 1982, the electricity distribution services other than its generation and transmission were transferred from the municipalities to TEK. At that time, our installed power was 6,638.6 MW and our production 26.6 billion kWh.

TEK was restructured as two state economic enterprises so as to sustain its services more effectively and efficiently, and in a contemporary manner within the framework of the privatization policies, with the Council of Ministers decision No. 93/4789 dated August 12, 1993, namely, Türkiye Elektrik Üretim-İletim A.Ş. (Electricity Generation-Transmission Corporation of Turkey) (TEAŞ) and Türkiye Elektrik Dağıtım A.Ş. (Turkish Electricity Distribution Corporation) (TEDAŞ). Accordingly, TEAŞ and TEDAŞ each assumed their legal entity status on April 26, 1994.



After TEDAŞ obtained its legal entity status in 1994, the General Directorate of TEDAŞ initiated its activities to engage in the distribution and trade of electricity in accordance with principles of efficiency and profitability. Later, as part of the transition to the free market system within the electricity distribution system in Turkey, a decision was made to privatize electricity distribution and retail sale services by restructuring state-owned electricity enterprises based on distribution areas. TEDAŞ was brought into the scope and program of privatization by the resolution of Privatization High Commission on April 2, 2004. Accordingly, Turkey was divided into 21 distribution zones. On September 30, 2013, the rights to operate the 21 distribution zones were transferred to the private sector for a 30-year license period, while the ownership of the plants was retained by our General Directorate.

Following the completion of the ISO 9001, the 2015 Quality Management System installation work became the latest revision of the Quality Management System initiated with the aim of increasing the quality of service within the framework of TEDAŞ's vision, mission and quality policy. The company's central units, regional offices and training and certification centers were inspected by SGS, the world's leading inspection, verification, testing and certification company., between November 20 and 22, 2017. The inspections were completed successfully and it was determined that the quality management system and the activities carried out are suitable for certification and TEDAŞ is entitled to receive TS EN ISO 9001: 2015 Quality Certificate.

The "Türkiye Elektrik Dağıtım A.Ş. Main Statute," prepared by TEDAŞ General Management, based on Decree number 233 dated June 8, 1984 on State Economic Enterprises, Decree number 399 dated January 22, 1990 and the attachment to Decree number 93/4789 dated August 12, 1993, which was prepared in accordance with the decision of the Council of Ministers and the Electricity Market Law number 6446, was published in the Official Gazette and came into force.

As of today, the TEDAŞ General Directorate continues to work in the electricity distribution sector with its central organization and 21 regional directorates located in the 21 distribution regions.

## CORPORATE STRUCTURE

#### TOP MANAGEMENT



Halil İbrahim Leventoğlu

Chairman of the Board of Directors

General Manager

2016 - General Directorate of TEDAŞ - General Manager and Chairman of the Board of Directors

2013 - 2016 TEDAŞ Boğaziçi Regional Coordination Office - Chief Specialist
2010 - 2013 Istanbul Anadolu Yakası Elektrik Dağıtım A.Ş. - Chief Specialist
2008 - 2010 Istanbul Anadolu Yakası Elektrik Dağıtım A.Ş. - General Manager

2002 - 2008 EDO ENERJİ İstanbul - General Manager

1996 - 2002 IGDAŞ İstanbul - Assistant General Manager

1994 - 1996 IGDAŞ- Istanbul - Customer Relations Manager 1991 - 1994 AKTAS ELEKTRİK Istanbul - Regional Manager

1989 - 1991 Ministry of National Defense Izmit Construction and Real Estate Directorate Kocaeli - Control Engineer

1989 - 1990 Turkish Hard Coal Enterprises Zonguldak - Service Engineer

1986 - 1988 Makro Engineering Istanbul - CEO



**Ahmet Erdem** 

Member of the Board of Directors

2015 - Ministry of Labor and Social Security - Undersecretary
 2015 - Ministry of Labor and Social Security - Minister

2014 - 2015 Ministry of Labor and Social Security - Undersecretary

2009 - 2014 Advisor to the Prime Minister

2007 - 2009 Ministry of Labor and Social Security - Undersecretary
 2003 - 2007 Ministry of Labor and Social Security - Deputy Undersecretary

1997 - 2003 Ministry of Labor and Social Security - Advisor to the Ministry

1996 - 1997 Ministry of Labor and Social Security - Deputy Undersecretary

1985- 1996 The Ministry of Labor and Social Security - Secretary General of the High Board of Arbitration of Turkey



Osman İlter

Member of the Board of Directors

1992 -

2016 -General Directorate of TEDAS - Member of the Board of Directors 2016 -Türkiye Şeker Fabrikaları A.Ş. General Directorate - Chairman of the Board 2012 - 2016 Türkiye Denizcilik İşletmeleri A.Ş. - Vice Chairman and Member of the Board of Directors 2004 - 2011 Petkim Petro Kimya A.Ş. - Chairman and Member of the Board of Directors 2001 - 2002 Nitromak A.S. - Member of the Board of Directors 1998 - 2000 Manisa Pamuklu Dokuma A.Ş. - Member of the Board of Directors 1996 - 1997 Aksantaş A.Ş - Member of the Board of Directors 1996 - 1997 Köyteks Yatırım Holding A.Ş. - Member of the Board of Inspection 1995 - 1995 Sümerbank Bankacılık A.Ş. - Member of the Board of Inspection 1994 - 1995 Turban Turizm A.S. - Member of the Board of Inspection 1993 - 1995 Adıyaman Çimento Sanayi A.Ş. - Member of the Board of Directors 1993 - 1994 Aşkale Çimento Sanayi A.Ş. - Member of the Board of Directors 1993 - 1993 Pancar Motor Sanayi ve Ticaret A.Ş. - Member of the Board of Directors 1992 - 1995 Köytaş A.Ş- Chairman and Member of the Board of Directors

Meysu A.Ş. - Member of the Board of Directors



Member of the Board of Directors

2017 - General Directorate of TEDAS - Assistant General Manager

2016 - The Ministry of Energy and Natural Resources, General Directorate of Energy Affairs - Assistant General Manager

2014 - 2016 Ministry of Transport, Maritime Affairs and Communication - Specialist

2013 - 2014 Enerjisa - Ayedaş - Chief Controller

2002 - 2013 Ayedaş - Chief Controller

1997 - 2002 Aktaş Elektrik Ticaret Anonim Şirketi - Deputy Inspector
 1996 - 1997 Özkanlar Turizm Yatırım Anonim Şirketi - Accounting



Member of the Board of Directors

2017 -General Directorate of TEDAŞ - Assistant General Manager 2016 -2017 General Directorate of TEDAS, Directorate of Asset Management Supervision and Strategy Department - Department Head 2013 -2016 General Directorate of Agricultural Enterprises - Department Head 2012 -2013 Ministry of Food, Agriculture and Livestock - Advisor to the Minister 2011 -2012 General Directorate of TEIAS, Department of Research and Planning - Director of Division 2009 - 2011 General Directorate of TEIAS, Department of Training and Occupational Safety - Chief Specialist General Directorate of Başkent Electricity Distribution Corporation - Chief Specialist 2006 - 2009 2004 - 2006 TEDAŞ Diyarbakır Electricity Distribution Enterprise - General Manager Head of Management Committee 2003 - 2004 TEDAŞ Diyarbakır Electricity Distribution Enterprise - Deputy Corporate Technical Manager 2003 -TEDAŞ Diyarbakır Electricity Distribution Enterprise - Customer Relations Manager / Engineer 2001 - 2003 Ministry of Energy and Natural Resources, General Directorate of Energy Affairs - Engineer Etibank - Engineer / Chief Technician 1997 - 2001 BUGSAŞ Ankaray - Chief Engineer of Power Supply and Scada 1995 - 1997



Zafer Turut

Member of the Board of Directors

2017 - General Directorate of TEDAŞ - Assistant General Manager

2017 - General Directorate of TEDAŞ, Directorate of Asset Management - Head of Department
 2016 - 2017 Osmangazi Elektrik Dağıtım A.Ş. - Advisor to the Board of Directors and General Manager

2015 - 2016 TEDAŞ Boğaziçi Regional Coordination Office - Chief Specialist 2013 - 2015 Company Manager at VEDAŞ - Member of the Board of Directors

2008 - 2013 TEDAŞ Van Gölü Electricity Distribution Corporation - Director / Member of the Board of Directors

2004 - 2008 TEDAŞ Provincial Directorate of Iğdir - Provincial Director

1999 - 2004 Deputy Director (Technical)

1994 – 1999 Establishment Directorate, Muş – Engineer / Chief Engineer

1989 - 1994 General Directorate of TEK - Director of the Lake Van Enterprise - Electrical-Electronic Engineering

### ASSISTANT GENERAL MANAGERS



Mahmut Yağız

Assistant General Manager



Zafer Turut

Assistant General Manager



Bünyamin Bakır

Assistant General Manager



Zübeyir Çalışan

Assistant General Manager

## CORPORATE STRUCTURE

## TOP MANAGEMENT

#### BOARD OF DIRECTORS WITH OPERATIONAL PERIOD SERVICE



Yunus Emre Karaosmanoğlu Member of the Board of Directors



**Hakan Ay**Member of the Board of Directors

1986 - 1987	Keçiören Municipality
1988 - 1996	Prime Ministry - General Directorate of State Archives
1996 - 1997	Prime Ministry Press and Public Relations Advisory Office
1997 - 2003	Prime Ministry - Officer
2003 - 2007	Prime Ministry - TADYN General Manager - Head of Department
2002 - 2014	Prime Minister - Deputy Chief of Staff
2007 - 2014	Advisor to the Prime Minister's Office
2008	Prime Ministry - Private Secretary
2014 - 2016	Ministry of Science, Industry and Technology - Deputy Undersecretary
2016 -	Ministry of National Defense - Deputy Undersecretary

1998	Ankara University Faculty of Political Science Department of Public Finance
2008	Master's Degree in "Financial Economy" at Boston University
2018	Doctoral student at the dissertation stage in
	Hacettepe University Department of Public Finance
1999 - 2002	Junior Tax Inspector at the Tax Inspectors Board of the Ministry of Finance
2002-2009	Tax Inspector at the Tax Inspectors Board of the Ministry of Finance
2009 - 2014	Head of Department at the General Directorate of Budget and Fiscal Control
2014 - 2016	Assistant General Manager, Budget and Fiscal Control
2016-	Budget and Fiscal Control General Manager
	Internal Audit Coordination Board Member



Mahmut Sümen
Member of the Board
of Directors

2004 - 2006 Istanbul Metropolitan Municipality Head of Environmental Protection

1990-1992 Advisor to the Ministry of State

1979-1985 Private Sector

1965 - 1979 Ministry of Energy and Natural Resources Electric Power Resources Survey Administration

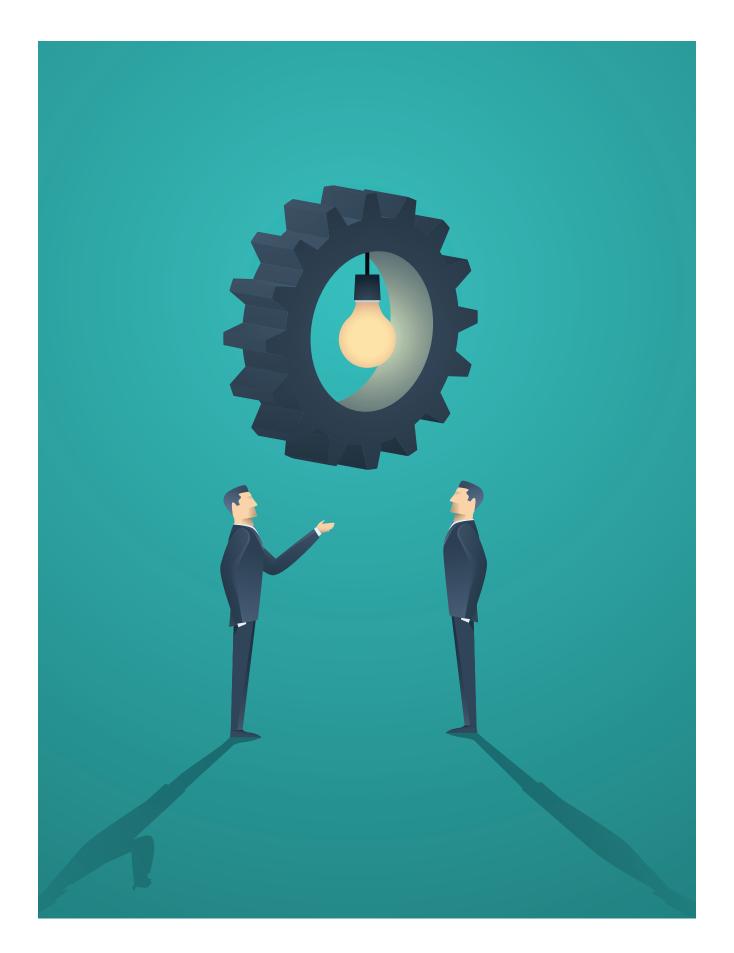
#### ASSISTANT GENERAL MANAGERS WITH OPERATIONAL PERIOD SERVICE



**Orhan Kaldırım**Assistant General
Manager



**Murat Tokat**Assistant General Manager



## I- GENERAL INFORMATION

## A- MISSION AND VISION

## MISSION



To provide high-quality services in the electric power distribution industry based on continued customer satisfaction.

## VISION



To achieve the objective of a "Bright Turkey" where uninterrupted power is supplied with our sense of high-quality service and efficient oversight.

## B- Authority, Duties and Responsibilities

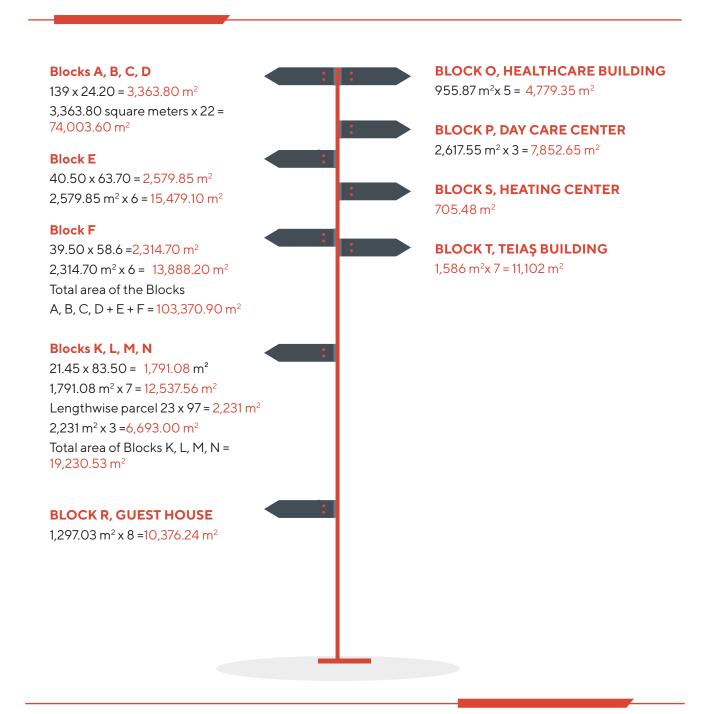
## The central organization and 21 regional directorates of the General Directorate of TEDAŞ conduct the following activities;

- · Conducting the expropriation activities for electricity distribution plants in accordance with the relevant legislation;
- Performing the tasks assigned for general lighting works;
- Examining and inspecting the activities of electricity distribution companies in accordance with the authority assigned by the Ministry;
- Carrying out operations and procedures that may be required in accordance with the principles defined by the Operating Rights Transfer Agreement as the owner of distribution plants in the distribution areas taken over and operated by private law legal entities in accordance with Laws No. 3096 and 4046;
- Examining and assigning priority to the investments of distribution companies by necessity, suitability, and characteristic aspects, and monitoring their physical, financial realization and electrification;
- Conducting or commissioning other entities to conduct activities related to electricity distribution retail sales and retail sales services;
- Operating electricity distribution plants and engaging in the purchase and sale of electricity in Turkey and abroad when necessary and/or commissioned, and carrying out any activity in relation thereto;
- Conducting R&D studies to improve service quality and customer satisfaction, and to determine new performance criteria;
- · Carrying out project inspection and approvals, and provisional and final acceptance of facilities, and so on. for a fee,
- Performing duties that may be assigned under the Regulation on Measures for Distribution and Supply Licenses in Electricity Market:
- Drafting the specifications of the materials and equipment used in distribution plants, and assessing the materials and equipment to be used in the grid for conformity with the specifications;
- $\bullet \ Defining, monitoring, and reporting performance criteria for call centers and providing monthly performance reports to the Ministry;\\$
- Defining performance criteria based on outage and troubleshooting times, and monitoring and reporting malfunctions to the Ministry on a monthly basis;
- · Performing procedures related to complaints;
- Establishing, participating, or cooperating with companies in Turkey and abroad;
- · Engaging in energy consultancy and engineering activities for national and international distribution companies;
- Obtaining and/or granting documentation and certification related to its activities;
- Offering national and international training programs, granting certificates to the public and private sectors, issuing professional competence certificates, and procuring services for such purposes when necessary;
- Providing all support services for a fee when requested by distribution companies;
- Evaluating yearly data in the energy industry and drafting a statistics book;
- · Preparing quantities of bills;
- Conducting or commissioning others to conduct surveys, plans, and projects related to its activities, and ensuring that relevant facilities and systems are established in relation thereto;
- Engaging in cooperative and coordinated activities with other natural and legal entities to execute its activities;
- Procuring goods and services from Turkey or abroad as required for its activities;
- Performing research and development studies on systems and machinery equipment related to its activities; manufacturing or commissioning others to manufacture such systems and equipment when necessary, taking into consideration domestic opportunities,
- Owning movable property and real estate as well as any rights in kind and intellectual rights, selling, purchasing, leasing/renting and leasing out movable and immovable property;
- Insuring and securing distribution assets;
- Purchasing services while performing its activities;
- Performing duties and liabilities as assigned by the Electricity Market Law No. 6446;
- Performing activities that may arise from other legislation.

## C- INFORMATION ABOUT THE ADMINISTRATION

## I- PHYSICAL STRUCTURE

TEDAŞ BAHÇELIEVLER CAMPUS FACILITY BUILDINGS USAGE AREA





## 2- GENERAL DIRECTORATE OF TEDAŞ ORGANIZATIONAL STRUCTURE



#### **GENERAL MANAGER**

#### Office of the Private Secretary

- Head of Private Office
- ⇒ Editorial and Management Directorate
- Chief of Editorial and Management Office
- Chief of General Documents and Archives Office
- ⇒ Legal Affairs Advisory
- ▶ Legal Consultants
- Lawyers
- Lawsuit Monitoring Directorate
- ⇒ Inspection Board Directorate
- Inspectors
- ▶ Head of Private Office
- $\Longrightarrow$  Office of Press and Public Relations
  - Communications, Media and Publicity

Chief of Corporate Communications
Chief of Press, Publication and
Information

Protocol Directorate

Office of the Chief of Protocol



#### **ASSISTANT GENERAL MANAGER**

#### ⇒ Audit Department

General Audit Directorate

Chief of Audit Planning and Implementation
Chief of Monitoring and Analysis

Lighting Inspection Directorate

Office of Data Analysis and Reporting Chief Chief of Lighting Supervision

• Operational Rights Transfer Contracts (ORTC) Directorate

Office of the Chief of ORTC Monitoring

Chief of Disaster and Emergency Management

#### Coordination

#### Asset Management Department

CARTOGRAPHY AND EXPROPRIATION DIRECTORATE

I. Group Chief

II. Group Chief

II. Group Chief

#### Real Estate Directorate

Office of the Chief of Real Estate Chief of Property Evaluation



#### **ASSISTANT GENERAL MANAGER**

#### ⇒Department of Investment Monitoring

- Directorate of Projects and Approval

  Office of the Project Chief

  Office of the Chief of Acceptance

  Office of the Chief of Authorization
- Renewable Energy Projects Directorate

  I. Group Chief
  II. Group Chief
- Office of the Chief of Investment Supervision
  Office of the Chief of Network Monitoring
  Office of the Chief of Geographical Information
  Systems Supervision
- ▶ Regional Directorates

Lawyers

Training

Administrative-Financial Employees

#### Department of Information Technology Directorate

- ◆ Technology Security Directorate

  Office of the Chief of Internal Security

  Office of the Chief of External Security
- Technology Development Directorate

  Office of the Chief of Design

  Office of the Chief of Test and Implementation

  Office of the Chief of Hardware

  Office of the Chief of Maintenance and Repair
- Geographic Information Systems Directorate

  Office of the Chief of Implementation

  Office of the Chief of R&D

#### $\Longrightarrow$ Complaints Requests and Monitoring Directorate

- Office of the Chief of Complaints, Requests and Monitoring
- Office of the Chief of Statistics



#### **ASSISTANT GENERAL MANAGER**

#### ⇒Department of Finance and Purchasing Directorate

- Office of the Chief of Payments and Declarations

  Office of the Chief of Payments and Declarations

  Office of the Chief of Banks and Credits
- ▶ Budgets, Balance Sheets and Fixed Assets Directorate Office of the Chief of Balance Sheets and Fixed Assets Office of the Chief of Budgets Office of the Chief of General Lighting
- Receivables Directorate

Office of the Chief of Receivables Taken Over
Office of the Chief of Receivables Being Enforced

Purchasing, Contracts and Logistics Directorate
Office of the Chief of Tenders
Office of the Chief of Purchasing
Office of the Chief of Contracts
Office of the Chief of Logistics
Office of the Chief of Coordination of Vehicles

#### **Human Resources and Support**

#### **Services Directorate**

- Office of the Civil Defense Specialist
- Human Resources Directorate

Office of the Chief of Staffing and Human Resources Planning
Office of the Chief of Appointments and Personnel
Office of the Chief of Wages
Office of the Chief of Discipline

■ Support Services Directorate

Office of the Chief of Cleaning Services
Office of the Chief of Cafeteria Services
Office of the Chief of the Guest House

Social Services Directorate

Office of the Chief of Day Care Center and Kindergarten Office of the Chief of Social Facilities Office of the Chief of Sports

