



REGULATED INDUSTRIES COMMISSION

**QUALITY OF SERVICE
STANDARDS**

FOR THE

**ELECTRICITY
TRANSMISSION AND DISTRIBUTION
SECTOR**

**DRAFT FOR CONSULTATION
SEPTEMBER 2002**

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SUMMARY

One of the principal objectives of the Regulated Industries Commission (RIC) is to protect the interests of consumers of the Service Providers that fall under its jurisdiction. One means of achieving this objective is by ensuring that Service Providers meet specified levels of service quality, referred to as **Quality of Service Standards**.

Section 6 of the RIC Act (No. 26 of 1998) empowers the RIC to prescribe standards for services and to impose sanctions for non-compliance. One Service Provider under the jurisdiction of the RIC is the Trinidad and Tobago Electricity Commission (T&TEC), which is the sole transmission and distribution utility. Therefore T&TEC does not face the normal competitive pressures that would be an impetus to ensuring a high quality of service.

This document sets out Draft Service Standards for T&TEC. They are presented under the headings of Guaranteed Standards and Overall Standards, and they will form the basis for measuring T&TEC's performance in the area of Quality of Service. This document also proposes a Compensatory Payment Scheme for failure to meet Guaranteed Standards. However, failure to meet Overall Standards will not result in compensatory payments.

The Regulated Industries Commission is seeking the views of interested parties on these proposed Standards. On completion of this consultation process, the RIC will implement the outlined standards.



SECTION 1

INTRODUCTION

1.1 Purpose of this Document

This is the first Consultative Document to be issued by the Regulated Industries Commission (RIC) on the Electricity Sector. It sets out the Regulated Industries Commission's plan for the introduction of Service Standards for the Trinidad and Tobago Electricity Commission (T&TEC). The RIC invites comments and suggestions on the standards and performance targets that should apply to the monopoly business of electricity transmission and distribution.

The main purpose of this consultation is:

- **To invite comments from the general public, T&TEC, NGO's, businesses, professionals and academics; and**
- **To reach consensus on the standards to be applied for a three-year period from the date of implementation.**

1.2 Comments and Responses

1.2.1 In the interest of full participation, the RIC also proposes a specific period for respondents to view other responses and to make comments on them. The replies could be either to make corrections to factual errors or to put forward counter-arguments. The photocopies of responses will be provided at a price which reflects the cost of photocopying facilities.

1.2.2 On completion of the Consultation, the RIC will publish a **Statement** outlining the findings of the Consultation and the final decisions made regarding the implementation of Quality of Service Standards for the electricity transmission and distribution sub-sector.

1.3 Comments from Interested Parties

All persons wishing to express opinions or suggestions on this Consultative Document are invited to submit their comments in writing to the RIC. Responses should be sent by post, fax or e-mail to:

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Executive Director
Regulated Industries Commission
3rd Floor, Furness Building
Cor. Wrightson Road and Independence Square
Port of Spain
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1.4 Confidentiality

The RIC intends to make responses to this Consultation publicly available. However, if requested, the confidentiality of the responses shall be respected. Respondents wishing to keep their comments confidential should clearly indicate so.

1.5 Structure of the Document

This document is divided into five sections. Section 1 contains some introductory comments and information. Section 2 attempts to explain the reasons for establishing service standards for the electricity transmission and distribution sub-sector and the relevant areas of service for which performance should be measured. Section 3 presents a detailed description of the Guaranteed Service Standards while Section 4 discusses the level and purpose of compensatory payments. Finally, Section 5 details the proposed Overall Standards to measure service quality performance.

1.6 Timetable for Consultation

The timetable for the consultation is summarized below:

Activity	Deadline Date
Responses to this Document	14 th October 2002
Comments on Responses	4 th November 2002
Statement by the RIC	13 th December 2002

SECTION 2

REGULATION OF SERVICE QUALITY

2.1 Background

Section 6 of the RIC Act empowers the RIC to prescribe Standards of Service and impose sanctions for non-compliance. The Act also mandates the RIC to consult with service providers and representatives of consumer interest groups and any other parties it considers as having an interest. It is in this context that the standards of performance covering the provision of service to consumers are being proposed.