Security Directorate

Office of the Chief of Security

▶ Health Directorate

Office of the Chief of Health

#### ⇒Construction Directorate

and Repair

Office of the Chief of Construction Projects and Acceptance Office of the Chief of Construction and Building Office of the Chief of Maintenance

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#### **ASSISTANT GENERAL MANAGER**

#### >Training Department Directorate

Training Planning Directorate

Office of the Chief of Planning and Coordination

Office of the Chief of Educational Programs

Office of the Chief of R & D

Occupational Health and Safety Directorate

Office of the Chief of Occupational Health and Safety

■ Vocational Examination and Licensing Directorate

Office of the Chief of Vocational Examination and Licensing

● Training and Certification Centers

Trainers

Office of the Chief of Administrative and Financial Affairs

#### ⇒Internal Quality Directorate

Office of the Chief of Quality Standards
Office of the Chief of Measurement and Evaluation

#### Strategy Development Directorate

Quality and Performance Directorate

Office of the Chief of Service Quality Monitoring
Office of the Chief of Service Quality Improvement
Office of the Chief of Statistics

Regulations and Standards Development Directorate

Office of the Chief of Regulations
Office of the Chief of Specifications

Office of the Chief of Unit Pricing

▶Innovation Directorate

Office of the Chief of Innovation
Office of the Chief of R&D

## 3- HUMAN RESOURCES



## DISTRIBUTION OF PERSONNEL BY YEARS OF SERVICE

	12.31.2017
O-5 YEARS	641
6 - 10 YEARS	95
11 - 15 YEARS	157
16 - 20 YEARS	180
21 - 25 YEARS	161
26 - 30 YEARS	47
31 YEARS AND OVER	9
TOTAL	1,290



#### **DISTRIBUTION OF PERSONNEL BY AGE**

	12.31.2017
21 - 25	85
26 - 30	278
31 - 35	247
36 - 40	301
41 - 45	199
46 - 50	147
51 - 55	24
56 - 60	7
61 years and above	2
TOTAL	1,290



#### DISTRIBUTION OF PERSONNEL BY EDUCATION GROUP

	12.31.2017
Elementary School	15
Secondary School	26
HIGH SCHOOL OR EQUIVALENT	89
Technical and Industrial Vocational High School	14
Two- or Three-Year College	302
Four-, five-, six-year college	802
Graduate / Doctoral Degree	42
TOTAL	1,290



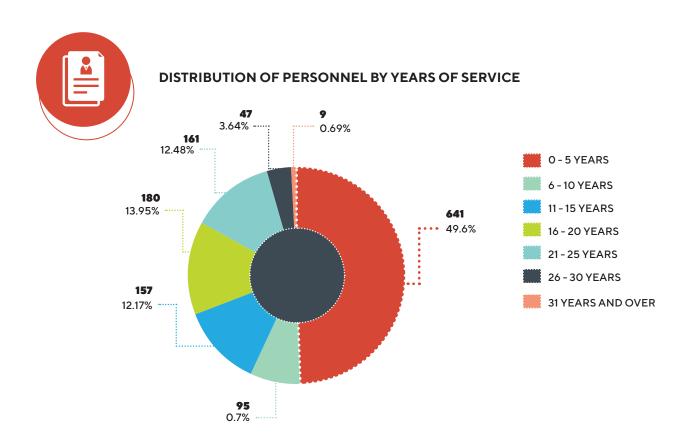
#### DISTRIBUTION OF TEDAŞ GENERAL DIRECTORATE PERSONNEL BY SEX

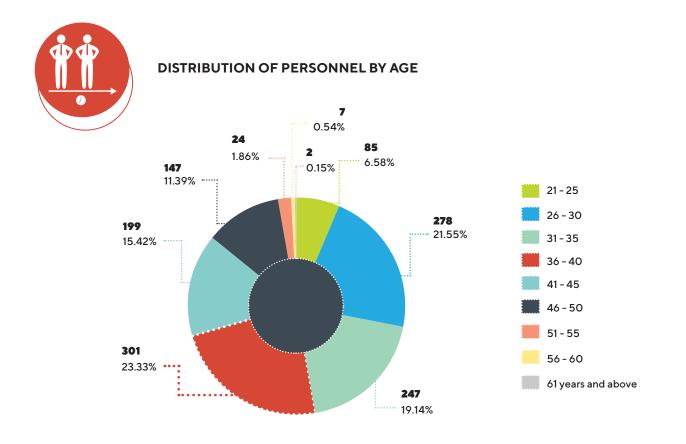
Date / Sex	Female	Male	Total
12.31.2017	309	981	1,290

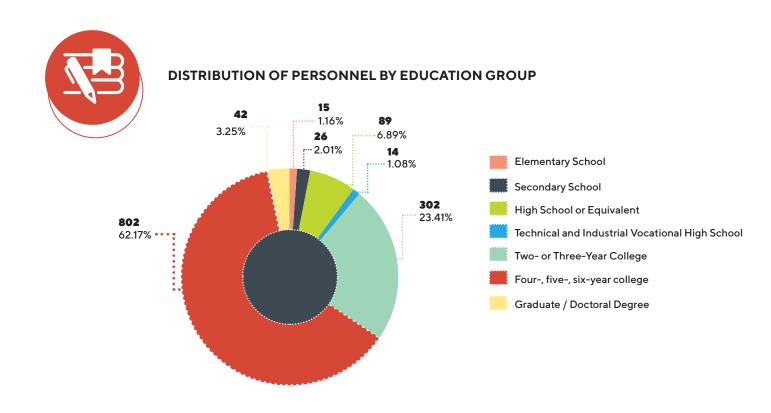


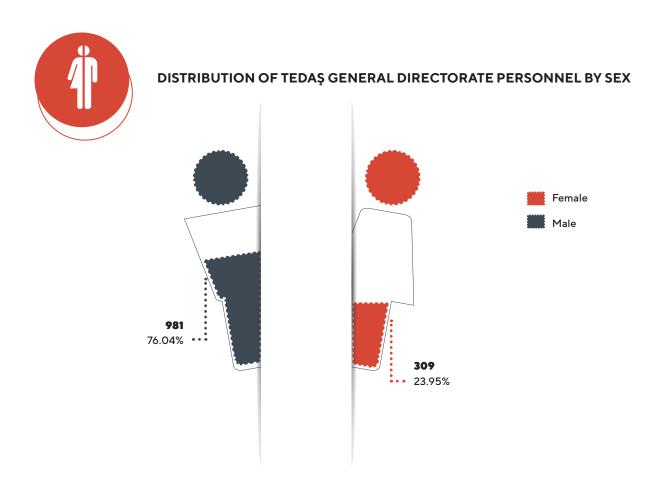
#### TEDAŞ GENERAL DIRECTORATE PERSONNEL NUMBERS

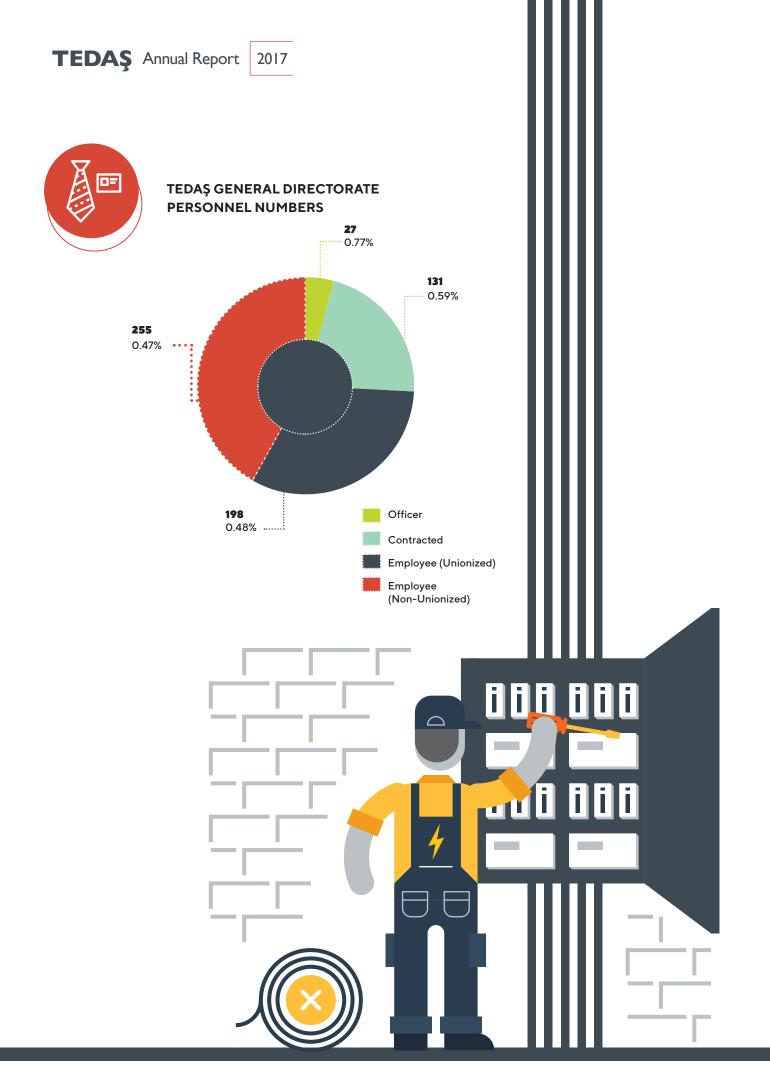
			Emp	loyee	
TEDAŞ	Officer	Contracted	Non- unionized	Non-union	Grand Total
General Directorate	27	131	198	255	611
TRAINING AND CERTIFICATION CENTERS		10	11	76	97
REGIONAL DIRECTORATES	8	79	200	295	582
TOTAL	35	220	409	626	1,290













#### DISTRIBUTION OF PERSONNEL WHO LEFT THEIR EMPLOYMENT IN 2017

Reason for Leaving	Number of Personnel
Article 22 of Law no. 4046 Transferred outside the institution	1
MILITARY SERVICE	9
RETIRED	33
DISMISSAL	1
TERMINATION (Article 21 of Law No. 4046)	4
TERMINATION (Decree No. 679)	4
TERMINATION (Decree No. 689)	9
TERMINATION (Decree No. 693)	1
TERMINATION (Decree No. 695)	1
Termination with Board Directors Resolution (October 10, 2016-20-354)	24
Resignation	33
Transferred outside of the institution	3
Transferred outside of the institution (4046)	319
Death	2
Retired due to age limit	2
GRAND TOTAL	446



#### Distribution of Employees Who Commenced Employment in 2017

Reason for Commencement	Number of Personnel
Newly hired	302
End of military service	3
Court Order	1
GRAND TOTAL	306

## II. Goals and Targets

## A- Goals and Targets of the Management



To ensure the control, supervision, project approval and facility acceptance, expropriation procedures and coordination of the activities of the electricity distribution companies within the scope of the duties and/or authorizations given in accordance with the general economy and policy of the State and in accordance with the quality of service and customer satisfaction, and when necessary, to ensure the coordination of the distribution activities of electricity with profitability and efficiency to operate in accordance with commercial, economic and social requirements, to operate distribution assets or to transfer operating rights.

## **B- BASIC POLICIES AND PRIORITIES**

## OUR QUALITY POLICY



As the pioneer of the electricity distribution industry in Turkey, our organization undertakes the following in order to implement total quality management with success;

- $\Rightarrow$  To conduct our work in accordance with all the requirements of quality management; sustainability, continuous improvement and contribution to all stakeholders,
- $\Rightarrow$  To comply with the customer's rights set by the laws and regulations in the realization of our work.
- In line with the approach of continuous improvement of customer satisfaction, to aim to elevate the quality of all processes to the highest level to be able to compete internationally
- $\Rightarrow$  To maintain high-quality electricity distribution activities with effective supervision and service agreement by using innovative methods and providing direction to the industry in this respect,
- To carry out the necessary activities in order to monitor, protect and improve the quality of our assets we own on behalf of our nation using developing technology,
- $\Rightarrow$  To be a model institution with our corporate accumulation, progressive and developmental approach, and remaining sensitive and respectful to the needs and expectations of our nation,



## III- ACTIVITIES OF THE DEPARTMENTAL DIRECTORATES

## INSPECTION BOARD DIRECTORATE



All operations and activities of the central and provincial organizations of our General Directorate are inspected by the Inspection Board Directorate as per the approval issued by the General Director.

The primary activities of the Inspection Board Directorate are inspection, examination and investigation.

#### Information on the Inspections, Examinations and Investigations

The graphs below show the basic data on the activities of the Inspection Board Directorate in the years 2016 and 2017 (including inspection reports with responses, examination reports, investigation reports and opinions).



#### **INSPECTION REPORTS OF 2016 AND 2017 WITH RESPONSES**

INSPECTION REPORTS WITH RESPONSES			
	Year 2016 (Number)	Year 2017 (Number)	
Number of Reports With Responses	0	22	

After the completion of the privatization processes of our institution's electricity distribution companies, the entity has attained a rational organizational structure by means of a reorganization which has transformed it into it a dynamic result-oriented entity able to carry out the new duties it will be assigned with the Electricity Market Law No. 6446 and the Ministry of Energy and Natural Resources in terms of the distribution companies' service quality, supply continuity, technical quality, commercial quality, customer satisfaction, performance, etc., so they can achieve EU standards.

In parallel with this, in 2017, in order to ensure that activities in the framework of the mission and vision of the General Director are carried out in a more efficient and performance-oriented manner in accordance with strategic objectives, legislation and ethical principles, it has been considered feasible to perform the on-site assessment of the conditions of work, by inspecting the duties and responsibilities carried out by the regional directorates, the 21 electricity distribution zones and the Education and Certification Centers in Ankara, Istanbul, Izmir and Erzincan, on a random sample basis, with a training and guiding approach, with the approval of the General Director, dated April 20, 2017, number E.24586.

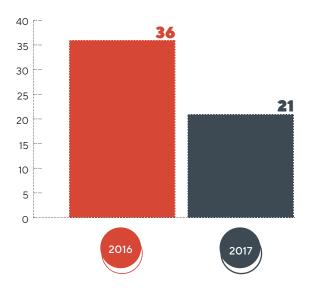
The inspection of the activities and operations of the 21 regional directorates and the four training and certification centers under our General Directorate started in June 2017 within the scope of the summer inspection program.

By the end of 2017, inspection work at the Regional Directorates of the Akdeniz, Aras, Menderes, Başkent, Boğaziçi, Çoruh, Dicle, Gediz, Fırat, Kayseri, Meram, Osmangazi, Sakarya, Toroslar, Trakya, Uludağ, Vangölü, Yeşilırmak and Ankara, Istanbul, Izmir and Erzincan Certification Centers has been completed. In 2017, of the 22 inspection reports with responses, 18 belong to the regional directorates and four belong to the training and certification centers. On the other hand, the inspections of Çamlıbel, Göksu and the Anatolian Region Regional Directorates were completed by the end of February 2018.



#### **INSPECTION REPORTS FOR THE YEARS 2016 AND 2017**

EXAMINATION REPORTS			
Number of Examination Reports	Year 2016 (Number)	Year 2017 (Number)	
	36	21	

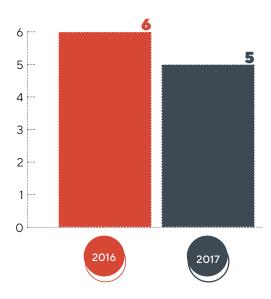


36 examination reports were prepared in 2016 and 21 in 2017.



#### 2016 AND 2017 INVESTIGATION REPORTS

INVESTIGATION REPORTS			
Investigation Report Numbers	Year 2016 (Number)	Year 2017 (Number)	
	6	5	

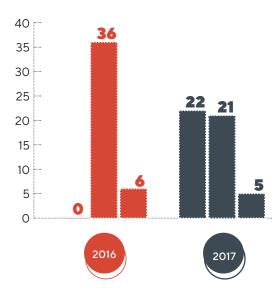


Six investigation reports were prepared in 2016, and five in 2017. In addition, there are seven ongoing examination/investigation assignments as of December 31, 2017.



# NUMBERS OF EXAMINATION-INVESTIGATION AND INSPECTION (WITH RESPONSES) REPORTS BREAKDOWN 2016 AND 2017 YEARS

		ION, AND INSPECTION (WITH S) REPORTS	
	Year 2016 (Number) Year 2017 (Number)		
Number of Reports With Responses	0	22	
Number of Examination Reports	36	21	
Number of Investigation Reports	6	5	



Of the total of 42 reports prepared in 2016, six are investigation and 36 are examination reports. No inspection reports with responses have been issued this year. In addition, nine opinion letters were written in this period.

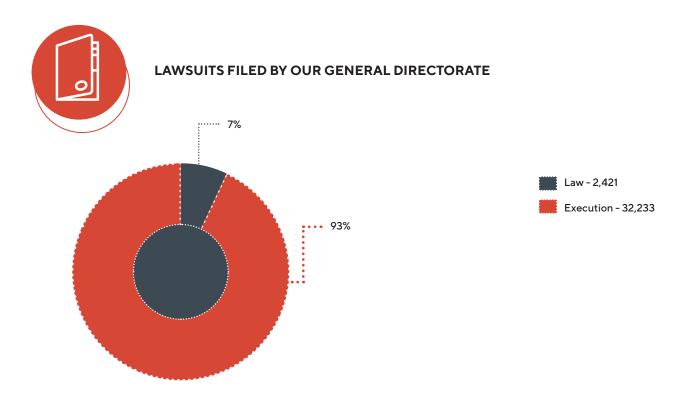
Of the total of 48 reports prepared in 2017, 5 are investigation, 21 are examination reports and 22 are inspection reports with responses. In addition, five opinion letters were written in this period.

# LEGAL AFFAIRS ADVISORY

As of the end of 2017, there were 14,269 law suits and 1,397 execution procedures were filed against our General Directorate.



As of the end of 2017, 2,421 lawsuits and 32,233 execution procedures were filed by our General Directorate.





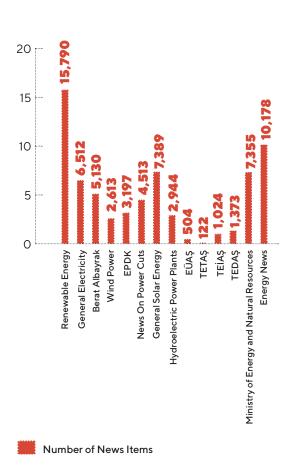
## PRESS AND PUBLIC RELATIONS ADVISORY

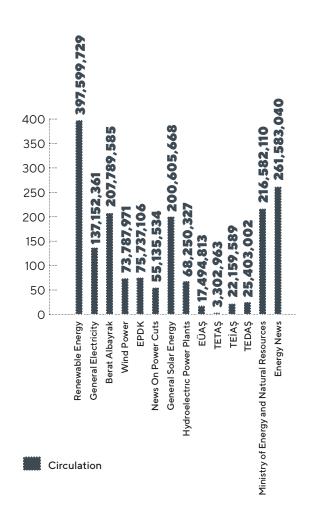
In 2017, one of the main activities of our advisory, the media follow-up, was carried out on a daily basis, and news about our institution, which might affect our image and reputation with respect to the public, was selected and submitted to the General Director. The following table shows the breakdown of the news, number and circulation of news items specifically relating to our institution and the electricity market in general in 2017.



Topic	Number of News items	Circulation
RENEWABLE ENERGY	15,790	397,599,729
GENERAL ELECTRICITY	6,512	137,152,361
BERAT ALBAYRAK	5,130	207,789,585
WIND POWER	2,613	73,787,971
EPDK	3,197	75,737,106
NEWS ON POWER CUTS	4,513	55,135,534
GENERAL SOLAR ENERGY	7,389	200,605,668
HYDROELECTRIC POWER PLANTS	2,944	68,250,327
EÜAŞ	504	17,494,813
TETAŞ	122	3,302,963
TEİAŞ	1,024	22,159,589
TEDAŞ	1,373	25,403,002
MINISTRY OF ENERGY	7,355	216,582,110
ENERGY NEWS	10,178	261,583,040

### NEWS CIRCULATION







The blood donation campaigns traditionally organized by the General Directorate with the aim of supporting the efforts of the Turkish Red Crescent Blood Donation Center to meet the need for blood and blood products by the country from regular, voluntary, conscious blood donors and to spread consciousness about blood donation in society, the first campaign in 2017

took place between January 18 and 20, 2017 and the second was held between January 18 and 20, 2017.

In the month of Ramadan, where the best examples of moral values and the traditions of social assistance and solidarity are usually experienced, we held an iftar dinner to which all employees were invited.



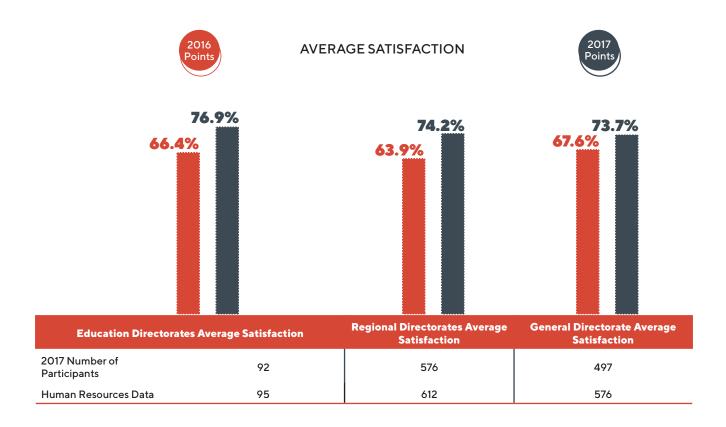
In the strategic planning process, the "Employee Satisfaction Survey" study was repeated to determine changes in the current situation and stakeholders' perceptions about the institution, to determine the in-house goals and targets, and to identify the products/services/duties/units requiring improvement.

A survey field study was conducted between the dates of June 2 and 14 in the General Directorate, Regional Directorates and Training and Certification Center Directorates regarding the work initiated to measure employee satisfaction.

The results of the Employee Satisfaction Survey were shared on August 2, 2017, at a meeting held with the General Manager, Assistant General Managers, Heads of Departments and Managers; on August 3, 2017, the General Manager Halil İbrahim Leventoğlu announced the results at a meeting with all of the employees.

A survey we conducted enabled us to determine that TEDAŞ employee satisfaction was at a level of 83.9% in 2017.

### **EMPLOYEE SATISFACTION SURVEY RESULTS**



The rate of satisfaction, which was 66.4% in the Education Directorates, went up to 76.9%, the previous rate of 63.9% in Regional Directorates is now up to 74.2%, and the satisfaction rate of 67.6% in General Directorate has increased to 73.7%.

# EMPLOYEE SATISFACTION SURVEY RESULTS DEMOGRAPHIC DISTRIBUTION (SEX, AGE, EDUCATIONAL STATUS, SENIORITY)

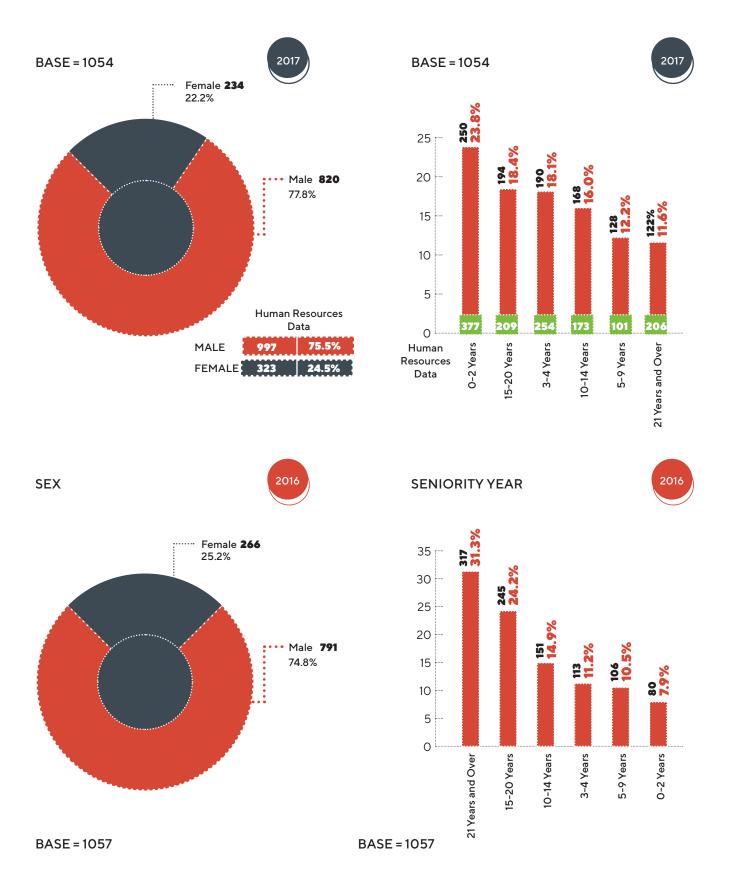
### SCORES BASED ON DEMOGRAPHIC DATA



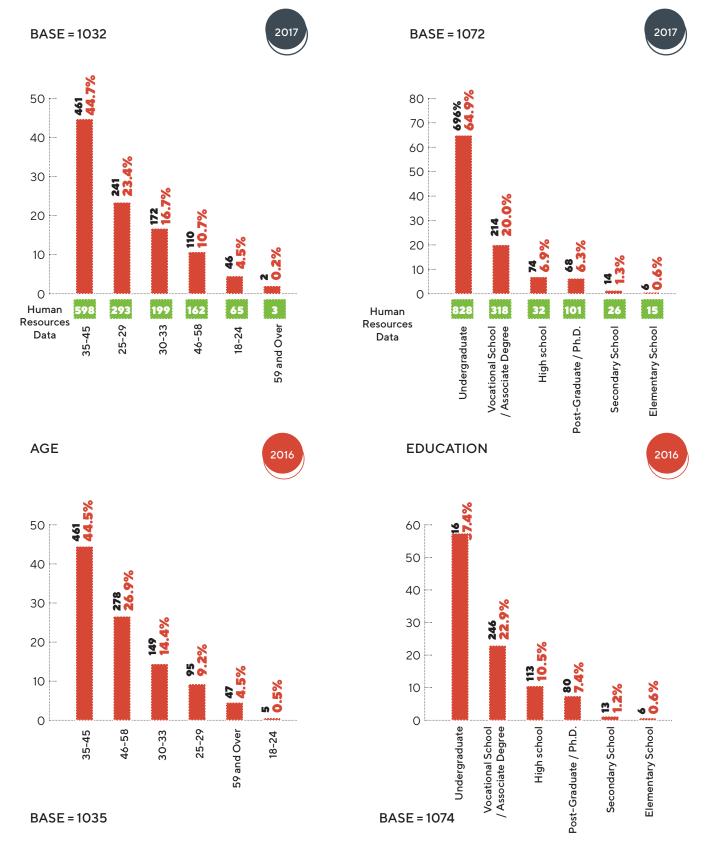
### SCORES BASED ON DEMOGRAPHIC DATA



### SAMPLE

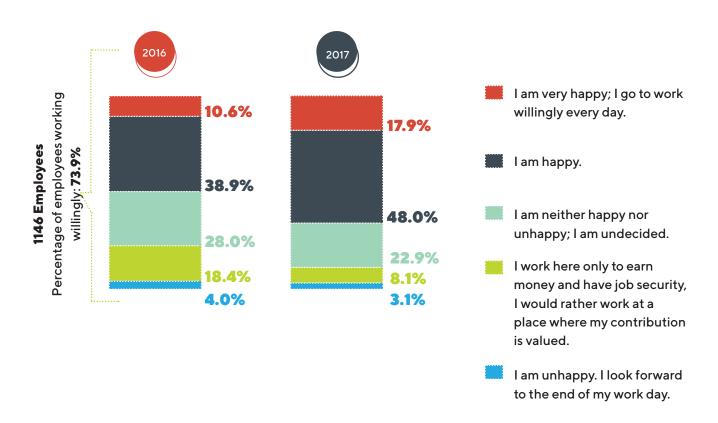


### **SAMPLE**



#### **GENERAL EVALUATION**

#### How are your workdays in general?



There was 90.5% participation in the questionnaire survey which was answered by 1165 people and it was determined that the percentage of working willingly was 73.9%.

Following the completion of the questionnaire survey, a study was initiated to support the creation of new projects from the departments in order to increase the quality of service and increase employee satisfaction, which is an important aspect of in-house affiliation.

In order to determine our current status and the expectations of our external stakeholders, and to revise our corporate goals and targets in this regard, an External Stakeholder Expectations Survey has been initiated by an independent expert organization for the identification of products/services/duties/units that need to be improved.

In order to ensure participation of our Institutional staff in cultural and social activities and to increase our activities in this respect, we have been in contact with the State Theaters and made a collective ticket purchase for our employees.

### DIRECTORATE OF INSPECTION

### LIGHTING INSPECTION DIRECTORATE

### **GENERAL lighting INSPECTIONS (2017)**



As per the provision, "TEDAŞ will conduct inspections at specific periods with respect to the distribution companies to establish whether invoices issued accurately reflect the quantities consumed and the related amounts," stipulated in Paragraph 4 of provisional Article 6 of Electricity Market Law numbered 6446 published in the Official Gazette No. 28603 on March 30, 2013, our General Directorate has been commissioned to examine and inspect the general lighting facilities of the Electricity Distribution Companies.

The tasks and procedures undertaken in general lighting inspections;

- $\Rightarrow$  are carried out according to the provisions of the General Lighting Regulations, published in the Official Gazette No. 28720 on July 27, 2013;
- ⇒ General Lighting Communiqué published in the Official Gazette No. 28726 on August 2, 2013;
- ⇒ General Lighting Circular (1) No. 5564, dated July 17, 2014;
- ⇒ General Lighting Circular (2) No. 8207; dated December 2, 2014;
- ⇒ General Lighting Circular (3) No. 15304, dated May 31, 2017
- . The number of subscribers and general lighting inspections of the electric distribution companies for 2017 are shown in the table below.



### INSPECTION STATUS TABLE FOR GENERAL LIGHTING SUBSCRIBERS

Company	Number of Lighting	Number of Subscribers Not Audited Before
Company	Subscribers	Audited in 2017 for the First Time
AKDENİZ	10,790	8,716
AKEDAŞ	5,265	4,245
ARAS	8,723	
AYDEM	11,069	9,159
AYEDAŞ	5,031	3,855
BAŞKENT	17,817	
BOĞAZİÇİ	8,275	
ÇAMLIBEL	6,998	
ÇORUH	8,689	5,043
DICLE	11,150	2,968
FIRAT	6,500	
GEDIZ	12,536	10,027
KAYSERI	4,201	1,189
MERAM	10,650	1,000
OSMANGAZI	7,482	5,805
SAKARYA	9,105	6,649
TOROSLAR	17,460	
TRAKYA	3,874	
ULUDAĞ	11,550	
VANGÖLÜ	6,504	1,385
YEŞİLIRMAK	13,419	
TOTAL	197,088	60,041

### GENERAL INSPECTION DIRECTORATE

### INSPECTION OF THE ACTIVITIES OF ELECTRICITY DISTRIBUTION COMPANIES (2017)



The activities of EDAŞ were inspected as per Paragraph 1 of Article 15 of the Electricity Market Law No. 6446 dated March 30, 2013, and published in the Official Gazette No. 28603, "The Regulation on Examining and Inspecting the Activities of Electricity Distribution Companies" and "Notification," which entered into force by being published in the Official Gazette No. 28617, dated April 13, 2013 and the Communiqué. The authority for the inspections of the Electric Distribution Companies' activities has been delegated to our General Directorate on May 31, 2017 with the approval of the Ministry.

Inspections have been jointly conducted by the Ministry of Energy and Natural Resources and TEDAŞ for the date referred to, and after that date, they have been carried out by our General Directorate. The said regulation has been amended and the new regulation has been published in the Official Gazette number 30258, dated December 2, 2017.

In 2017, 10 periodic and two partial inspections were conducted at 21 electricity distribution companies.

## DIRECTORATE OF TRAINING

### PHYSICAL STRUCTURE

The Directorate of Training is made up of eight respective directorates comprised of three central directorates and five separate training and certification centers.

Our training and certification centers are designed to provide technical training to the electricity distribution sector, including centers abroad. In these centers there are classrooms, laboratory and application areas equipped with technical appliances, tools and equipment.

### STRUCTURE OF THE DIRECTORATE

The Directorate of Training conducts its activities under the direction of the Assistant General Manager.

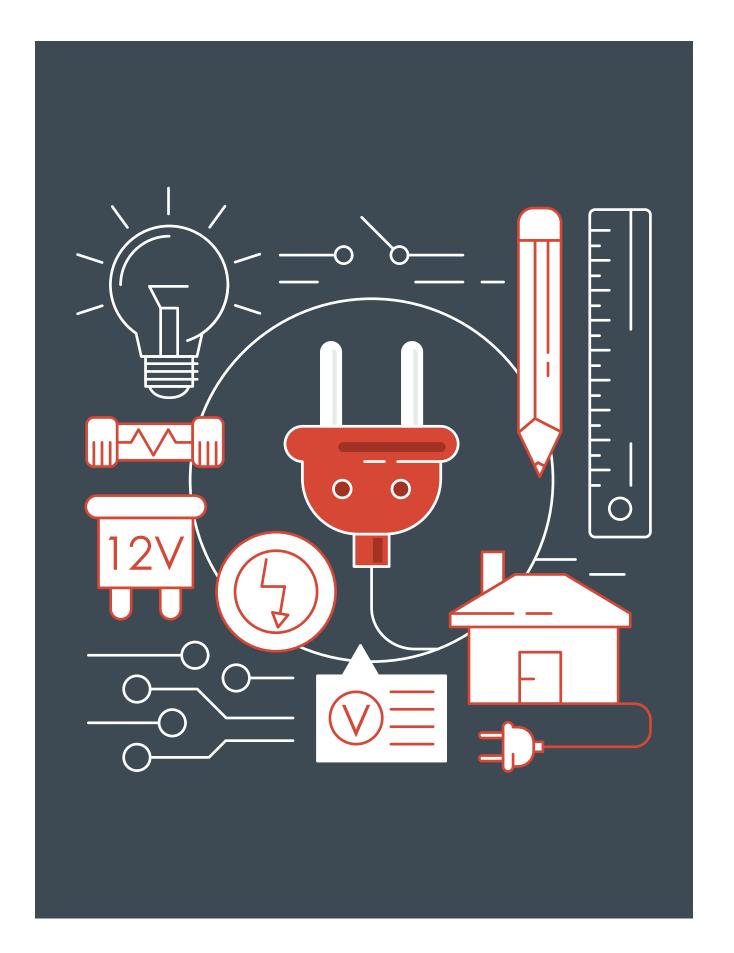
### **Central Directorates:**

- Training Planning Directorate
- Occupational Health and Safety Directorate
- > Vocational Examination and Licensing Directorate

#### **Training and Certification Centers**

- $\Rightarrow$  Ankara
- ⇒ Istanbul
- ⇒ Izmir
- ⇒ Erzincan





### HUMAN RESOURCES

There are a total of 118 employees in units under the Directorate, including engineers, technical instructors, technicians and administrative personnel.



Units	Engineer	Technical Instructor	Technician	Administrative	Total
CENTRAL DIRECTORATES	9	4	-	7	20
TRAINING AND CERTIFICATION CENTERS	24	37	3	34	98
TOTAL	33	41	3	41	118

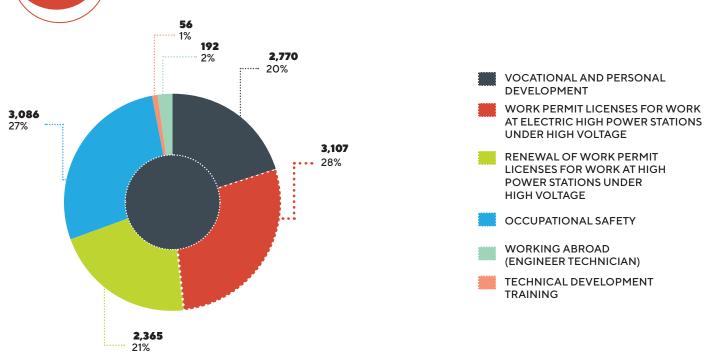


### TRAINING COMPLETED

				Training			
WORK Permit License for Work at Electric High Power Stations Under High Voltage	WORK Permit License for Work at High Power Stations Under High Voltage	WORK Permit License Renewal for Work At High Power Stations Under High Voltage	Occupational Safety	Technical Development Training	Working Abroad (Engineer Technician)	Vocational and Personal Development	Number of Employees
ANKARA TRAINING AND CERTIFICATION CENTER	762	390	762	36			1,950
ERZINCAN TRAINING AND CERTIFICATION CENTER	926	757	926				2,609
IZMIR TRAINING AND CERTIFICATION CENTER	661	880	640				2,181
ISTANBUL TRAINING AND CERTIFICATION CENTER	758	338	758	20			1,874

				Training			
WORK Permit License for Work at Electric High Power Stations Under High Voltage	WORK Permit License for Work at High Power Stations Under High Voltage	WORK Permit License Renewal for Work At High Power Stations Under High Voltage	Occupational Safety	Technical Development Training	Working Abroad (Engineer Technician)	Vocational and Personal Development	Number of Employees
SIERRA LEONE					16		16
SUDAN					16		16
NORTHERN CYPRUS ELECTRICITY CORPORATION					160		160
TRAINING PLANNING							
DIRECTORATE							
(IN-HOUSE)						2,770	2,770
TOTAL	3,107	2,365	3,086	56	192	2,770	11,576

### IN-HOUSE, NON-INSTITUTIONAL AND OVERSEAS TRAINING IN 2017



Our training activities are conducted as in-house, external and overseas training sessions.

Our in-house training courses provide personal and vocational development training for the in-house personnel.

Our external training includes technical training given to electricity distribution companies, public and private institutions at our training and certification centers.

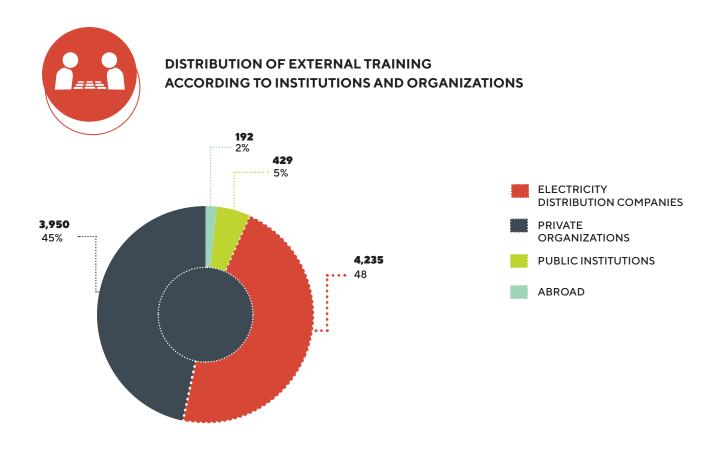
Overseas training is provided to foreign technical staff in accordance with requests from these countries with respect to distribution systems.





# DISTRIBUTION OF EXTERNAL TRAINING ACCORDING TO INSTITUTIONS AND ORGANIZATIONS

Institution- Organization	ELECTRIC HIGH POWER Stations License Training	ELECTRİC HİGH VOLTAGE STATİONS License Renewal	Occupational Safety Training	Technical Development Training	Number of Participants
PUBLICINSTITUTIONS	129	151	129	20	429
PRIVATE ORGANIZATIONS	1,446	1,079	1,425		3,950
ELECTRICITY DISTRIBUTION COMPANIES	1,532	1,135	1,532	36	4,235
ABROAD				192	192
TOTAL	3,107	2,365	3,086	248	8,806



### **OUR VISITS ABROAD AND TRAINING**





A VOCATIONAL TRAINING COOPERATION PROTOCOL WAS SIGNED WITH SUDAN ELECTRIC HOLDING COMPANY IN SUDAN ON MAY 17, 2017.

- $\Rightarrow$  On May 14, 2017, the Republic of Sudan was visited, electrical distribution systems were examined and studies related to training needs were carried out.
- $\Rightarrow$  16 engineers from Sudan were given Trainers' Technical Training for 15 days at the Ankara Training and Certification Center,
- ⇒ 16 technical staff members from Sierra Leone were given Operational Maintenance Training for 10 days in Sierra Leone,
- ⇒ 160 technical personnel of the Northern Cyprus Electricity Corporation were given 10 days of Operational Maintenance and Occupational Safety Training in the Turkish Republic of Northern Cyprus.

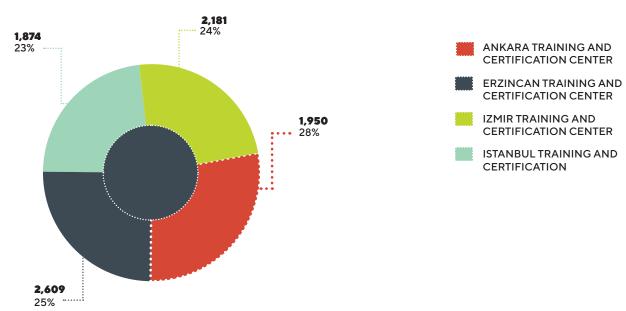


# TRAINING PROVIDED AT TRAINING AND CERTIFICATION CENTERS EXTERNALLY IN 2017

Training and Certification Center	WORK Permit License for Work at High Power Stations Under High Voltage	WORK Permit License Renewal for Work at HIGH POWER STATIONSUnder High Voltage	Occupational Safety	Technical Development Training	Number of Employees
ANKARA	762	390	762	36	1,950
ERZINCAN	926	757	926		2,609
IZMIR	661	880	640		2,181
ISTANBUL	758	338	758	20	1,874
TOTAL	3,107	2,365	3,086	56	8,614



# DISTRIBUTION OF EXTERNAL TRAINING ACCORDING TO INSTITUTIONS AND ORGANIZATIONS







OUR TRAINING AND CERTIFICATION CENTERS ARE EQUIPPED WITH TECHNICAL EQUIPMENT, CLASSROOMS, LABORATORIES AND APPLICATION AREAS TO PROVIDE TECHNICAL TRAINING TO THE ELECTRICITY DISTRIBUTION INDUSTRY AND TO CENTERS ABROAD.

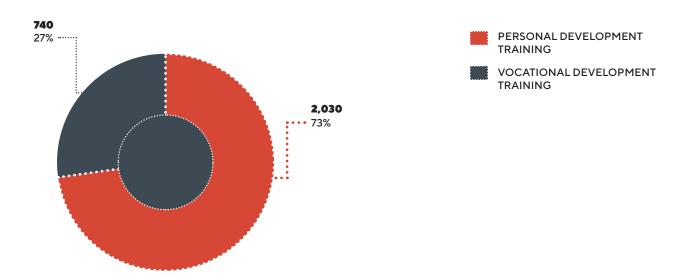


# IN-HOUSE (VOCATIONAL AND PERSONAL DEVELOPMENT) TRAINING

Training	Number of Participants	Training Duration	Employee x Hours
VOCATIONAL DEVELOPMENT			
TRAINING	740	844	24,292
PERSONAL DEVELOPMENT			
TRAINING	2,030	258	30,294
TOTAL	2,770	1,102	54,586



# DISTRIBUTION OF EXTERNAL TRAINING ACCORDING TO INSTITUTIONS AND ORGANIZATIONS



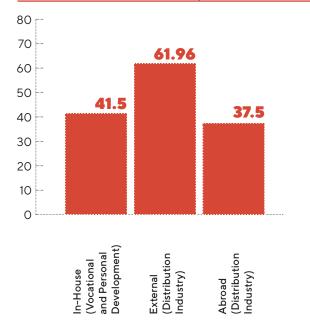
Training organized for our institutional staff includes training that will improve the personal development of our employees related to their fields of work and improve their vocational knowledge and skills.