2.1 Regulating Quality of Service

2.2.1. The Trinidad and Tobago Electricity Commission is the sole transmitter and distributor of electricity in Trinidad and Tobago. In a monopoly market, consumers have no choice and are unable to switch to other suppliers in case of poor quality of service. At the same time, the monopolist does not have much incentive to maintain a very high quality of service. Additionally, under price cap regulation, the potential exists for the monopolist to minimize its cost at the expense of service quality. Under these circumstances, the regulator has a primary duty to devise mechanisms to monitor service quality and to encourage the monopolist to maintain high standards, including the imposition of penalties in the case of consistent breach.

2.2.2. The standards will cover a wide range of services relating to supply, distribution and metering services. A standards programme is a many faceted process and, if designed properly, will benefit both consumers and service providers. Certainly, it should reflect current experiences, but the standards cannot be developed intuitively based on this single factor. The most desirable standard is what the performance ought to be rather than what the performance has been.

2.2.3. The standards programme should also be flexible. As more experience is gained, it may be desirable to modify the initial standards to accommodate changing

conditions and new insights. Furthermore, no programme can be universally applied from one jurisdiction to another. Each programme must be developed to address the unique characteristics of the service provider involved. The factors outside the provider's control should be considered before rather than after the standards are issued. Finally, a workable incentive system is key to the success of a standards programme.

2.3 Standards of Performance for Electricity

It is generally accepted that there are two (2) types of standards:

- * **Guaranteed Standards** which set service levels that must be met in each individual case. These standards also carry compensatory payments to the affected customers if the utility fails to provide the level of service required. These generally relate to the relationship between the utility and the individual customer.
 - * **Overall Standards** which cover areas of service where it is not appropriate or feasible to give individual guarantees, but where the expectation is that the utility will provide pre-determined, minimum levels of service. These standards generally relate to the reliability of service affecting a group of customers.
-

2.4 Basis and Background Information for Developing the Proposed Standards

2.4.1 Basis

In developing the proposed standards, the RIC has referenced:

- T&TEC's information on its current service quality performance;
- Information drawn from the United Kingdom (Appendices 3A and 3B). The United Kingdom has a highly developed standards scheme for its electricity sector and has undertaken approximately four revisions since the introduction of the standards scheme; and
- Information drawn from the Office of Utilities Regulation (OUR) in Jamaica (Guaranteed and Overall Standards – Appendices 4A and 4B).

2.4.2. Background Information

T&TEC has a customer base of 328,480 (**Table 2.1**) with Customer Service Centres as follows:

- North: - T&TEC Head Office, 63 Frederick Street, **Port of Spain**
 - City Gate, South Quay, **Port of Spain**
 - Cor. Madras Street & Western Main Road, **St. James**
- South: - Gooding Village, **San Fernando**
 - Enid Village, **Rio Claro**
 - Main Road, **Point Fortin**
 - Pamela's Mall, Southern Main Road, **Marabella**
- East: - Sorzano Street, **Arima**
 - Cor. Brierley & Henderson Streets, **Sangre Grande**
 - Eastern Main Road, **Curepe**
- Central: - Royal Bank Plaza, Main Road, **Chaguanas**
 - Couva Shopping Complex, **Couva**
- Tobago: - Wilson Road, **Scarborough**

Table 2.1 below gives an overview of the number of T&TEC customers in the different rate/ tariff groupings by Distribution Area.

TABLE 2.1

CATEGORIES OF CUSTOMERS BY AREA (2001)

Rate	North	South	East	Central	Tobago	Total December 2001
Residential and General A	70,665 6,907	88,417 10,309	78,794 6,421	43,381 4,239	14,532 2,203	295,789
Commercial B	623	333	339	165	83	30,079
Industrial D1	237	94	188	94	28	1,543
Industrial D2	100	2	3	18	-	641
Industrial D3	-	1	-	1	-	24
Industrial E	117	45	181	33	26	2
StreetLighting S						402
TOTAL	78,550	99,201	85,926	47,931	16,872	328,480

Other relevant information on cost and revenue per KWH, revenue per customer etc. is provided in Appendix 1.