### IN-HOUSE (VOCATIONAL AND PERSONAL DEVELOPMENT) **TRAINING**

Training	In-House (Vocational and Personal Development Training)	External (Distribution Industry)	Abroad (Distribution Industry)
TRAINING HOURS PER EMPLOYEE	41.5	61.96	37.5
NUMBER OF PARTICIPANTS	2,770 people	8,614 people	192 people







### **TRAINING REVENUES IN 2017**

Training and Certification Centers	Revenues
ANKARA TRAINING AND CERTIFICATION CENTER	3,935,299 Turkish lira
ERZINCAN TRAINING AND CERTIFICATION CENTER	4,656,690 TL
ISTANBUL TRAINING AND CERTIFICATION CENTER	3,767,093 TL
IZMIR TRAINING AND CERTIFICATION CENTER	2,652,492 TL
TOTAL	15,011,574 TL

### **SKILLS TRAINING**

In accordance with Law No. 3308 on Vocational Education, during the 2016/2017 academic year, 34 vocational and technical Anatolian High School students were provided with skills training. The registration of the students and their placements at Department Directorates / Consultancies and Independent Directorates where they will attend the skills training, have their scores taken, have their attendance monitored, and advise their schools of their success levels have been carried out.

### **UNPAID INTERNSHIPS**

In 2017, 42 university (faculty, college) students and seven vocational high school students were allowed to complete their compulsory unpaid summer internships at the General Directorate. The registration of these students, their placements in units related to their fields and informing their schools of their success levels were carried out.

### WORK PERMIT LICENSE FOR WORK AT ELECTRIC POWER STATIONS UNDER HIGH VOLTAGE

At the end of training for Permit License For Work at Electric High Power Stations Under High Voltage in 2017, 3,100 persons were issued the Permit License for Work at High Power Installations under High Voltage, and 2,636 persons had their licenses renewed at the end of Training for Permit Renewal for Work at Electric High Power Stations Under High Voltage; in total, 5,736 licenses were issued for Work at Electric High Power Stations Under High Voltage.

### OCCUPATIONAL HEALTH AND SAFETY ACTIVITIES

### **Occupational Accident Statistics and Recourse Operations**

- Data were requested from electricity distribution companies with regard to occupational accidents, and a statistical table for occupational accidents in the electricity distribution industry in Turkey in 2016 and on a quarterly basis for 2017 was prepared for the first nine months.
- Documents requested by the court in relation to occupational accidents that occurred at the electricity distribution companies prior to privatization were delivered to the court.
- In order not to cause any wrongdoing with respect to the compensation of TEDAŞ employees in relation to occupational accidents that occurred in the past years while doing work for TEDAŞ, requests for compensation from six ex-employees were discussed at the Recourse Commission to determine the amount compensated and the procedure followed for the decisions made.

### **Occupational Health and Safety Committee**

- The Occupational Health and Safety Committee has been established at our General Directorate and its activities under the "Regulation on Occupational Health and Safety Committees" have been coordinated.
- Three meetings were held to ensure coordination between the Occupational Health and Safety Commissions of the Ministry of Energy and Natural Resources, the General Directorate of Electricity Transmission Company of Turkey and the General Directorate of Electricity Generation Company. The cafeteria was inspected twice, the campus twice and the tea shop once.
- A review of OHSAS 18001 Occupational Health and Safety Management Systems was carried out and a technical specification has been prepared in order to solicit consulting services.

### **Contractor Firms, Inspection and Operational Supervision**

- Within the scope of the Circular No. 9552 on Occupational Health and Safety the service activities of Contractor Companies in relation to our General Directorate have been inspected and reported on, and the reports have been forwarded to the relevant units to take action as necessary.
- •For activities in the day care center, workshops, heating plant, guesthouse, cafeteria located in the campus of the General Directorate and other activities, work inspection has been carried out and deficiencies with respect to occupational health and safety have been determined, working regulations have been prepared, occupational safety precautions have been established and personal protective equipment have been identified and sent to relevant units for required action.
- For the buildings located in the General Directorate campus, operations and maintenance of which are undertaken by our General Directorate, measurement reports for the AG grounding conductor resistance and the monthly periodic maintenance reports for the elevators in the buildings have been prepared and sent to other institutions in the campus.

#### **Emergency**

- The personnel to be employed in the emergency teams on the campus of the General Directorate were identified and reported to the Civil Defense Expertise Unit. Planning for teams' training was completed.
- Emergency evacuation plans have been prepared and posted at the campus of the General Directorate.
- The General Directorate has been given directions with regard to emergencies in order to ensure safe evacuations in case of such situations on campus.

### VOCATIONAL EXAMINATION AND CERTIFICATION ACTIVITIES

National Qualifications and National Vocational Standards were identified for which exams and certification procedures have been held and studies carried out on certification processes.

### **National Qualifications to be Certified**

- 17UY0274-4 Electricity Distribution Network Line Maintenance Officer Level 4
- •17UY0275-3 Electricity Distribution Network Line Maintenance Officer Level 3
- •15UY0211-4 Electricity Distribution Network Line Maintenance Officer Level 4
- 17UY0276-4 Electricity Distribution Network Loss Leakage And Measurement
  - Control Officer Level 4
- •15UY0212-3 Index Reading Officer Level 3
- 17UY0279-4 Electric Counter Dismounting Fitting Personnel Level 4

#### **Application Process**

The TEDAŞ Vocational Examination and Certification Quality Handbook was prepared in accordance with the Vocational Competence Authority Examination, Measurement, Evaluation and

- Certification Regulation and ISO: IEC 17024 Standard.
- The TEDAŞ Vocational Examination and Certification Quality Guide was prepared.
- The Vocational Examination and Certification Procedures were prepared.
- The Vocational Examination and Certification Instructions were prepared.
- The Vocational Examination and Certification Forms were prepared.
- · An organization chart was designed.
- The Vocational Examination and Certification Forms were prepared.
- An assignment list was prepared for the personnel at the Directorate.

- The Information forms for the Directorate staff were designed.
- Other documents required for pre-application were prepared: Pre-application, letter of undertaking, certificate samples, etc.

Preliminary applications were made to the VCI in November and deficiencies determined by the Vocational Competency Institution were completed and the applicants re-applied to the VCI in December followed by the stage of signing in the pre-application process.

#### **Training**

The company attended a VCI Training Seminar to understand how to become an Accredited Certification Body. Training was held in the fields referred to in national competencies and in areas that would assist in becoming a certification body;

- Adult Education
- Target and Target Behavior Identification Training
- Teaching-Learning Process Regulation Training
- Human Relations and Communication Training
- Learning Psychology Training
- Teaching Methods and Techniques Training
- Measurement and Evaluation Training
- Presentation Techniques Training

# DEPARTMENT OF HUMAN RESOURCES AND SUPPORT SERVICES DIRECTORATE

**SECURITY SERVICE:** The security of the Bahçelievler Campus in which the Ministry of Energy and Natural Resources and General Directorates of TEDAŞ, TEİAŞ and EÜAŞ reside, and of the Gölbaşı Social Facilities, Ankara Training and Certification Center, Istanbul Training and Certification Center and Göksu Regional Directorate are provided by nine general directorate personnel and 106 private security personnel.

**CIVIL DEFENSE SERVICE:** There are two institutional staff civil defense services to the Bahçelievler Campus, which serve the Ministry of Energy and Natural Resources, TEDAŞ, TEİAŞ and EÜAŞ General Directorates and the workshops, the cafeteria, kitchens, the guesthouse, the day care center, physicians center, heat center, heat exchanger, the panel, air conditioning rooms, meeting and conference halls, elevator engine room, institutional archives, official and underground garages, penthouses, tea shops and the Gölbaşı social facilities.

**HEALTH SERVICE:** One physician, one nurse, one administrative officer and one officer making up a team of four personnel providing polyclinic service to 500 employees of the General Directorate of TEDAŞ per month.

**CAFETERIA SERVICE:** A total of 85 employees, including 23 Company employees and 62 service staff, provide cafeteria service to an average of 2,500 people per day, to the personnel of the Ministry of Energy and Natural Resources and General Directorates of TEDAŞ, TEİAŞ and EÜAŞ.

**EMPLOYEE SHUTTLE SERVICE:** The transportation services for our employees, contracted personnel and non-unionized workers working at our General Directorate which take the staff from their residential addresses and deliver them to the service buildings on the Bahçelievler Campus are carried out over 32 main routes and a total of 2,100 persons from the staff of the Ministry, TEDAŞ, TEİAŞ and EÜAŞ benefit from these services.

**CLEANING SERVICES:** Cleaning and support services are carried out by 407 service personnel at the Bahçelievler Campus, Ankara Training and Certification Center, Gölbaşı Sports Facilities, Istanbul Bostancı Guesthouse and TEDAŞ Regional Directorates.



### **FACILITIES**

Lodgings	
Location	Capacity
ŞAFAK MAHALLESI GÖLBAŞI / ANKARA	260 ITEMS
BIRLIK MAHALLESI ÇANKAYA / ANKARA	17 PIECES
ULUDAĞ REGIONAL DIRECTORATE, ÇIRPAN NEIGHBORHOOD / BURSA	10
BOĞAZİÇİ REGIONAL DIRECTORATE, ADNAN KAHVECİ NEIGHBORHOOD / ISTANBUL	6
AYEDAŞ REGIONAL DIRECTORATE, CADDE BOSTAN NEIGHBORHOOD / ISTANBUL	6
ÇAMLIBEL REGIONAL DIRECTORATE	8
GEDİZ REGIONAL DIRECTORATE, BORNOVA CAMPUS AREA / IZMIR	22
IZMIR DIRECTORATE OF TRAINING AND CERTIFICATION CENTER, BORNOVA CAMPUS AREA / IZMIR	13
ARAS REGIONAL DIRECTORATE, ŞÜKRÜ PAŞA NEIGHBORHOOD / ERZURUM	21
TOROSLAR REGIONAL DIRECTORATE, YURT NEIGHBORHOOD / ADANA	13 PIECES
ERZINCAN DIRECTORATE OF TRAINING AND CERTIFICATION CENTER, IZZETPAŞA NEIGHBORHOOD / ERZINCAN	16
GENERAL DIRECTORATE TOTAL NUMBER OF LODGINGS	392 PIECES

Guest Houses	
Central Guest House	
Room / Bed	Capacity
NUMBER OF SUITES	23
NUMBER OF ROOMS	40
NUMBER OF SINGLE ROOMS	91
NUMBER OF BEDS	244

Convention Halls	Capacity (Individuals)
NİLÜFER HALL	CAPACITY FOR 120 PEOPLE
LALE HALL (A LA CARTE)	70
KARANFİLHALL	25
ORKİDE HALL	CAPACITY FOR 18 PEOPLE
GÜL HALL	CAPACITY FOR 15 PEOPLE
PAPATYA HALL	CAPACITY FOR 12 PEOPLE
ZAMBAK HALL	CAPACITY FOR 12 PEOPLE

Bursa Uludağ Guest House (For the Winter Season)	
Room / Bed	Capacity
NUMBER OF ROOMS	18
NUMBER OF BEDS	38 PIECES

Bostancı Guest House	
Room / Bed	Capacity
NUMBER OF ROOMS	10
NUMBER OF BEDS	20 ITEMS

Day Care Center and Kindergarten	
Grade Groups	Capacity
2-3 YEARS OF AGE, THREE CLASSES	60 CHILDREN
3-4 YEARS OF AGE, FOUR CLASSES	100 CHILDREN
4-5 YEARS OF AGE, GRADE 4	100 CHILDREN
5-6 YEARS OF AGE, THREE CLASSES	100 CHILDREN
TOTAL	360 CHILDREN

Sports Facilities	
Gölbaşı Sports Facilities	
Types of Sports Facilities	Capacity
SWIMMING POOLS	1 x (50 m x 25 m)
SPORTS HALLS	1 x (45 m x 35 m)
CAFETERIAS	1 (60 PEOPLE CAPACITY)
NUMBER OF TENNIS COURTS	2
NUMBER OF ASTRO PITCHES	1
NUMBER OF GYMS	1
NUMBER OF SAUNAS	1
NUMBER OF POOL KIOSKS	1
POOL RESTAURANTS (FOR SUMMER MONTHS)	CAPACITY FOR 900 DINERS

### DIRECTORATE OF FINANCE AND PURCHASING

1-Our department conducts the following routine work as part of its activities,

- · Accrued income and invoicing transactions associated with service sales,
- Receivables collection and payment obligations,
- Payment of staff salary and travel allowances,
- Follow-up of financial obligations of the regional directorates of TEDAŞ,
- Financial obligations fulfilled according to provisions of V.U.K,
- · Work undertaken for legal matters in conjunction with the Legal Affairs Advisory,
- · Follow-up of the contractual rights and obligations (in central and distribution companies),
- Providing members for inspection commissions related to financial matters, etc. activities are carried out routinely.

The activities and operations related to the collections of receivables that were assigned from companies to our general directorate pursuant to Article 10.1 of the Operating Rights Transfer Agreement are ongoing.

In 2017, a principal of €13.53 million and an interest of €8.99 million were paid in the annual repayment of the external loan borrowed from the European Investment Bank.

The amounts of €8.01 million and €4,916.19 were paid in 2017 as the repayment of annual principal and interest, respectively, for the external loan borrowed from the World Bank.

Financial statements of our General Directorate for 2017 were prepared and submitted to the relevant parties.

Entries to the Public Enterprises Data Monitoring System (KIVI) system of the Undersecretariat of Treasury were completed taking the 2017 financial statement values as a basis. Employment questionnaires requested by the Turkish Statistics Institute were completed and sent to the relevant parties quarterly and annually.

Of the annual investments undertaken centrally by our institution, the project-based investment amounts have been recorded and/or deleted from the central property register.

The following transactions below with respect to purchasing and logistics were performed:

- Execution and follow-up of the processes related to warehouse, stock control, debit and record fixtures,
- Coordination of the rental and official vehicles (including the vehicles in distribution companies that are registered in the name of TEDA\$) and follow-up of the fuel use in vehicles,
- Execution and follow-up of the all-risk insurance policies, loss assessment and payment processes that privatized electricity distribution companies are obliged to buy,
- The execution of and follow-up on tender-based and direct purchase processes;
- The inspection of purchasing, vehicle and warehouse transactions performed by the distribution companies,
- Execution and follow-up of the processes supporting the use of the Information Management System purchase, warehouse and charge modules,
- Execution and follow-up of the Vehicle Tracking Fleet Program has been performed.



### DIRECTORATE OF STRATEGY

# REGULATIONS AND STANDARDS DEVELOPMENT DIRECTORATE

- Our General Directorate considered the opinions of its relevant units about the amendments during the year to the Electricity Market Law, Secondary Legislation and other pertinent regulations to establish an institutional opinion which then was communicated to the related institutions.
- Amendment proposals prepared in-house or by other institutions regarding the issued legislation were evaluated and those found suitable were communicated to the relevant parties.
- The strategy document, action plan, etc., for the institution requested by relevant ministries were prepared and communicated to relevant units.
- The Electricity Market Law, Secondary Legislation and the other relevant regulations, and the amendments to regulations were reviewed and relevant units were notified.
- We responded to the queries from the Departments and Regional Directorates regarding electricity market legislation, and information requests submitted under the Right to Information Act No. 4982 via the Prime Ministry Communication Center or by third parties on issues that fall within our Directorate's field of responsibility.
- ◆ The issues related to our unit in the Inspection Report prepared by the Ministry of Energy and Natural Resources and the Turkish Court of Accounts were reviewed.
- Written motions sent to our General Directorate from the Grand National Assembly of Turkey and to our Directorate due to its relevance were responded to.
- All legislation (regulations, communiqués, directives, circulars, specifications, procedures and principles, etc.) on technical matters prepared by the units of our General Directorate which are still in force are listed, as well as all legislation that have not been prepared by the units of our General Directorate but which are used by these units, (laws, codes, regulations, communiqués, circulars, directives, specifications, procedures and principles, etc.) have been reviewed to check their current status as to whether they are all up-to-date.
- As part of the preparation and updating of the technical specifications of the materials used in the electricity distribution facilities, 11 technical specifications were updated and one new technical specifications were prepared by adding up to a total of 12 technical specifications work for which was completed.

• TEDAŞ-MLZ / 95-002.C (Cells) (Mmh-Gas) MV SF6 Gas Insulated Metal Enclosure Switching and Control Mechanisms

• TEDAŞ-MLZ / 95-009.B

Road Lighting Fixtures

• TEDAŞ-MLZ / 95-012.F Tank)  $MV/LV\ Distribution\ Power\ Transformers\ (Open\ to\ Atmosphere,\ with\ Expansion$ 

• TEDAŞ-MLZ/ 95-013.A

MV/ MV Power Transformers

• TEDAŞ-MLZ / 99-024.A

High Voltage Fuses With Melting Wire

 TEDAŞ-MLZ/99-031.B -Transformers Dry Type with Windings Covered by Epoxy Resin MV/LV Power Distribution

- TEDAŞ-MLZ/99-032.E
- Hermetic MV/LV Power Distribution Transformers
- TEDAŞ-MLZ / 99-34 Electricity Distribution Networks MV Distribution Lines Centrifugal Reinforced Concrete

Pylon Manufacturing Technical Specifications

- TEDAŞ-MLZ / 2002-042.A Low Voltage Vertical Fused Load Separators
- TEDAŞ-MLZ/2003-44.A Low Voltage Knife Fuse and Changing Apparatus (Glove)
- TEDAŞ-MLZ/2004-046.B Low-Voltage Field Distribution Boxes
- TEDAŞ-MLZ/2017-061 (New) Technical Specifications for MV Composite Silicone Support Insulators

In addition, the commission studies of the two technical specifications below have been completed, and they are ready to be submitted to the approval of the General Directorate.

TEDAŞ-MLZ/96-015.A Technical Specifications for LV Power Cables
 TEDAŞ-MLZ / 2017-065 Battery-Rectifier Group Technical Specifications

• For the purpose of reviewing and evaluating the type test report for determining whether the main materials used in the electricity distribution facilities conform to the technical specifications and standards and communicating the evaluation results to the related parties;

- · HV and LV Power Cables,
- HV and LV Cable Headers and Attachments,
- HV/LV Power Distribution Transformers
- Concrete-Enclosed Compact Type HV/LV Distribution Transformer Centers,
- · LV Distribution Panels,
- · LV Field Distribution Boxes,

The study was carried out on the six main materials indicated above, whereas during the year High Voltage Fuses With Melting Wires were also included in the scope of the study, increasing the number of materials to seven.

- In the year 2017, with regards to setting up the "High Power and High Voltage Test Laboratory Complex";
- The Turkish Standards Institute, TEİAŞ and Ministry of Energy and Natural Resources representatives participated in having the process maps related to the implementation of the project released, and in this context, studies on the preparation of Technical Specifications for Project Management Service Acquisition were made. At the same time, technical visits were made to Japan (Toshiba, Mitsubishi), South Korea (KERI) and China to review foreign implementation examples, and the parties exchanged information.
- As a result of the preliminary evaluations made, studies on the appropriateness of several terrain types related to the land required for the project were conducted and presented to the General Director.
- A feasibility report that has already been performed by the Turkish Standards Institute (TSI) was requested. TSI was asked to withdraw the budget for the laboratory set-up with the Ministry of Development.
- Negotiations were made with the Public Tender Institution, Ministry of Science, Industry and Technology to determine the tender methodology for the laboratory set up.
- The officers of TEDAŞ Regional Directorates, the staff of power distribution companies and the representatives of the electromechanics industry exchanged information and ideas both verbally and in writing regarding the application of technical specifications and standards.
- •Within the scope of the authority warranted by the Ministry, acceptances were granted for electricity installations.

Data was collected from the London Metal Exchange to determine the valid unit prices in 2017;

• For steel, copper, aluminum and zinc, daily foreign exchange rates of the Central Bank of the Republic of Turkey

and the index values of the TSI,

- Material purchasing data for 2016 gathered from the electricity distribution companies, and
- Information requested from the production companies for the sales prices of the materials they produce were gathered for submission to the Unit Price Commission and reports were prepared.
- The work of the Unit Price Commission established within our General Directorate, for which the secretarial work is carried out by our unit, was completed in April. Accordingly, the Applied Unit Price Book of TSI for 2017 and the Unit Price Book that will be valid throughout the year were prepared.
- Requests for information from Regional Directorates, official institutions and organizations, and third party briefing requests regarding the implementation of Unit Price Books were responded to in the framework of the legislative material.

### QUALITY AND PERFORMANCE DIRECTORATE

- Data with respect to call centers has been procured from distribution companies and a conformity check was carried out with respected to the targets established in "Procedures and Principles Related to the Quality Standards of the Electricity Distribution Companies' and Commissioned Supply Companies' Call Centers." The resulting reports were shared with the relevant units and presented to the General Director.
- We prepared a report including data such as the number of malfunctions, number of maximum daily malfunctions, time elapsed to reach the point of malfunction, time elapsed to repair the malfunction, etc. after reviewing the data on malfunction repair information, shared the report with the relevant units and submitted it to the General Director.
- A Key Performance Indicator (KPI) related to Procurement Continuity was made and the incentive system was defined by determining the Quality Indicator Reference Value for the OXSUR and OKSK values for each distribution company.
- The supply continuity incentive system study to improve the average downtime and numbers was presented to the General Director and legislative studies were carried out for its implementation.
- We monitored the service quality tables which in accordance with the "Service Quality Regulation Regarding the Electricity Distribution and its Retail Sale," which the distribution companies have to publish on their websites.
- Studies have been conducted to remotely monitor the distribution companies call centers.
- Workflow Diagrams, Process Identification Cards, Process Performance Indicators Follow-up Form, Quality Objectives Goals Tracking Table, Risk Assessment Forms and Job Descriptions were prepared in accordance with TS EN ISO 9001: 2015 and the studies were updated to ensure continuity within the Quality Management System.
- We monitored Relevant Legislation On Service Quality by the EPDK published in the Official Gazette.
- We did work to prepare the Audit Handbook on the quality of service.
- The Customer Satisfaction Questionnaire prepared by the Office of Gas and Electricity Markets (OFGEM), the government regulator for the electricity and downstream natural gas markets in Great Britain, was reviewed, and efforts were made to translate and adapt it into Turkish.
- The Service Levels (SL) and Response Rates (AR) of the call centers located within the distribution companies were reviewed. According to the results of the survey, the number of call center operators for several distribution companies were analyzed and we estimated the number of operators that would enhance the service quality.
- The line adequacy levels of the call centers in the distribution companies were reviewed and based on the results of the review, several distribution companies were advised in writing to increase the number of their lines.
- · A study on the estimation of average downtime was initiated on the basis of network components and reasons

for interruption.

- The 2017 Business Plan was developed in Microsoft Project.
- The 2018 Annual Budget Study of the Directorate was completed.
- A meeting was held with the participation of the Ministry of Energy and Natural Resources, Electricity Distribution Services Association (ELDER) and several distribution companies regarding the latest status of call center web services.
- The distribution companies are continuing their efforts to review their promotional activities related to the call centers and their reporting studies are underway.
- In order to determine the maintenance period related to the distribution system, we reviewed international practices and the relevant literature.
- Within the scope of customer satisfaction survey studies, main/sub categories of complaints were established for the distribution companies and commissioned supply companies, then the study was opened for the review of the institution and updates were made in line with the feedback, finalized after a finalization meeting was held and shared with related units.
- The book on Electricity Distribution and Consumption Statistics; this book has been prepared to include distribution system data on distribution systems, the number of subscribers, the distribution of electricity consumption by sector and the leakage rates based on provinces and distribution areas.
- Under the Official Statistics Program, we prepared the Electricity Distribution and Consumption Statistics data for 2016, published it as a book and forwarded it to all related institutions and organizations.
- In accordance with the Right to Information Act Law 4982, we have responded to the statistical information requests forwarded to our Directorate.
- We forwarded the official letters of the Ministry of Interior sent to us regarding the establishment of new villages, name changes and their related registration to the relevant distribution companies.
- We replied to both internal and external statistical information requests.
- Participation in In-house and External training, seminars, etc. was provided.
- We responded to information and opinion requests from the Departments and Consultancies of our General Directorate.
- We participated in the commissions/meetings established under our General Directorate.

## INNOVATION DIRECTORATE

We commenced our work to review the activities of Electricity Distribution Companies and remotely monitor the distribution network, along with other work to be done with respect to the Power Cut Monitoring System, in accordance with the road map related to all of the indicated work.

- The OSOS, SCADA, AMI, and OMS systems set up in the distribution companies were examined on-site. We held meetings with the representatives of the distribution companies and exchanged views related to actions that could be taken with respect to the remote monitoring of the distribution companies' activities and the distribution network in conformity and in coordination with the Directorate General, in order to improve the infrastructure of the distribution network and the service quality.
- We established commissions and started work for specifications to determine the criteria with respect to the technical equipment such as meters, energy analyzer, and modems for remotely monitoring the electricity distribution network.
- As part of the work to update the Meter Specifications, meetings were held with the leading companies operating in the industry. Opinions were exchanged. Samples from the manufacturers were viewed. Standards and literature were scanned.
- The Draft Meter Specifications were published. The views from all the stakeholders were evaluated and the work was completed by giving the Meter Specifications their final shape.

- We attended the SAYKOM (Meter Commission) meetings, coordinated by the Ministry of Industry and Technology representing our General Directorate.
- We attended the seminars arranged by the major firms operating in the smart grid industry. During the technical trip, study visits were made.
- We participated in various training sessions organized by the General Directorate of Training.
- We participated in the Smart Grids Commission meetings established by the EPDK. The aim of these meetings was to establish a Smart Grid policy at a national level.
- The commission established to update the Technical Specifications of LED Road Lighting Fixtures started work.
- With respect to updating the LED Source Road Lighting Fixtures Technical Specifications, the standardization and literature search for novelties and innovative developments on this subject began. Negotiations with the manufacturing companies and reviews of the samples were evaluated at the meetings held at the directorate.
- -The work on the preparation and control of the LED Source Draft Specification was completed. The draft specification was finalized and added to the announcements section of the directorate website. After the evaluation of the views on the draft specifications, we have plans to finalize the Specifications and publish the final version.
- Preliminary work on the preparation of the Methods and Principles of Road Lighting Design began. The work is still underway.
- We started Road Lighting Dialux work. The work is still underway.
- The commission to be engaged in the drafting of the Energy Analyzer Specification has been established and it has started its work. Systems that have been set up in the distribution companies were examined on-site. Meetings were held with the distribution company representatives.
- A large number of meetings were held with the energy analyzer manufacturing companies who exchanged opinions with us. The energy analyzer samples manufactured by the companies and the communication protocols were inspected.
- An energy analyzer draft specification has been published in light of all standard screening and inspection methods, the company and EDAŞ interviews and other studies. In accordance with the opinions of the manufacturers and distribution companies, the specifications were finalized and the work was completed.
- With the instruction of the General Director, work was initiated on the subject of the "Charge Limitation instead of Completely Cutting off the Subscribers' Power due to Unpaid Debt"; these studies were completed and presented to the General Director.
- In 2017, our Directorate participated in the Review and Inspection of the Activities of the Distribution Companies, by means of committees set up at the General Directorate level.
- The Directorate personnel who were specifically assigned to the project participated in the work to "Inspect on the Field the Physical Realization" of the electricity plants installed as part of the Distribution Companies' investment program.
- The 'Power Interruption Tracking System' that had been developed with instructions from the General Directorate became active.
- Work on the Directorate Unit Archive Inventory was completed.
- Applications that were directed to our unit via the right to information system and questions from the members of parliament were responded to.
  - The execution of and follow-up on tender-based and direct purchase processes;
  - The inspection of purchasing, vehicle and warehouse transactions performed by the distribution companies,
  - Execution and follow-up of the processes supporting the use of the Information Management System purchase, warehouse and charge modules,
  - Execution and follow-up of the Vehicle Tracking Fleet Program has been performed.

## DIRECTORATE OF ASSET MANAGEMENT

# CARTOGRAPHY AND EXPROPRIATION DIRECTORATE

#### **Ongoing Expropriation Undertakings**

- The Board of Directors of our General Directorate made 200 resolutions for the expropriation/transfer of 276 overhead power lines in various electricity distribution regions and likewise 134 decisions for 200 facilities such as Transformers, Distribution Centers (DM) Step-Down Transformer Stations (İM), Cutter Measuring Cabinets (KÖK), and so forth.
- Our Directorate completed the technical review of the expropriation files of 13 overhead power lines forwarded to our General Directorate in order to pursue the expropriation processes in accordance with the Electricity Market Law No. 6446.
- A total of 8,190 varied letters addressed to our directorate were responded to.
- We obtained 60,572 inquiries regarding the activities of electricity distribution companies in their responsibility zones from Turkish Land Registry and Cadaster Information System (TAKBIS) and Central Civil Registration System (MERNIS) programs, and sent them to the relevant distribution companies.
- Communication was made to ensure that the amounts calculated for the inquiries requested by our General Directorate in 2016 and 2017 were received from the distribution companies regarding their activities in their responsibility zones via the Land Registry and Cadaster Information System (TAKBIS) and the Central Population Administration System (MERNIS).
- The studies related to the standardization of the expropriation map and plan files were completed and the work for sharing the documents related to these studies with the related distribution companies and regional directorates was completed. All regional directorates have been informed of these completed activities with our communication dated March 6, 2017, E.15884.
- With our letter dated February 17, 2017, No. 11578, with regard to conducting the expropriation procedures and transactions more effectively and efficiently at the directory of land registries, the following were stated:

**1-**That the reconciliation protocol prepared may be used in registration transactions on behalf of our General Directorate to be performed at the Land Registry and Cadaster Regional Directorates and affiliated provincial organizations to eliminate the inconveniences experienced by our General Directorate and Regional Directorates with respect to the Land Registry, Cadaster Regional Directorates and the affiliated provincial organizations to achieve unity in practice, and that the studies undertaken at the General Directorate revealed that there are no legal drawbacks to this effect,

**2-**That with respect to resolving the problems arising from the stipulation to have the receipts for payments of the revolving capital and transaction fees be attached to the communication, that following the receipt of our letter requesting registration by the related land registry directorate, once we are informed of the revolving capital and transaction fee amounts payable, that our General Directorate shall effect the necessary payments, that the procedure of forwarding of the original receipt for such payment or a copy thereof be assessed for its adequacy and if the procedure is deemed to be adequate, that appropriate instructions be issued to the Land Registry, Cadaster Regional Directorates and affiliated provincial organizations to this effect, that the foregoing has been communicated to the Land Registry and Cadaster General Directorate, that in return the Land Registry and Cadaster has written back to our General Directorate on March 15, 2017 letter number E.15581 and informed us

that "Should the agreement protocol designed by the Office in charge of the expropriation contain the minimum content, method and information specified and announced by their Institution it will not present a legal problem." Our General Directorate has in turn informed regional directorates of the matter with a letter dated March 15, 2017, number E.15581.

- **3-** That a Protocol on the "Sharing of Land Registry and Cadastral Data" on the "TAKPAS" system between our General Directorate and General Directorate of Land Registry and Cadaster was prepared in order to be shared online with the electricity distribution companies through our General Directorate under the supervision and responsibility of our General Directorate.
- It has also been stated with the resolution of Board of Directors of our General Directorate dated September 21, 2017, No. 16-546;
- 1- That the existing arrangement regarding the data and documents "retrieved from the Land Registry and Cadaster Information System (TAKBİS) and the Central Population Administration System (MERNİS), in use by our General Directorate which have been shared with the Electricity Distribution Companies and approved by the General Directorate [by its resolution dated October 10, 2014, No. 20-306, and updated by the same authority's approval dated June 16, 2016, No. 27598], and that the fees for this service be determined..." be rescinded,
- **2-** That to share the data of TAKPAS online, under the supervision of our General Directorate, to be able to send the MERNIS data our General Directorate is procuring to the electricity distribution companies, it must be accompanied by a cover letter, a protocol to be signed with the distribution companies and an approval form advising the responsibility and acceptance of the end-user,
- **3-** That a fee be collected from the electricity distribution companies for the online sharing of land registry and cadaster data for each user; that a fee be collected for title deed inquiries for each method and for each parcel for cadaster inquiries,
- **4-** That a fee be specified to be collected from the electricity distribution companies if population and address data are requested, and
- **5-** That resolutions have been made to grant the General Director authorization for any changes to the fees for services provided using the TAKPAS and MERNİS systems.
- Correspondence has been effected with the distribution system with regard to the payment of fees for the Land Registry and Cadaster Sharing System (TAKPAS),
- Spatial Real Estate System (MEGSIS) studies have been completed and made available for use by the distribution companies at the testing stage.

# Ongoing Work To Render the Expropriation Functions and Transactions Faster and More Accurate on the Basis of a Plan

- Within the scope of Article 19 of Electricity Market Law No. 6446; In order to determine the stage of the expropriation work carried out by the General Directorate, the part of the work and transactions in the responsibility area of the Regional Directorates and to resolve the problems and needs of the personnel working in the expropriation unit at the Regional Directorates, the directorate staff were split into seven groups and assigned interviews to complete on location for six monthly periods. The report prepared after reviewing on location and evaluating the problems and needs of the staff working at the expropriation unit and the latest status of the facilities where the expropriation work was being undertaken was presented to the General Director.
- Work was initiated on the physical realization of the expropriation work and the transactions carried out / to be carried out regarding the investment activities of the electricity distribution companies and the tables prepared as part of this study are being reviewed with the Regional Directorates and these studies are ongoing.

- In order to facilitate the follow-up on the expropriation / transfer operations and transactions carried out by our Regional Directorates informing the General Directorate Office of the business volume in six-month intervals to determine the volume so as to provide a basis for the work planned by the General Directorate, we have written our instructions No. 13904 dated March 8, 2017, to take the necessary action to all our regional directorates.
- In order to establish a Quality Management System at the General Directorate and to obtain the TS EN ISO 9001: 2015 Quality Management System Certificate, a member of our staff selected from the Directorate personnel as the unit quality officer with the approval of the General Directorate was enabled to participate in the training to play a role in establishing a Quality Management System. Within the scope of the Quality Management System, the activity areas of the Directorate have been determined and documentation has been prepared for all areas of activity. In this regard, the following studies have been carried out.
- **1-** SR.007.5 Expropriation Process
- **2-** Forms, Lists, Instructions
- **3-** Job Descriptions
- **4-** Quality Objectives, Goals Tracking Table
- **5-** Risk Assessment Form
- **6-** Process Cards
- **7-** Process Performance Indicators Table
- We have ensured the entire staff and the regional directorate staff affiliated to our Directorate in a matrix relationship were informed and prepared primarily for internal inspections, and after that, for audits to be conducted by an independent organization with respect to the establishment of a Quality Management System. All work carried out within the scope of the Quality Management System and all operations and transactions carried out in the activities of our Directorate are continuing with more sustainable improvements.

# GENERAL DIRECTORATE OF NATIONAL PROPERTY

• Regarding the execution of sales/deletion requests for the rights of easement/lease annotations of displaced or recalled overhead power lines in the year 2017 with respect to the sales of pylon lands and deletion of rights, a total of;



## **DELETION OF EASEMENT RIGHTS AND PYLON LAND SALE**

	January	February	March	April	Мау	June	July	August	September	October	November	December
Transactions With Respect to Deletion of Easement Rights and Pylon Land Sale	29	32	32	33	25	36	50	102	64	91	79	57
Resolutions of the Board of Directors on the Deletion of Easement Rights and Sale of Pylon Lands	12	-	205	22	45	-	-	26	7	1	4	15
Approvals of the General Director on the Deletion of Easement Rights and Sale of Pylon Lands	-	-	-	-	-	23	7	10	6	5	19	28

• In 2017, with respect to the transfer of properties requested by public institutions and organizations in accordance with article 30 of the Law of Expropriation No. 2942, for which there was no harm found legally, as a price for the transfers, a total of;



#### TRANSFER OF PROPERTY

	January	February	March	April	May	June	July	August	September	October	November	December
Transactions related to Property Transfer	-	-	1	1	3	6	2	4	-	2	4	9
Resolutions of the Board of Directors related to the Transfer of Property	-	-	27	-	-	1	-	76	2	6	45	14

• Requests for transformer relocation requests received from third parties and public institutions and organizations for a variety of reasons, which are being examined by commissions established under the related legislation and from a perspective of ownership, a total of;



## TRANSFORMER DISPLACEMENT OPERATIONS

	January	February	March	April	Мау	June	July	August	September	October	November	December
Transactions related to Transformer Relocation	-	-	10	9	10	7	5	3	5	3	3	5
Resolutions of the Board of Directors on the Relocation of Transformers	5	-	9	4	-	10	-	9	3	1	5	4

• Total number of idle properties owned by the General Directorate in 2017;



## **IDLE PROPERTY**

	January	February	March	April	Мау	June	July	August	September	October	November	December
Transactions related to Idle Properties	-	-	2	2	8	5	1	3	1	-	1	1
Resolutions of the Board of Directors on the Idle Properties	-	-	-	-	-	-	-	-	-	1	-	-

• The total permits for the energy facilities that were located in the forest lands;



## **FOREST PERMITS**

	January	February	March	April	Мау	June	July	August	September	October	November	December
Transactions Regarding the Forest Permits	-	-	58	23	62	43	23	19	53%	32	12	18

• Total amount of internal and external correspondence made by our Directorate,



#### INTERNAL AND EXTERNAL CORRESPONDENCE

	January	February	March	April	Мау	June	July	August	September	October	November	December
Total amount of internal and external correspondence made by our Directorate,	110	132	142	110	156	118	160	160	180	225	257	341

## OTHER BUSINESS CONDUCTED BY OUR DIRECTORATE

- Ensuring the procurement of the tables prepared with respect to the properties, the rights of use for which were transferred to the electricity distribution companies affiliated to our General Directorate, under the Transfer of Operating Rights Agreement during the privatization process of the companies, to enable the companies to conduct the distribution services and to ensure the safekeeping of the data.
- Controlling whether all taxes that needed to be paid in relation to the properties for which the rights of use were transferred as part of the Transfer of Operating rights and whether their receipts were safeguarded,
- Providing the necessary information and documents requested in the writs issued in relation to the properties of the General Directorate and the facilities related to our facilities located in the forested lands.
- Training the relevant personnel of the electricity distribution companies in connection with the operations conducted by the Directorate and providing the necessary data and documents requested and the required support.
- Keeping track of all transactions related to properties owned by the General Directorate and ensuring the payment of real estate tax.
- · Providing and forwarding legal documents requested by courts related to the activity area of our Directorate,
- Within the scope of the Right to Information Act, answering questions about the field of activity of the directorate posed by real and legal persons,
- Providing opinions to questions and requests from public institutions on matters related to the field of activity of our Directorate,

#### TRAINING

In order to increase the competence of the staff, an application was made to the Training Planning Department and Real Estate Appraisal Training was attended in four-weekly periods.

## DIRECTORATE OF INVESTMENTS MONITORING

## DIRECTORATE OF PROJECTS AND APPROVAL

## **DUTIES, AUTHORITIES AND RESPONSIBILITIES**

- Execution of acceptance procedures of Unlicensed Production facilities over 100 kW (Solar Power Plants (SPP), Wind Power Plants (WPP), Co-generation Units, (BES)),
- Execution of approval processes of licensed production facilities of 36 kV and below level energy transmission line projects,
- Execution of the project approvals of 36 kV and below Electric Power Transmission lines and lighting pylons by means of the Typical Project Commission established by the approval of the General Director,
- Conducting procedures, basic preparation and service price determination operations for project approval and acceptance transactions,
- Coordination between the Regional Directorates on project approval and acceptance processes and execution of reporting processes.



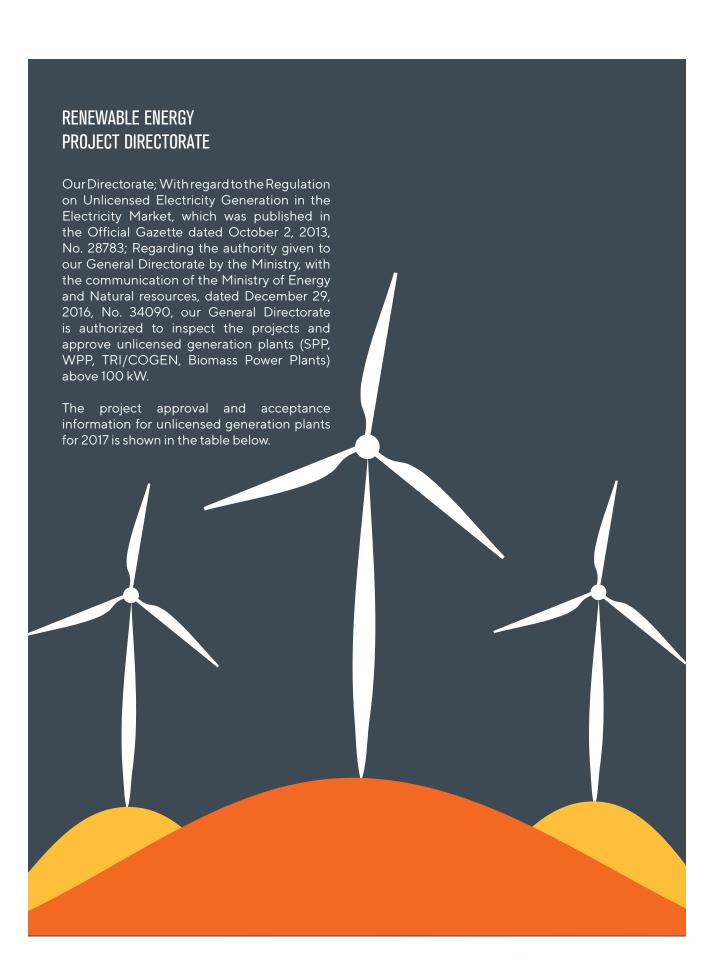
#### **PROJECT APPROVAL INFORMATION FOR 2017**

Plant Type	Number of Applications	Number of Projects Inspected	Number of Projects Approved	Number of Projects Reported Lacking	Number of Projects Pending
UNLICENSED GENERATION (SPP, WPP, etc.)	3,373	3,373	3,274	99	0
DISTRIBUTION PLANT PROJECTS	8,551	8,728	7,860	868	402



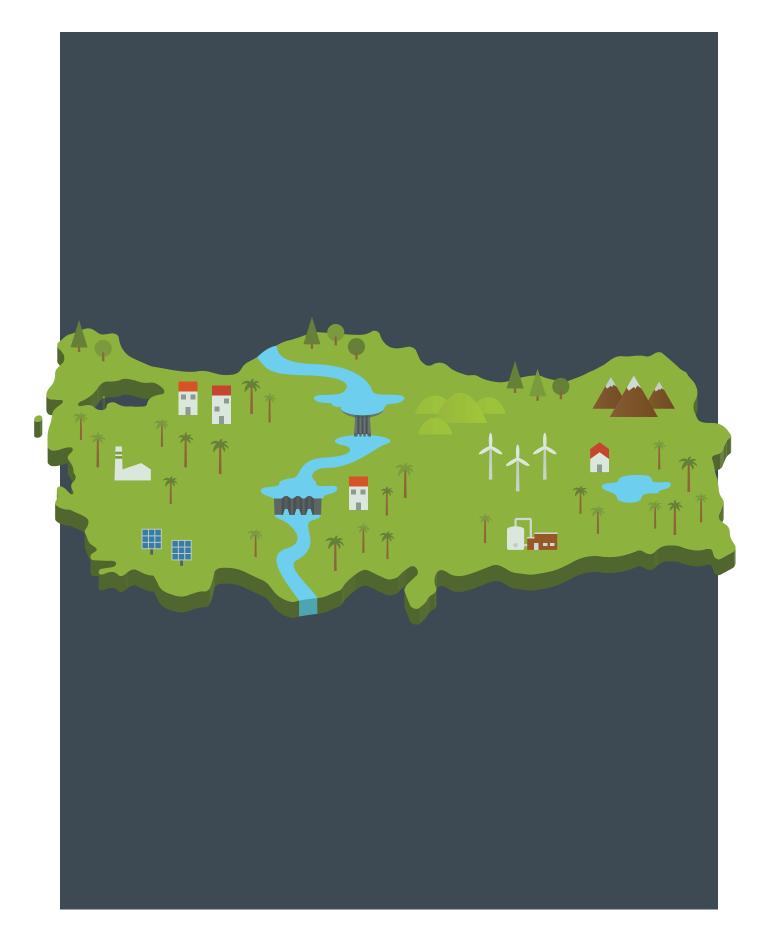
## **2017 ACCEPTANCE INFORMATION**

Plant Type	Number of Applications	Number of Projects Inspected	Number of Projects Approved	Number of Projects Reported Lacking	Number of Projects Pending
UNLICENSED GENERATION (SPP, WPP, etc.)	3,287	2,882	2,808	74	427
DISTRIBUTION PLANT PROJECTS	6,381	6,038	5,315	723	2,995





Total Power of Projects at the Acceptance Stage in kW		342,361			1,300	14,937
Projects at the Acceptance Stage		405			2	5
Power of Rejected Projects in kW		15,234	009		750	2,400
Number of Rejected Projects		25	-		-	2
Total Power of Projects Accepted in kW	14,639	2,447,223	1,230		18,070	80,305
Number of Projects with Acceptance Completed	8	2,658	-		25	22
Number of Projects Abandoned (Canceled)	2	9			4	
Number of Projects Under Inspection for Restoration		12				
Number of Projects Under Inspection	-	7			2	0
Examined and Rejected	6	69			т	
Total kWe Approved by the Project Council	33,793	2,669,011			26,419	27,924
Number of Projects with Approved Modification	-	2,562			16	2
Number of Projects Approved	22	3,208			31	13
Total kW Applied For	48,600.5	3,571,929,635			136,102.45	122,358
Number of Projects Applied For	33	3,282			37	21
Plant Type	BIOMASS	SPP	Hydroelectric Plants	Emergency Group	МРР	TRI / CO- GENERATION





#### **REGIONAL DIRECTORATES**







# REGIONAL DIRECTORATES PROJECT APPROVAL AND ACCEPTANCE TABLE

REGIONS		Distribution Facility	Unlicensed Production	Total
	PROJECT APPROVAL	446	16	462
AKDENİZ	ACCEPTANCE	232	4	236
	TOTAL	678	20	698
	PROJECT APPROVAL	378	6	384
AYEDAŞ	ACCEPTANCE	335	3	338
	TOTAL	713	9	722
	PROJECT APPROVAL	459	1	460
ARAS	ACCEPTANCE	227	1	228
	TOTAL	686	2	688
	PROJECT APPROVAL	468	8	476
BAŞKENT	ACCEPTANCE	499	3	502
	TOTAL	967	11	978
	PROJECT APPROVAL	581	23	604
BOĞAZİÇİ	ACCEPTANCE	367	20	387
	TOTAL	948	43	991
	PROJECT APPROVAL	153	5	158
ÇAMLIBEL	ACCEPTANCE	66	1	67
	TOTAL	219	6	225
	PROJECT APPROVAL	128	0	128
ÇORUH	ACCEPTANCE	104	0	104
	TOTAL	232	0	232
	PROJECT APPROVAL	205	0	205
DICLE	ACCEPTANCE	97	0	97
	TOTAL	302	0	302
	PROJECT APPROVAL	266	11	277
FIRAT	ACCEPTANCE	118	10	128
	TOTAL	384	21	405
	PROJECT APPROVAL	475	11	486
GEDIZ	ACCEPTANCE	446	6	452
	TOTAL	921	17	938

REGIONS		Distribution Facility	Unlicensed Production	Total
	PROJECT APPROVAL	221	5	226
GÖKSU	ACCEPTANCE	131	2	133
	TOTAL	352	7	359
	PROJECT APPROVAL	430	11	441
KAYSERİ	ACCEPTANCE	313	0	313
	TOTAL	743	11	754
	PROJECT APPROVAL	241	20	261
MENDERES	ACCEPTANCE	191	3	194
	TOTAL	432	23	455
	PROJECT APPROVAL	852	25	877
MERAM	ACCEPTANCE	472	10	482
	TOTAL	1,324	35	1,359
	PROJECT APPROVAL	250	7	257
OSMANGAZI	ACCEPTANCE	94	1	95
	TOTAL	344	8	352
	PROJECT APPROVAL	258	5	263
SAKARYA	ACCEPTANCE	131	3	134
	TOTAL	389	8	397
	PROJECT APPROVAL	878	26	904
TOROSLAR	ACCEPTANCE	642	9	651
	TOTAL	1,520	35	1,555
	PROJECT APPROVAL	197	2	199
TRAKYA	ACCEPTANCE	186	1	187
	TOTAL	383	3	386
	PROJECT APPROVAL	270	7	277
ULUDAĞ	ACCEPTANCE	205	6	211
	TOTAL	475	13	488
	PROJECT APPROVAL	188	2	190
VANGÖLÜ	ACCEPTANCE	107	7	114
	TOTAL	295	9	304
	PROJECT APPROVAL	516	4	520
YEŞILIRMAK	ACCEPTANCE	352	4	356
-	TOTAL	868	8	876
	PROJECT APPROVAL	7,860	195	8,055
TOTAL	ACCEPTANCE	5,315	94	5,409
	TOTAL	13,175	289	13,464



## TEDAŞ REGIONAL DIRECTORATES PERSONNEL DATA

	En	gineer	Тес	hnician	L	awyer	Adminis	trative Staff	Grand
Regional Directorates	Officer	Employee	Officer	Employee	Officer	Employee	Officer	Employee	Total
TEDAŞ Akdeniz Regional Directorate	1	12	0	12	0	2	1	3	31
TEDAŞ Anatolian Side Regional Directorate	1	9	0	9	О	2	0	6	27
TEDAŞ Aras Regional Directorate	o	11	0	13	o	2	o	1	27
TEDAŞ Başkent Regional Directorate	3	14	2	13	О	0	o	1	33
TEDAŞ Boğaziçi Regional Directorate	3	10	5	8	1	2	2	2	33
TEDAŞ Çamlıbel Regional Directorate	3	8	1	7	О	1	1	0	21
TEDAŞ Çoruh Regional Directorate	1	14	1	7	o	2	1	2	28
TEDAŞ Dicle Regional Directorate	1	16	1	14	1	2	1	1	37
TEDAŞ Fırat Regional Directorate	3	7	0	10	o	1	0	О	21
TEDAŞ Gediz Regional Directorate	5	9	2	11	1	1	o	3	32
TEDAŞ Göksu Regional Directorate	1	8	3	6	o	3	5	О	26
TEDAŞ Kayseri Regional Directorate	2	5	1	6	o	0	0	3	17
TEDAŞ Menderes Regional Directorate	1	10	2	6	1	2	3	1	26
TEDAŞ Meram Regional Directorate	О	16	2	10	О	2	2	1	33
TEDAŞ Osmangazi Regional Directorate	2	9	0	8	o	1	1	0	21
TEDAŞ Sakarya Regional Directorate	2	11	0	10	О	1	1	1	26
TEDAŞ Toroslar Regional Directorate	О	19	2	13	О	4	1	0	39
TEDAŞ Trakya Regional Directorate	3	8	3	5	1	1	1	1	23
TEDAŞ Uludağ Regional Directorate	0	13	1	7	1	1	2	o	25
TEDAŞ Vangölü Regional Directorate	О	12	1	13	0	3	2	o	31
TEDAŞ Yeşilırmak Regional Directorate	1	10	0	9	О	3	0	2	25



## TEDAŞ REGIONAL DIRECTORATES DOCUMENT DATA

Regional Directorates	Incoming Documents	Outgoing Documents	Grand Total
TEDAŞ Akdeniz Regional Directorate	7,795	15,545	23,340
TEDAŞ Anatolian Side Regional Directorate	7,258	9,360	16,618
TEDAŞ Aras Regional Directorate	7,779	5,571	13,350
TEDAŞ Başkent Regional Directorate	1,703	2,583	4,286
TEDAŞ Boğaziçi Regional Directorate	15,121	11,653	26,774
TEDAŞ Çamlıbel Regional Directorate	4,305	5,377	9,682
TEDAŞ Çoruh Regional Directorate	12,740	6,914	19,654
TEDAŞ Dicle Regional Directorate	10,611	3,600	14,211
TEDAŞ Fırat Regional Directorate	656	334	990
TEDAŞ Gediz Regional Directorate	14,600	9,125	23,725
TEDAŞ Göksu Regional Directorate	14,580	6,264	20,844
TEDAŞ Kayseri Regional Directorate	2,655	4,261	6,916
TEDAŞ Menderes Regional Directorate	6,460	9,417	15,877
TEDAŞ Meram Regional Directorate	5,550	2,550	8,100
TEDAŞ Osmangazi Regional Directorate	2,258	2,815	5,073
TEDAŞ Sakarya Regional Directorate	5,005	3,149	8,154
TEDAŞ Toroslar Regional Directorate	13,507	14,823	28,330
TEDAŞ Trakya Regional Directorate	1,215	3,324	4,539
TEDAŞ Uludağ Regional Directorate	7,899	3,963	11,862
TEDAŞ Vangölü Regional Directorate	4,348	1,600	5,948
TEDAŞ Yeşilırmak Regional Directorate	4,710	3,494	8,204



# TEDAŞ REGIONAL DIRECTORATES SUBSCRIBER AND POPULATION DATA

				S	ubscriber Dat	ta		
Regional Directorates	Population	Residence	Business	Public Institution	Industry	Agricultural Irrigation	Other	Total
		Units	Units	Units	Units	Units	Units	Units
TEDAŞ Akdeniz Regional Directorate	3,063,005	1,600,449	367,958	-	2,706	88,704	16,350	2,076,167
TEDAŞ Anatolian Side Regional Directorate	4,997,548	2,482,496	341,880	-	2,691	270	7,463	2,834,800
TEDAŞ Aras Regional Directorate	2,195,359	808,086	137,857	9,416	401	1,033	12,235	969,028
TEDAŞ Başkent Regional Directorate	7,317,118	3,577,830	585,175	-	4,657	17,715	33,435	4,218,812
TEDAŞ Boğaziçi Regional Directorate	9,726,373	3,995,219	1,007,026	9,168	11,382	1,678	17,336	5,041,809
TEDAŞ Çamlıbel Regional Directorate	1,642,037	789,781	136,862	-	1,299	6,851	11,588	946,381
TEDAŞ Çoruh Regional Directorate	1,891,076	1,099,854	167,586	9,458	1,092	2,736	23,183	1,303,909
TEDAŞ Dicle Regional Directorate	5,793,334	1,327,651	198,795	8,757	724	43,328	77,281	1,656,536
TEDAŞ Fırat Regional Directorate	1,726,199	715,978	148,443	-	590	35,039	17,438	917,488

				S	ubscriber Dat	a		
Regional Directorates	Population	Residence	Business	Public Institution	Industry	Agricultural Irrigation	Other	Total
		Units	Units	Units	Units	Units	Units	Units
TEDAŞ Gediz Regional Directorate	5,692,718	2,488,465	523,768	16,428	3,925	99,326	13,645	3,145,557
TEDAŞ Göksu Regional Directorate	1,742,699	525,082	111,012	0	949	17,128	7,442	661,613
TEDAŞ Kayseri Regional Directorate	1,358,980	581,966	100,831	0	1,774	3,711	6,928	695,210
TEDAŞ Menderes Regional Directorate	3,038,325	1,487,437	233,862	4,376	3,102	60,983	44,761	1,834,521
TEDAŞ Meram Regional Directorate	3,708,846	1,610,020	343,179	11,930	4,519	51,130	7,088	2,027,866
TEDAŞ Osmangazi Regional Directorate	2,710,040	1,351.860	313,967	8,967	3,302	27,513	14,608	1,720,217
TEDAŞ Sakarya Regional Directorate	3,477,987	1,396,002	264,184	1,352	2,875	5,480	13,911	1,683,804
TEDAŞ Toroslar Regional Directorate	8,037,259	2,711,433	457,836	8,307	4,370	79,279	22,390	3,283,615
TEDAŞ Trakya Regional Directorate	1,768,368	820,697	210,054	-	1,667	4,837	5,740	2,811,363
TEDAŞ Uludağ Regional Directorate	4,859,030	2,458,660	592,595	12,368	6,640	29,527	18,892	3,118,682
TEDAŞ Vangölü Regional Directorate	1,106,891	550,044	82,267	5,507	233	2,654	9,850	650,555
TEDAŞ Yeşilırmak Regional Directorate	3,121,068	1,644,870	286,585	-	2,680	37,009	27,244	1,998,388



## TEDAŞ REGIONAL DIRECTORATES EXPROPRIATION INFORMATION

Regional Directorates	The Number of Maps and Plan Controls Forming the Basis of Expropriation	Transm For Which	iber of Energy ission Lines Expropriation is derway	r of Energy ion Lines Expropriation mber	istration ctions er of Deeds		Possessi	mber of ion Cases Ilowed Up	Expenditure L)
Directorates	The Number Co	NUMBER	Kilometers	The Number of Energy Transmission Lines With Ongoing Expropriation TRNumber	Deed Registration Transactions (The Number of Deeds Acquired)	The Number of Expropriation Transactions Canceled	Number	Deed Acquired	Expropriation Expenditure (TL)
TEDAŞ Akdeniz Regional Directorate	37	11	51	26	213	15	197	37	389,646.22 TL
TEDAŞ Anatolian Side Regional Directorate	1	1	11	194	-	39	10	0	-
TEDAŞ Aras Regional Directorate	70	70	261	701	116	24	457	19	117,526.06 TL
TEDAŞ Başkent Regional Directorate	67	40	270	61	937	159	139	139	247,558.79 TL
TEDAŞ Boğaziçi Regional Directorate	2	1	3	42	0	35	35	4	-
TEDAŞ Çamlıbel Regional Directorate	45	21	146	67	120	15	34	-	7,713.29 TL
TEDAŞ Çoruh Regional Directorate	25	21	118	85	308	144	356	197	15,953,589.78 TL
TEDAŞ Dicle Regional Directorate	89	1	-	64	172	13	1,326		182,972.06 TL
TEDAŞ Fırat Regional Directorate	16	17	33	4	65	11	155	65	-

	r.				Subscribe	r Data			
Regional Directorates	The Number of Maps and Plan Controls Forming the Basis of Expropriation	Transm For Which	ber of Energy ission Lines Expropriation is derway	The Number of Energy Transmission Lines With Ongoing Expropriation TRNumber	Deed Registration Transactions (The Number of Deeds Acquired)	The Number of Expropriation Transactions Canceled	Possessi	mber of on Cases llowed Up	Expropriation Expenditure (TL)
	The Numbe C Forming the B	NUMBER	NUMBER Kilometers		The Nun Transm With Ongoi TR Deed F Tran (The Nun		Number	Deed Acquired	Expropriatio (
TEDAŞ Gediz Regional Directorate	52	46	276	99	120	58	34	6	151,219.69 TL
TEDAŞ Göksu Regional Directorate	32	9	39	4	10	29	1,738	2,492	417,953.00 TL
TEDAŞ Kayseri Regional Directorate	0	0	0	0	0	0	0	1	0.00 TL
TEDAŞ Menderes Regional Directorate	177	50	262	328	695	51	2	0	6,168,968.94 TL
TEDAŞ Meram Regional Directorate	401	241	1,085	86	1,744	25	-	-	10,202,666.70 TL
TEDAŞ Osmangazi Regional Directorate	42	52	400	8	220	53	-	-	106,120.00 TL
TEDAŞ Sakarya Regional Directorate	35	4	72	31	30	61	11	6	9,243.06 TL
TEDAŞ Toroslar Regional Directorate	56	49	325	94	31	8	825	0	2,172,818.36 TL
TEDAŞ Trakya Regional Directorate	31	31	129	18	246	9	33	0	50,169.80 TL
TEDAŞ Uludağ Regional Directorate	-	6	49	9	60	53	20	14	9,952.00 TL
TEDAŞ Vangölü Regional Directorate	1	4	156	3	124	-	627	52	37,795.76 TL
TEDAŞ Yeşilırmak Regional Directorate	82	46	388	11	19	50	131	7	-

## INTERNAL QUALITY DIRECTORATE

In order to identify the strengths of the people objectively and to manage human resources in an effective manner by assigning tasks in relation with the strengths that they have, relevant activities were carried out for the application of the "Individual Strengths Analysis" intended for the personnel who are already or planned to be assigned to take part in the restructuring of our company, such as managers, unit managers, trainers and supervisory staff. The necessary coordination was conducted and the test results were presented to top management.

- In the meetings held on January 2, 2017, with the top management and with each department/consultancy and their affiliated managers separately, related departments were coordinated for the updates to be made in line with the appropriate requests concerning amendments or extensions to the duties and responsibilities of the Directorates, and relevant studies were completed.
- Within the scope of monitoring, measuring, analyzing and evaluating the activities by gathering necessary data,
  - Overtime Use Assessment Report
  - TEDAŞ Central Dining Hall Activities Assessment Report
  - Guest House Activities Assessment Report
  - Report on the Use of Rental Vehicles within TEDAŞ

These were prepared on a monthly basis and presented to top management.

Our company started receiving consultancy and training services for the establishment, implementation and sustainability of the Quality Management System. The required activities were carried out and the installation work was completed in accordance with the TS EN ISO 9001: 2015 Quality Management System Standards.



▶ Following the completion of the construction projects, our central units, training and certification centers and regional directorates were audited by an accredited inspection and certification body on November 20 - 22, 2017, namely, the TS EN ISO 9001: 2015 Quality Management System inspection and certification service. The inspections were completed successfully and it was determined that the quality management system and the activities carried out are suitable for certification and TEDAŞ is entitled to receive TS EN ISO 9001: 2015 Quality Certificate.



- ▶ In the General Directorate-affiliated kitchens, consultancy and training services have been procured to enable the existing system to be prepared and the works to be completed in line with the standards for TS EN ISO 22000 Food Safety Management System certification, and to make the system ready for documentation.
- The reports have been complied concerning the monthly activities performed by the units regarding their activity areas for the preparation of the TEDAŞ Annual Report.

- In order to ensure the sustainability, data sharing and accountability of the TS EN ISO 9001: 2015 Quality Management System, all documents have been uploaded to www.tedas.gov.tr/portal/KYS and these documents have been checked and updated.
- It was ensured that the personnel participated in in-house and external training activities in order to improve their competency and knowledge regarding their field of activity.
- Information and opinion requests from the General Directorate units have been responded to.
- The 2018 Annual Budget Study of our Directorate has been completed.
- For the year 2018, the training needs of the Directorate personnel for carrying out their work have been identified.
- Relying on the request letters regarding the management systems that our General Directorate units need for the activities, these activities were initiated.
- The necessary work done and the letters were responded to on behalf of the General Directorate concerning the "e-State Time Plan," "Services to be provided on e-State," and "Object/Project/Activity/Action Monitoring Table" that were sent from the Ministry of Energy and Natural Resources.
- ▶ The General Directorate has carried out activities with the Ministry of Energy and Natural Resources and the Ministry of Development in order to determine the Strategic Plan periods for the preparation of the Strategic Planning and harmonize them with the Ministry of Energy and Natural Resources Strategic Plan.

# CONSTRUCTION DIRECTORATE



## CONSTRUCTION DIRECTORATE 2017 ANNUAL ACTIVITY TABLE

Item No.	Name of Operation	Explanation
1	The renovation of TEDAŞ Campus wastewater line with the horizontal boring method and landscape planning construction	Completed.
2	Production and installation of marble flooring with the national energy logo onto the curtain walls of the guesthouse to a waist-level height.	Completed.
3	Construction of a steel porch onto the TEDAŞ Campus metro entrance turnstiles	Completed.
4	Construction, maintenance and repair of Istanbul İçmeler service building	Completed.
5	Conversion of the Istanbul Içmeler warehouse buildings into an international training center and an implementation area for training on de-energized power lines	Construction is underway.
6	Renovation of the heating plant at the TEDAŞ General Directorate Campus	Construction is underway.
7	Construction of the TEDAŞ Erzincan Training Center prefabricated additional service building	Construction is underway.
8	Enlargement and renovation of the sauna at Gölbaşı Sports Complex	Completed.
9	Planning the official and personnel entrances of E Block at the Ministry of Energy and Natural Resources, preparing the project of maintaining, repairing and renovating the second and third gates and the Ministry's camellia and compound fences.	The project and overall cost calculations were completed.
10	Planning of the ground floor entrance of the Blocks A, B, C and D, and preparation of the maintenance, repair and renovation project for floors 7 and	The project and overall cost calculations were completed.
11	Preparation of the project to renovate the TEDAŞ ninth floor directorate meeting room	The project and overall cost calculations were completed. The construction tender phase will begin based on the construction allocation.
12	The preparation of the TEDAŞ Aras Regional Directorate service building and additional social buildings project	The project and overall cost calculations were completed.

Item	Name of Orange line	Europe de la constitución de la
No.	Name of Operation	Explanation
13	The existing TEDAŞ Üsküdar - Vaniköy guest house and transformer center façade renovation project and preparation of tender file	The project and overall cost calculations were completed.
14	Maintenance and repair of 30 WERTHEIM elevators at the central campus	Obligatory service procurement in accordance with the regulations issued by the Ministry of Science Industry and Technology.
15	Procurement of maintenance, repair and technical service, and recruitment of 30 employees	Personnel service recruitment to employ all kinds of construction, mechanical maintenance and repair works at the Central Campus, Gölbaşı Sports Facilities, Çankaya Lodging and Gölbaşı Training Facilities (construction vehicles operation, aluminum joinery-carpentry-installation-construction-flooring-air-conditioning-painting-welding-telephone).
16	Service procurement for the annual maintenance and repair of generators	Service procurement for maintenance and repair of the six generators in Central Campus, Gölbaşı Sports Facilities and Gölbaşı Training Facilities to keep them in constant working order.
17	Service procurement for maintenance of wastewater and rain pipes (with sewage truck)	Maintenance of wastewater and rain pipes in the Central campus, Gölbaşı Sports Facilities, Çankaya Lodging and Gölbaşı Training Facilities.
18	Maintenance, repair and tests of operation workshop (electricity) in the Çankaya Lodging, Gölbaşı Training and Certification Center and Gölbaşı Social Facilities and operation of hot water boilers in the heat center. This work should apply to the hot water regime, the conditioning of the tubular type heat exchanger, tubular type boiler, plate exchanger, floor devices and air conditioning plants located in the campus heat exchange stations for air conditioning and supplying campus with hot water and heating. Repair and maintenance of heating and cooling pipelines, circulation pumps, utility water pumps and hydrants, fire hydrants and hydroformers. Electricity defects maintenance and repair (panel, generator and transformer). Maintenance and repair of air conditioning and cooling groups. Maintenance and repair of ventilation systems. Lawn-watering irrigation, hanging posters and flagging of the Blocks A, B, C and D.	Supplying the needed equipment from the warehouse by TEDAŞ operations personnel and technical service procurement personnel.
19	Maintenance, repair and operation of General Directorate campus central wastewater station, drainage pumps, circulation pumps and automation panel.	Supplying the needed equipment from the warehouse by TEDAŞ operations personnel and technical service procurement personnel.
20	Operating of telephone workshop central campus, Gölbaşı Training-Sports- Guest House, EÜAŞ and telephone exchange and provision of operator service for telephone exchange.	Supplying the needed equipment from the warehouse by TEDAŞ operations personnel and technical service procurement personnel.
21	Monitoring and coordination of carpentry, flooring, installation, electricity and construction workshops	Supplying the needed equipment from the warehouse by TEDAŞ operations personnel and technical service procurement personnel.
22	Maintenance, repair and operation, and grounding measurements of uninterruptible power supplies (UPS) - GSM operators, base stations and lightning arresters.	Supplying the needed equipment from the warehouse by TEDAŞ operations personnel and technical service procurement personnel.
23	Monitoring of material store, procurement of required materials that have been requested	Determination and request for annual material needs by warehouse staff (construction, electricity, hardware and mechanical).
24	Electricity, monitoring telephone bills, new subscriptions and subscription cancellation (water, natural gas purchase and card counter)	Followed by the technical staff in charge of the telephone workshop.

# DIRECTORATE OF COMPLAINTS, REQUESTS AND MONITORING

- Lighting Facilities Site Identification
- Request Tracking System Power Interruption Tracking
- Ocomplaint Inquiries (BIMER, CIMER, Email and Information)
- Reports of Court of Accounts and State Economic Enterprises

#### **Lighting Facilities Site Identification**

- ▶ TEDAŞ Regional Directorates check the lighting in the areas they are responsible for twice a year and ensure that their unlit lighting units are turned on by discussing this with the relevant distribution companies. They should also periodically share information with our Directorate. Our unit shall check the data, make the necessary revisions and report the findings to top management.
- The omnibus bill No. 7061 concerning lighting data titled "Law on Amendment of Some Tax Acts and Other Laws" grants delay for the elimination of deficiencies related to out-of-order or lost lighting fixtures and/or poles that are located within the scope of general lighting except from the inspections of the electricity distribution companies. The statement, "A 500-Turkish lira administrative fine shall be given by the Board following the notification of the Energy Market Regulatory Authority by the Ministry of Energy and Natural Resources for each pole or lighting fixture, if the deficiencies have not been eliminated in due time," was added and it will be made more qualified.
- Our aim is to reduce the ratio of out-of-order lighting fixtures to less then 1% with this inspection of the distribution companies, our qualified reporting and a 500-Turkish lira fine.



# DETAILED LIGHTING EVALUATION 2017 1ST TERM (BETWEEN JANUARY 1, 2017, AND JUNE 31, 2017)

				_			
TEDAŞ Regional Directorate	Total Number of Lighting Fixtures (A)	Number of Lighting Fixtures Checked (B)	Check Ratio (C ) B/A	Number of Lighting Fixtures Out of order (D)	Ratio of Lighting Fixtures Out of order (D/B)	The Number of Lighting Fixtures Fixed by EDAŞ (E)	Repair Ratio (F) E/D
AKDENİZ REGIONAL DIRECTORATE	304,913	208,865	68%	19,593	9%	18,300	93%
ANATOLIAN SIDE REGIONAL DIRECTORATE	165,011	68,541	42%	13,627	20%	13,123	96%
ARAS REGIONAL DIRECTORATE	269,350	213,227	79%	7,259	3%	7,259	100%
BAŞKENT REGIONAL DIRECTORATE	523,751	304,417	58%	11,376	4%	10,904	96%
BOĞAZİÇİ REGIONAL DIRECTORATE	391,937	383,732	98%	93,707	24%	81,111	87%

# **TEDAŞ** Annual Report

TEDAŞ Regional Directorate	Total Number of Lighting Fixtures (A)	Number of Lighting Fixtures Checked (B)	Check Ratio (C ) B/A	Number of Lighting Fixtures Out of order (D)	Ratio of Lighting Fixtures Out of order (D/B)	The Number of Lighting Fixtures Fixed by EDAŞ (E)	Repair Ratio (F) E/D
ÇAMLIBEL REGIONAL DIRECTORATE	242,714	228,905	94%	10,717	5%	10,717	100%
ÇORUH REGIONAL DIRECTORATE	466,482	467,123	100%	44,593	10%	24,414	55%
DICLE REGIONAL DIRECTORATE	280,139	134,024	48%	22,915	17%	22,915	100%
FIRAT REGIONAL DIRECTORATE	152,664	143,605	94%	16,509	11%	14,860	90%
GEDİZ REGIONAL DIRECTORATE	445,715	424,899	95%	14,833	3%	9,606	65%
GÖKSU (AKEDAŞ) REGIONAL DIRECTORATE	128,422	128,422	100%	3,453	3%	3,453	100%
KAYSERİ REGIONAL DIRECTORATE	130,286	130,286	100%	8,019	5%	7,093	88%
MENDERES (ADM) REGIONAL DIRECTORATE	462,227	462,227	100%	10,654	2%	10,654	100%
MERAM REGIONAL DIRECTORATE	434,799	434,799	100%	11,339	3%	11,339	100%
OSMANGAZİ REGIONAL DIRECTORATE	338,160	338,160	100%	14,514	4%	6,526	45%
SAKARYA REGIONAL DIRECTORATE	396,005	375,645	95%	9,423	3%	9,423	100%
TOROSLAR REGIONAL DIRECTORATE	410,582	410,582	100%	31,782	8%	31,782	100%
TRAKYA REGIONAL DIRECTORATE	155,862	155,862	100%	6,991	4%	5,290	76%
ULUDAĞ REGIONAL DIRECTORATE	384,850	384,850	100%	7,816	2%	7,816	100%
VANGÖLÜ REGIONAL DIRECTORATE	203,329	175,146	86%	26,362	15%	24,920	95%
YEŞİLIRMAK REGIONAL DIRECTORATE	409,099	409,099	100%	3,874	1%	3,874	100%
GRAND TOTAL	6,696,297	5,982,416	89%	389,356	7%	335,379	86%

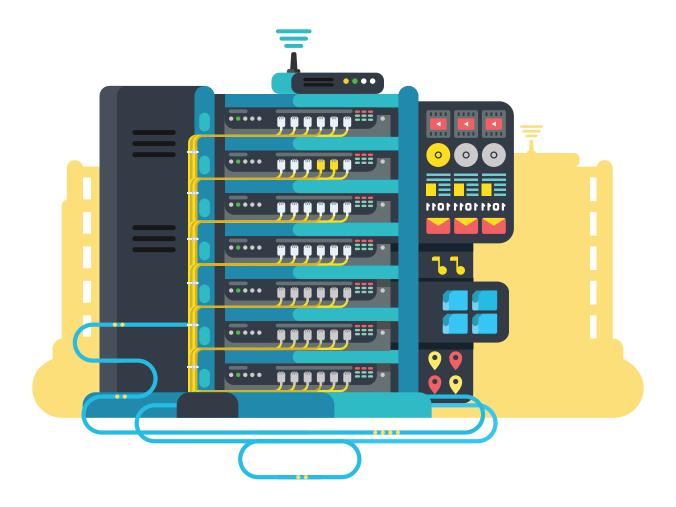


# DETAILED LIGHTING EVALUATION 2017 2ND TERM (BETWEEN JUNE 1, 2017, AND DECEMBER 31, 2017)

TEDAŞ Regional Directorate	Total Number of Lighting Fixtures (A)	Number of Lighting Fixtures Checked (B)	Check Ratio (C ) B/A	Number of Lighting Fixtures Out of order (D)	Ratio of Lighting Fixtures Out of order (D/B)	The Number of Lighting Fixtures Fixed by EDAŞ (E)	Repair Ratio (F) E/D
AKDENİZ REGIONAL DIRECTORATE	304,913	138,591	45%	10,856	8%	6,557	60%
ANATOLIAN SIDE REGIONAL DIRECTORATE	230,173	108,689	47%	8,189	8%	7,619	93%
ARAS REGIONAL DIRECTORATE	269,350	130,984	49%	3,990	3%	1,283	32%
BAŞKENT REGIONAL DIRECTORATE	523,751	60,674	12%	1,505	2%	383	25%
BOĞAZİÇİ REGIONAL DIRECTORATE	339,895	154,680	46%	28,883	19%	18,066	63%
ÇAMLIBEL REGIONAL DIRECTORATE	242,714	186,920	77%	7,308	4%	3,623	50%
ÇORUH REGIONAL DIRECTORATE	466,482	267,982	57%	14,386	5%	765	5%
DİCLE REGIONAL DIRECTORATE	280,139	114,967	41%	13,382	12%	9,734	73%
FIRAT REGIONAL DIRECTORATE	152,664	90,864	60%	9,737	11%	4,869	50%
GEDİZ REGIONAL DIRECTORATE	445,715	352,897	79%	4,865	1%	1,450	30%
GÖKSU (AKEDAŞ) REGIONAL DIRECTORATE	133,624	109,010	82%	1,267	1%	507	40%
KAYSERİ REGIONAL DIRECTORATE	137,369	137,369	100%	3,346	2%	3,079	92%
MENDERES (ADM) REGIONAL DIRECTORATE	462,227	442,920	96%	1,909	0%	1,901	100%
MERAM REGIONAL DIRECTORATE	434,799	425,263	98%	12,002	3%	11,891	99%
OSMANGAZİ REGIONAL DIRECTORATE	338,160	282,761	84%	3,339	1%	3,339	100%
SAKARYA REGIONAL DIRECTORATE	396,005	385,250	97%	8,093	2%	7,209	89%
TOROSLAR REGIONAL DIRECTORATE	410,582	410,582	100%	9,716	2%	7,723	79%
TRAKYA REGIONAL DIRECTORATE	155,975	118,762	76%	4,612	4%	2,923	63%
ULUDAĞ REGIONAL DIRECTORATE	384,850	350,000	91%	4,687	1%	4,261	91%
VANGÖLÜ REGIONAL DIRECTORATE	203,329	150,060	74%	15,124	10%	14,800	98%
YEŞİLIRMAK REGIONAL DIRECTORATE	409,099	295,500	72%	8,201	3%	5,044	62%
GRAND TOTAL	6,721,815	4,714,725	70%	175,397	4%	117,026	67%

## **Request Tracking System Power Interruption Tracking**

- ▶ Immediate follow-up and hourly reports are made of interruptions that occurred with/without notice and entered into the Request Tracking System by the distribution companies. In addition, top management is informed by SMS about critical failures.
- Some failures and investment needs, which are communicated by the Ministry, external organizations and customers, are also monitored through the Request Tracking System and reported weekly.
- Our aim is to ensure that the distribution companies enter all power interruption data into the Request Tracking System immediately, increase the data input rates and analyze this data to create qualified data for inspection, investment and maintenance works. We aim to provide quality and continuous service by decreasing the duration and numbers of power interruption.





# REQUEST TRACKING SYSTEM / TABLE 1 MV COMPARISON OF INTERRUPTION RATES WITHOUT NOTICE

TTS/ COM	TTS / TABLE 1 COMPARISON		July			August		V)	September			October		2	November		December	ber	
Item No.	Company	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1
-	AKDENİZ EDAŞ	1,146	578	50.44%	922	404	43.82%	635	239	37.64%	707	258	36.49%	089	219	32.21%	519	151	29%
7	AKEDAŞ	711	-	0.14%	611	т	0.49%	632	0	%00.0	1,026	-	0.10%	774	7	0.26%	724	58	%
m	ARAS EDAŞ	7,662	ю	0.04%	6,314	м	0.05%	4,133	=	0.27%	3,982	4	0.10%	2,343	ιΩ	0.21%	2,264	E	%0
4	ADM EDAŞ	1,701	=	0.65%	1,458	5	%69.0	1,014	56	2.56%	1,244	56	2.09%	1,389	56	1.87%	940	5	2%
2	AYEDAŞ	989	94	13.70%	585	19	10.43%	552	440	79.71%	502	401	79.88%	432	143	33.10%	448	06	20%
9	BAŞKENT EDAŞ	3,681	149	4.05%	3,159	115	3.64%	2,357	1,444	61.26%	2,103	2,403	114.27%	1,763	758	42.99%	1,721	302	18%
7	BOĞAZİÇİ EDAŞ	1,199	1,389	115.85%	1,008	1,307	129.66%	516	800	155.04%	432	478	110.65%	346	394	113.87%	423	312	74%
ω	ÇAMLIBEL EDAŞ	2,783	2,557	91.88%	2,573	2,494	%6.99	1,206	681	56.47%	729	0	0.00%	463	0	%00.0	909	0	%0
٥	ÇORUH EDAŞ	1,452	Ŋ	0.34%	1,564	91	1.02%	992	17	1.71%	1,200	N	0.17%	1,235	4	0.32%	1,118	72	2%
0	DICLEEDAŞ	10,890	18	0.17%	10,216	=	0.11%	8,340	ю	0.04%	9,219	0	0.00%	9,111	0	0.00%	9,513	ις	%0

<b>TEDAŞ</b>	Annual Report	2017
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COMI	TTS / TABLE1 COMPARISON		July			August			September	Į.		October			November	L.	December	nber	
Item No.	Company	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1	Table 1 MV	TTS MV	TTS / Table 1
F	FIRAT EDAŞ	3,701	7	0.05%	2,565	ω	0.31%	1,504	7	0.47%	1,881	51	%69:0	1,650	6	0.55%	1,449	4	%0
12	GEDIZ EDAŞ	3,014	ю	0.10%	2,225	7	0.31%	1,859	4	0.22%	2,054	-	0.05%	2,122	0	%00.0	1,967	0	%0
£	KAYSERİ ETAŞ	222	0	%00.0	356	0	0.00%	235	0	0.00%	223	0	%00.0	153	23	15.03%	148	12	%8
4	MERAM EDAŞ	3,008	21	0.70%	2,552	20	1.96%	1,894	78	4.12%	1730	399	23.06%	1,253	441	35.20%	1,058	465	44
15	OSMANGAZİ EDAŞ	1,964	58	1.43%	1,846	78	1.52%	1,272	52	1.97%	1,126	31	2.75%	906	ω	0.88%	880	63	7%
91	SAKARYA EDAŞ	3,681	120	3.26%	3,135	66	3.16%	2,093	101	4.83%	2,422	339	14.00%	2,345	157	%02'9	2,360	221	%6
17	TOROSLAR EDAŞ	4,224	43	1.02%	4,114	203	4.93%	4,538	1,565	34.49%	4,483	1,644	36.67%	4,148	853	20.56%	3,495	526	15%
18	TRAKYA EDAŞ	2,978	1,848	62.06%	1,797	1,330	74.01%	1,424	1,076	75.56%	1,748	1,627	93.08%	1,381	1,403	101.59%	966	2,114	212%
19	ULUDAĞ EDAŞ	1,978	200	10.11%	1,583	163	10.30%	1,163	110	9.46%	1,233	170	13.79%	1,150	126	10.96%	1,389	395	28%
50	VANGÖLÜ EDAŞ	6,537	247	3.78%	5,099	4,829	94.70%	3,788	3,601	%90'56	3,381	835	24.70%	2,125	1,648	77.55%	1,918	1,245	%59
21	YEŞİLIRMAK EDAŞ	3,242	ю	%60.0	2,490	0	0.00%	1,786	9	0.34%	1,495	4	0.27%	1,175	20	1.70%	1,344	ю	%0
	Total	66,460	7,320	11.01%	56,172 11,141	11,141	19.83%	41,933	10,234	24.41%	42,920	8,636	20.12%	36,944	6,239	16.89%	35,278	5,983	17%



# DETAILED LIGHTING EVALUATION 2017 2ND TERM (BETWEEN JUNE 1, 2017 AND DECEMBER 31, 2017)

Company name	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017	Grand Total
AKDENİZ EDAŞ	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	4
ARAS EDAŞ	0	4	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	1	0	8
ADM EDAŞ	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
AYEDAŞ	1	1	1	1	1	1	5	2	0	2	2	1	0	0	1	2	0	1	0	22
BAŞKENT EDAŞ	10	11	6	4	8	8	13	26	7	1	9	9	8	2	10	9	1	8	3	153
BOĞAZİÇİ EDAŞ	7	3	3	3	8	7	15	33	10	0	9	4	8	3	4	4	6	6	0	133
ÇAMLIBEL EDAŞ	1	1	1	0	0	0	1	0	o	0	0	0	0	0	2	0	0	0	0	6
ÇORUH EDAŞ	2	8	4	0	1	3	2	0	3	1	1	2	1	2	0	1	1	3	0	35
DİCLE EDAŞ	37	25	18	10	11	52	170	48	77	46	39	46	13	37	30	6	10	23	25	723

# **TEDAŞ** Annual Report

Company name	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	December 2017	Grand Total
FIRAT EDAŞ	2	8	8	7	11	0	5	6	4	7	5	2	0	7	4	1	3	6	0	86
GEDİZ EDAŞ	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
GÖKSU EDAŞ	1	2	0	3	0	0	2	4	1	0	1	1	1	1	1	0	0	1	0	19
KAYSERİ ETAŞ	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MERAM EDAŞ	3	4	4	3	3	1	0	4	1	1	1	1	0	1	0	1	0	0	0	28
OSMANGAZİ EDAŞ	1	0	1	0	2	0	0	0	0	0	0	0	1	1	2	0	0	0	0	8
SAKARYA EDAŞ	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
TOROSLAR EDAŞ	16	13	13	11	3	7	14	19	4	7	8	5	4	5	2	3	2	3	0	139
TRAKYA EDAŞ	0	0	0	0	0	3	4	0	1	0	0	0	0	1	0	0	1	0	0	10
Uludağ EDAŞ	2	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	4
VANGÖLÜ EDAŞ	o	o	o	o	o	0	0	0	o	0	0	0	o	0	0	o	0	0	0	0
YEŞİLIRMAK EDAŞ	1	3	0	0	О	0	0	1	0	0	0	1	1	0	0	0	0	0	0	7
GRAND TOTAL	89	85	59	43	49	82	233	143	108	68	76	72	38	61	56	27	24	52	28	1393

### **Complaint Inquiries**



The complaints from the various channels that reached our directorate were handled meticulously by the related units, distribution companies and regional directorates. These channels are;

- Inquiries for Information
- Inquiries Made to BİMER
- Inquiries Made to CİMER
- Inquiries by Petition
- Inquiries from the Request Tracking System
- Questions Submitted by the Grand National Assembly of Turkey
- Telephone Inquiries and Complaints about Lighting
- Inquiries From Other Public Bodies

Our service quality has been measured and monitored through reports. Reporting studies have been carried out to come up with better outcomes in the inspections.

### By Channel and Topics

The total number of 12,614 complaint inquiries reaching us in 2017 through various communication channels is shown in Table-1 and Table-2.

Table 1 NUMBER OF COMPLAINTS BY TOPIC IN 2017

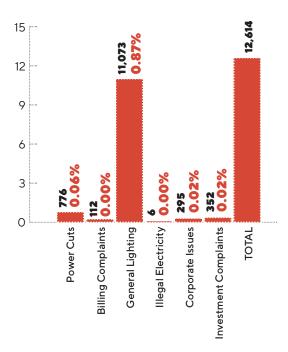
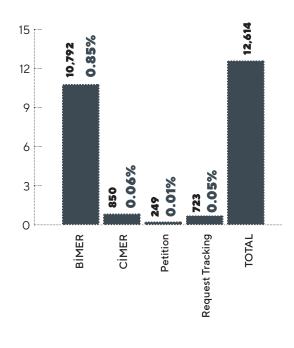


Table 2 NUMBER OF COMPLAINTS BY CHANNEL IN 2017





The information tab on the main webpage of TEDAŞ has been integrated with BİMER and requests for information have begun to be received through BİMER.

The Electricity Distribution Companies had received 16,459 inquiries through the TEDAŞ Lighting Complaints Monitoring System as of December 31, 2017.

The report shows that 87.9% of the 16,073 inquiries were resolved on time.



### TEDAŞ LIGHTING COMPLAINTS SYSTEM DATA

DISTRIBUTION COMPANIES	Resolved	Unresolved	Total	In Progress	Total	Resolution Rate
AKDENİZ EDAŞ	69	422	491	89	580	14.05%
AKEDAŞ	180	14	194	1	195	92.78%
ARAS EDAŞ	177	5	182		182	97.25%
ADM EDAŞ	372	8	380	1	381	97.89%
AYEDAŞ	947	291	1,238	11	1249	76.49%
BAŞKENT EDAŞ	1,365	401	1,766	11	1,777	77.29%
BOĞAZİÇİ EDAŞ	4,126	13	4,139	136	4,275	99.69%
ÇAMLIBEL EDAŞ	326		326	2	328	100.00%

DISTRIBUTION COMPANIES	Resolved	Unresolved	Total	In Progress	Total	Resolution Rate
ÇORUH EDAŞ	404	20	424	1	425	95.28%
DİCLE EDAŞ	108	205	313	19	332	34.50%
FIRAT EDAŞ	371		371	37	408	100,00%
GEDİZ EDAŞ	975	144	1,119	9	1,128	87.13%
KAYSERİ ETAŞ	100	8	108		108	92.59%
MERAM EDAŞ	357		357		357	100.00%
OSMANGAZİ EDAŞ	348	53	401		401	86.78%
SAKARYA EDAŞ	407	349	756	36	792	53.84%
TOROSLAR EDAŞ	2,128	2	2,130	1	2,131	99.91%
TRAKYA EDAŞ	222	8	230	9	239	96.52%
ULUDAĞ EDAŞ	378		378		378	100.00%
VANGÖLÜ EDAŞ	105		105	2	107	100.00%
YEŞİLIRMAK EDAŞ	665		665	21	686	100.00%
Grand Total	14,130	1,943	16,073	386	16,459	87.91%

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		Powel	Power Cuts		Billi	Billing Complaints	mplair	ıts	General Lighting	al Ligl	nting		ega	Illegal Electricity	tricity		Corpo	Corporate Issues	senes		Con	Investment Complaints	# # # #		
<b>DISTRIBUTION</b> COMPANIES	BİMER	CIMER	Petition	Request Tracking	BİMER	CIMER	Petition	Request Tracking	BİMER	CİMER	Petition	Request Tracking	BIMER	CiMER	Petition	Request Tracking	CIMER BIMER	Petition .	Request Tracking	BİMER	CIMER	Petition	Request Tracking	Grand Total	рг 
AKDENIZ EDAŞ	12		-		-		-		480	21				-							-	-	-	524	4
AKEDAŞ	7			4			-		164	13	~ ~	m											4	194	4
ARAS EDA\$	-		7	-	-		7		133	4	7						- 7				- 7	4		157	_
ADM EDAŞ	9		-						352		<u>м</u>													373	m
AYEDAŞ	13	-	-	4	-	м	22		918	43		-2												666	6
BAŞKENT EDAŞ	22	-	4	89	7	-	м		1,252			51					9	 4			53			1,563	23

	Grand	1,590	330	380	699	417	762		16
+ 0	Request Tracking			9	26	25			
tmen	Petition	7		м	м		2		
Investment Complaints	CİMER	17	-	M	4		M		2
	BİMER	4	<del>-</del>		-	-	-		
es	Request Tracking								
Corporate Issues	Petition	4		-	9	м	7		
rpora	CIMER	4		7	4	-	М		
ပိ	BİMER								
<b>.</b>	Request Tracking								
Illegal Electricity	Petition	-				-	7		
gal Ele	CİMER	-							
≡ ≡	BİMER								
	Request Tracking	13	7	4		4			
hting	Petition	8	4	2	-	-	ν.		
General Lighting	CIMER	101	59	17	6	24	36		-
Gene	BİMER	1,319	783	322	207	333	693		98
	BIMEK	1,3		 		E			α
laints	Request Tracking								
mplai	Petition	-		-	თ		4		
Billing Compl	CIMER	7	,		21	м	-		
B	BIMER	rv		-	7		0		
	Request Tracking	99		Ŋ	312	51	-		
Cuts	Petition	-		м	m	7			
Power Cuts	CİMER	-		-	ĸ				
	BİMER	78	r.	9	21	m			
			A\$						
	BUTİ	içi ED,	EL ED.	EDAŞ	:DA\$	DAŞ	EDA\$	=	
	DISTRIBUTION COMPANIES	BOĞAZİÇİ EDAŞ	ÇAMLIBEL EDAŞ	ÇORUH EDAŞ	DICLE EDA\$	FIRAT EDAŞ	GEDIZ EDAŞ	KAYSERİ	FTAS

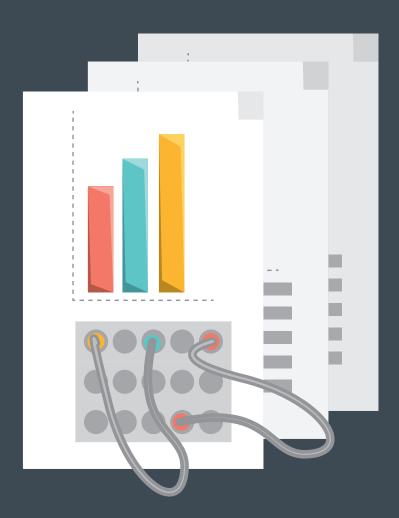
# **TEDAŞ** Annual Report

	⊽				<u> </u>				I	(E)
	Grand	379	296	720	1,794	 181	346	81	555	(12,401
	Request Tracking	-	-		91	-			-	129
Investment Complaints	Petition		т	-	വ	-	-	-	7	9
Invest	CİMER	F	7	м	8		=	-	м	139
	BİMER			-	-		_		2	4
es	Request Tracking						,			
te Issu	Petition	4		-	7		4	-	-	49
Corporate Issues	CIMER	7		M	M	2	-	7	2	49
ပိ	BİMER									
<u>\$</u>	Request Tracking									
ectrici	Petition									ro
Illegal Electricity	CIMER									-
= =	BİMER						'			
	Request Tracking	-	м		∞	7				89
hting	Petition	4	^	7					7	2
General Lighting	CIMER	21	8	40	F	7	27	rv	23	291
Gene	BİMER	310	254	655	1,592	158	288	55	505	10,359
ıts	Request Tracking									
nplain	Petition	т	-	_	9	4		-		43
Billing Complaints	CIMER	4	-	-				-		37
Billi	BİMER	ω	-		ო	-			~	30
	Request Tracking	∞	-		38		7		7	526
Curts	Petition	7		7	4					90
Power Cuts	CIMER				Ν.					•
ď	BİMER		<u>ب</u>	01	52		01	13		211
										Ň
	DISTRIBUTION COMPANIES	MERAM EDA\$	OSMANGAZİ EDAŞ	SAKARYA EDAŞ	TOROSLAR EDAŞ	TRAKYA EDAŞ	ULUDAĞ EDAŞ	VANGÖLÜ EDAŞ	YEŞİLIRMAK EDAŞ	"Grand Total"

## Reports of Court of Accounts and State Economic Enterprises



- A response letter has been prepared for the Audit Report prepared by the Court of Accounts, on behalf of the General Directorate of TEDAŞ. All preparations have been made for the presentation of the responses to the Parliament State Economic Enterprises (SEE) Commission.
- ▶ The necessary work is underway for a timely, accurate and quality presentation of the response to the Court of Accounts Report and to the subcommittees of SEE.
- ▶ The questions of the members of parliament at the SEE Commission are noted to be answered within 15 days. When the response letters are prepared in written form, they are sent to the Presidency of the SEE Commission.



# IV- EVALUATION OF CORPORATE COMPETENCE AND CAPACITY



#### A. STRENGTHS

- TEDAŞ is authorized to give Electric High Power Stations (EKAT) trainings and certificates to distribution companies.
- TEDAŞ is responsible for project acceptance-approval procedures.
- TEDAŞ is authorized to inspect distribution companies.
- Increased the ratio of engineers in technical staff.
- TEDAŞ owns the distribution system.
- TEDAŞ's high brand awareness
- TEDAŞ prepares the project specifications for the equipment used in distribution facilities.
- $\bullet \, TEDA \\ \S's \, perception \, is \, again \, improving \, and \, regaining \, its \, position \, in \, the \, industry.$
- TEDAŞ supports and implements training policies for employees.
- TEDAŞ has a central information infrastructure.
- TEDAŞ underlines employee satisfaction.

#### **B. WEAKNESSES**

- The burden of expropriation from the past years.
- The integration of the traceability of the distribution system with the site is incomplete.
- In the case of services offered, TEDAŞ cannot obtain service fees on the basis of profitability.
- $\bullet \ Although \ the \ authority \ for \ inspection \ is \ granted \ to \ TEDA\$, there \ are \ deficiencies \ in \ legislation.$

# V- RELATIONSHIP BETWEEN ACTIVITIES RELATED TO ACTIVITIES

# FINANCIAL INFORMATION



### TEDAŞ BALANCE SHEET AND STATEMENT OF INCOME FOR 2017 Q4

		2016	2017
60	1- GROSS SALES	0.00	168,608,937.93
600	a- Domestic Sales		168,608,937.93
601	b-Exports		
602	c- Other Income		
61	2- SALES DEDUCTIONS (-)	0.00	828,562.18
610	a- Sales Returns (-)		828,562.18
611	b- Sales Discounts (-)		
612	c- Other Deductions (-)		
	3- NET SALES (1-2)	0.00	167,780,375.75
62	4- COST OF SALES (-)	0.00	0.00
620	a- Cost of Products Sold (-)		
621	b- Cost of Merchandise Sold (-)		
622	c- Cost of Services Provided (-)		
623	d- Cost of Other Sales (-)		
	5- GROSS PROFIT OR LOSS (3-4)	0.00	167,780,375.75
63	6- OPERATING EXPENSES (-)	483,009,474.34	425,908,978.52
630	a- Research and Development Expenses (-)		
631	b- Marketing, Selling and Distribution Expenses (-)		
632	c- General Administrative Expenses (-)	483,009,474.34	425,908,978.52
	7- OPERATING PROFIT OR LOSS (5-6)	-483,009,474.34	-258,128,602.77

		2016	2017
64	8- INCOME AND PROFIT FROM OTHER OPERATIONS	208,894,046.20	234,782,753.91
640	a- Dividend Income From Affiliates		
641	b- Dividend Income From Subsidiaries		
642	c-Interest Income	86,570,301.33	89,324,040.47
643	d-Commission Income		
644	e- Provisions for Doubtful Receivables	153,087.65	0.00
646	f- Profit From Foreign Currency Exchange	8,945,041.50	0.00
649	g-Other Income and Profit Related to Activity	113,225,615.72	145,458,713.44
	h- Current Profit from Inflation		
65	9- INCOME AND PROFIT FROM OTHER OPERATIONS (-)	9,290,497.70	2,082,393.88
557	a- Rediscount Interest Expenses (-)		
653	b- Commission Expenses (-)		
654	c- Provision Expenses (-)		
656	d- Foreign Exchange Losses (-)	8,945,041.50	0.00
659	e- Other Ordinary Expenses and Losses (-)	345,456.20	2,082,393.88
	f- Current Loss from Inflation (-)		
66	10- FINANCIAL EXPENSES (-)	303,221.09	291,259.21
660	a- Short Term Borrowing Expenses (-)	303,221.09	291,259.21
661	b- Long-Term Borrowing Expenses (-)		
	11- ORDINARY PROFIT OR LOSS (7+8-9-10)	-283,709,146.93	-25,719,501.95
67	12- EXTRAORDINARY REVENUES AND PROFITS	120,023,457.29	74,523,331.28
571	a- Previous Period Revenues and Profits	1,687,270.61	61,419,295.53
679	b- Other Extraordinary Revenues and Profits	118,336,186.68	13,104,035.75
68	13- EXTRAORDINARY EXPENSES AND LOSSES (-)	68,290,674.79	152,351,100.06
680	a-Idle Capacity Expenses and Losses (-)		
681	b- Previous Period Expenses and Losses (-)	65,083,110.42	150,004,785.54
689	c- Other Extraordinary Expenses and Loses (-)	3,207,564.37	2,346,314.52
690	14- PROFIT OR LOSS FOR THE PERIOD (11+12-13)	-231,976,364.43	-103,547,270.73
691	15- PROVISIONS FOR TAXES PAYABLE AND		
	OTHER STATUTORY OBLIGATIONS (-)		
692	16- NET PROFIT OR LOSS FOR THE PERIOD (-)	-231,976,364.43	-103,547,270.73

SR.018.6.TB.002 / Issued On: July 17, 2017 Rev.00 Rev. Date: -



### GENERAL DIRECTORATE OF TEDAŞ

Profit / Loss Distribution	2016	2017
OPERATING REVENUES		
- Project Approval Revenues	96,250,000.00	102,774,265.43
- Temporary Acceptance Revenues	32,400,000.00	46,327,039.64
- Final Acceptance Revenues	1,300,000.00	5,918,257.02
- Service Sales Revenues	4,900,000.00	1,191,726.91
- Inspection Revenues	0.00	0.00
- Training Revenues	14,656,000.00	12,397,648.93
REVENUE TOTAL	149,506,000.00	168,608,937.93

SALES RETURNS		828,562.18
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TOTAL NET REVENUE	149,506,000.00	167,780,375.75
- Materials Expenses	4,035,000.00	3,518,720.85
- Wages and Expenses	92,300,000.00	82,768,163.25
- Salaries and Expenses	24,400,000.00	22,307,353.78
- Outsourced Service Expenses	48,437,000.00	37,620,512.07
- Miscellaneous Expenses	18,800,000.00	17,693,042.34
- Taxes and Other Legal Dues	4,600,000.00	4,591,845.06
- Amortization Shares	251,992,000.00	248,112,749.03
- Severance Pay Provision Expenses	9,500,000.00	9,296,592.14
OPERATING EXPENSES	454,064,000.00	425,908,978.52

Profit / Loss Distribution	2016	2017
NET OPERATING INCOME	-304,558,000.00	-258,128,602.77
NON-OPERATING INCOME AND PROFITS		
- Subsidiaries Dividend Income (641)		
- Interest Income (642)	80,000,000.00	89,324,040.47
- Provisions no Longer Required (644)	0.00	0.00
- Foreign Exchange Gains (646)	0.00	0.00
Other Ordinary Income and Profits (649)	57,188,470.56	145,458,713.44
- Previous Period Income and Profits (671)	13,720,806.38	61,419,295.53
- Other Extraordinary Income and Profits (679)	5,993,723.06	13,104,035.75
TOTAL	156,903,000.00	309,306,085.19
NON-OPERATING EXPENSES AND LOSSES		
- Provision Expenses (654)		
- Foreign Exchange Losses (656)		
- Other Ordinary Expenses and Losses (659)	1,900,000.00	2,082,393.88
- Previous Period Expenses and Losses (681)	91,031,000.00	150,004,785.54
- Other Extraordinary Expenses and Losses (689)	2,350,000.00	2,346,314.52
- Short-Term Borrowing Expenses (660)	304,000.00	291,259.21
- Long-Term Borrowing Expenses (661)		
TOTAL	95,585,000.00	154,724,753.15
PROFIT OR LOSS FOR THE PERIOD	-243,240,000.00	-103,547,270.73
TAXES		
PROFIT / LOSS FOR THE PERIOD (AFTER TAXES)	-243,240,000.00	-103,547,270.73

SR.018.1.TB.011 / Issued On: July 17, 2017 Rev.00 Rev. Date: -



### GENERAL DIRECTORATE OF TEDAŞ

Profit / Loss Distribution	2018 Program
OPERATING REVENUES	
- Project Approval Revenues	136,500,000.00
- Temporary Acceptance Revenues	46,000,000.00
- Final Acceptance Revenues	1,800,000.00
- Service Sales Revenues	7,000,000.00
- Inspection Revenues	0.00
- Training Revenues	20,830,000.00
REVENUE TOTAL	212,130,000.00

### SALES RETURNS

TOTAL NET REVENUE	212,130,000.00
- Materials Expenses	4,100,000.00
- Wages and Expenses	95,986,000.00
- Salaries and Expenses	25,300,000.00
- Outsourced Service Expenses	50,858,000.00
- Miscellaneous Expenses	19,100,000.00
- Taxes and Other Legal Dues	4,700,000.00
- Amortization Shares	257,032,000.00
- Severance Pay Provision Expenses	10,500,000.00
OPERATING EXPENSES	467,576,000.00

Profit / Loss Distribution	2018 Program
NET OPERATING INCOME	-255,446,000.00
NON-OPERATING INCOME AND PROFITS	
- Subsidiaries Dividend Income (641)	
- Interest Income (642)	83,000,000.00
- Provisions no Longer Required (644)	0.00
- Foreign Exchange Gains (646)	0.00
Other Ordinary Income and Profits (649)	58,000,000.00
- Previous Period Income and Profits (671)	15,000,000.00
- Other Extraordinary Income and Profits (679)	11,134,000.00
TOTAL	167,134,000.00
NON-OPERATING EXPENSES AND LOSSES	
- Provision Expenses (654)	
- Foreign Exchange Losses (656)	0.00
- Other Ordinary Expenses and Losses (659)	2,100,000.00
- Previous Period Expenses and Losses (681)	96,413,000.00
- Other Extraordinary Expenses and Losses (689)	2,500,000.00
Short-Term Borrowing Expenses (660)	326,000.00
- Long-Term Borrowing Expenses (661)	
TOTAL	101,339,000.00
PROFIT OR LOSS FOR THE PERIOD	-189,651,000.00
TAXES	
PROFIT / LOSS FOR THE PERIOD (AFTER TAXES)	-189,651,000.00

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Summary Publication Type Balance Sheet	2016	2017
I- CURRENT ASSETS		
A- LIQUID ASSETS	723,458.96	1,115,330.06
B- MARKETABLE SECURITIES	1,055,011,042.60	1,338,391,427.80
C-TRADE RECEIVABLES	3,251,699,334.18	3,047,381,779.91
D- OTHER RECEIVABLES	1,844,361,545.63	2,103,600,792.19
E-INVENTORIES	959,569.79	248,670.45
E-LONG-TERM CONSTRUCTION AND REPAIR COSTS	0.00	0.00
G- FUTURE EXPENSES AND INCOME ACCRUALS	23,408,592.76	7,296,912.63
H- OTHER CURRENT ASSETS	48,644,303.47	17,015,570.82
TOTAL CURRENT ASSETS	6,224,807,847.39	6,515,050,483.86
II- FIXED ASSETS		
A-TRADE RECEIVABLES	0.00	0.00
B- OTHER RECEIVABLES	0.00	0.00
C- FINANCIAL FIXED ASSETS	0.00	0.00
D-TANGIBLE FIXED ASSETS	2,649,111,312.09	2,447,905,244.46
E- INTANGIBLE FIXED ASSETS	4,607,325.97	4,607,325.97
F- DEPRECIABLE ASSETS	0.00	0.00
G-LONG-TERM EXPENSES AND INCOME ACCRUALS	0.00	0.00
H- OTHER FIXED ASSETS	0.00	0.00
TOTAL FIXED ASSETS	2,653,718,638.06	2,452,512,570.43
TOTAL ASSETS	8,878,526,485.45	8,967,563,054.29



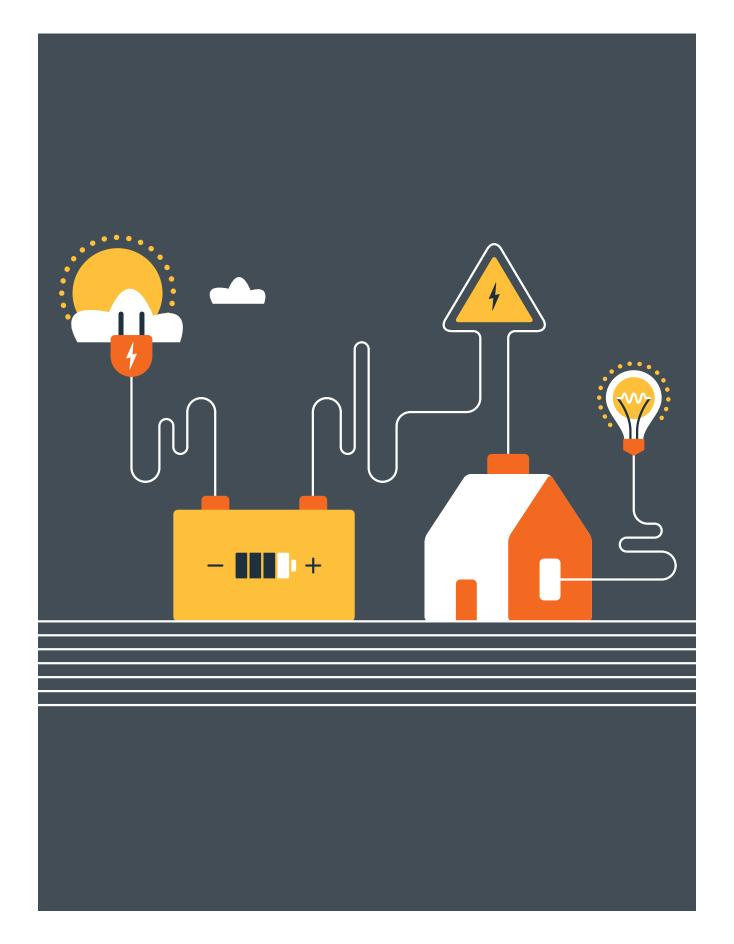
### TEDAŞ 2017 LIABILITIES (RESOURCES)

Summary Publication Type Balance Sheet	2016	2017
I- SHORT-TERM LIABILITIES		
A- FINANCIAL LIABILITIES	81,454,280.46	102,165,736.13
B-TRADE PAYABLES	2,532,200,477.46	2,513,980,660.77
C- OTHER LIABILITIES	950,385,087.61	1,075,745,375.66
D- ADVANCES RECEIVED	0.00	0.00
E- PROGRESS PAYMENTS FOR LONG-TERM CONSTRUCTION AND REPAIR PROJECTS	0.00	0.00
F-TAXES PAYABLE AND OTHER FISCAL LIABILITIES	15,130,495.04	2,487,665.87
G-PROVISIONS FOR LIABILITIES AND EXPENSES	0.00	0.00
G- FUTURE EXPENSES AND INCOME ACCRUALS	56,300,961.69	160,116,917.68
I- OTHER SHORT-TERM LIABILITIES	0.00	0.00
I- TOTAL SHORT-TERM LIABILITIES	3,635,471,302.26	3,854,496,356.11
II- LONG-TERM LIABILITIES		
A- FINANCIAL LIABILITIES	871,123,762.16	959,361,769.42
B-TRADE PAYABLES	419,559,943.74	418,099,267.57
C- OTHER LIABILITIES	0.00	0.00
D- ADVANCES RECEIVED	0.00	0.00
E- PROVISIONS FOR LIABILITIES AND EXPENSES	68,883,459.64	56,748,320.20
G- FUTURE EXPENSES AND INCOME ACCRUALS	264,974,563.20	163,891,157.27
G- OTHER LONG-TERM LIABILITIES	0.00	0.00
TOTAL SHORT-TERM LIABILITIES	1,624,541,728.74	1,598,100,514.46
III- SHAREHOLDERS' EQUITY		
A-PAID-IN CAPITAL	18,348,641,986.82	18,348,641,986.82
B- CAPITAL RESERVES	1,307,631,251.49	1,307,631,251.49
C- PROFIT RESERVES	311,401,436.52	311,401,436.52
D- RETAINED EARNINGS	725,474,679.85	725,474,679.85
E- RETAINED LOSSES (-)	-16,842,659,535.80	-17,074,635,900.23
F- NET PROFIT (LOSS) FOR THE PERIOD	-231,976,364.43	-103,547,270.73
TOTAL SHAREHOLDERS' EQUITY	3,618,513,454.45	3,514,966,183.72
TOTAL LIABILITIES	8,878,526,485.45	8,967,563,054.29



### TEDAŞ BALANCE SHEET AND STATEMENT OF INCOME FOR 2017 Q4

GROUPS	ALLOCATION FOR 2017	REALIZED	% RATIO
1-SURVEYS	2,000	O	0.0
2- OPERATIONS	10,035,700	9,647,276	96.1
3- MACHINERY AND EQUIPMENT	39,962,300	38,473,966	96.3
TOTAL	50,000,000	48,121,242	96.2





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