T&TEC has two (2) main areas of Public Service: -

- **Transmission and Distribution** – which deals with customer queries such as trouble calls, defective poles, wires, streetlights, etc.
- **Administrative Division – Commercial Operations** – which deals with additional customer issues such as new connections, billing of accounts, meter reading, and other customer transactions.

T&TEC has five Transmission and Distribution Areas as follows:

- (1) Northern Area -Flament Street, Port of Spain
- (2) Southern Area -Gooding Village, San Fernando
-Enid Village, Rio Claro
-Main Road, Point Fortin
- (3) Eastern Area - -Tumpuna Road, Arima
- (4) Central Area -Lisas Boulevard, Couva
- (5) Tobago Area - -Wilson Road, Scarborough

Each Transmission and Distribution Area is responsible for: -

- Emergency Trouble Reports
- Overhead Line Construction and Maintenance Services
- Substation Equipment Maintenance and Construction Services
- Street Lighting Installation and Maintenance
- Faulty Electrical appliance Report Investigations and Claims
- System Development
- Electrical Surveys re: new connections and system expansion.

It is from these Transmission and Distribution Areas that the relevant crews and personnel are dispatched to attend to matters in the above categories. Each area is

staffed with different numbers and types of crews according to the number of customers within its defined boundaries.

Table 2.2 below highlights customer complaints handled by T&TEC during 2000 and 2001.

TABLE 2.2
COMPLAINTS RECEIVED – 2000 AND 2001

Type of Complaint	2000	2001
Metering Queries	4,988	8,477
Voltage Fluctuations/Damages	2,498	2,052
Street Light/Poles	9,226	8,534
Connections Completed	11,754	11,613
Trouble Reports Completed	40,708	41,553
Disconnections Completed	12,329	17,880

2.5 Issues for Consultation

The RIC invites views on whether the concept of guaranteed and overall standards is an adequate and appropriate mechanism for monitoring quality of customer service.

SECTION 3

THE GUARANTEED STANDARDS

3.1 Introduction

The Guaranteed Standards will establish service levels which must be met in each individual case and they attract compensatory payments if the service provider fails to meet those prescribed standards. The RIC believes that the proposed Guaranteed Standards cover the main areas of concern of consumers in the electricity sector. As can be seen from the proposed standards, there is no attempt to prescribe different standards between rural and urban areas. But this does not mean that the actual response time will not be much shorter in the case of urban areas. These standards will be subject to periodic review by the RIC.

3.2 Durations and Review of Guaranteed Standards

The RIC is proposing that the first review of the Guaranteed Standards should take place at the end of three (3) years from its implementation.

3.3 Force Majeure Conditions

3.3.1. It is reasonable to suggest that the Guaranteed Standards Programme should be suspended in circumstances where compliance is beyond the control of T&TEC. Examples of such exceptional circumstances may include:

- Breakdown or collapse of the generation system in Trinidad;
- Malicious and/or accidental damage by the third parties which could not have been prevented or foreseen by T&TEC; and
- Natural disasters and/or exceptional weather.

3.3.2. Under the *force majeure* conditions, it will be the responsibility of the Service Provider to inform the RIC of the suspension. On receiving the clearance of the RIC that a *force majeure* condition exists, the Service Provider will advise customers. However, under *force majeure* conditions, the Service Provider must take all necessary steps to restore normal service as quickly as possible.

3.4 Proposed Guaranteed Standards

The proposed Guaranteed Standards for the first three (3) years are shown in **Table 3.1** and are subsequently described in greater detail.

TABLE 3.1 GUARANTEED STANDARDS

Code	Service Description	Performance Measure	Required Performance units	Payment per Customer
GES1	Response to service calls and Restoration after unplanned (forced) outages on the distribution system	Maximum time for restoration of supply to affected customers	Within 08 hours For each further 12 hour period	\$50 (residential) \$200 (non-residential) \$20.00
GES2	Connection to supply: (a) Simple connection point within 30 metres (b) Complex connection point between 30 and 250 metres	Service drop and meter to be installed: (i) Supply within 30 to 100 metres: (a) Provide works estimate (b) Complete construction (after customer's acceptance of estimate) (ii) Supply between 100 and 250 metres: (a) Provide works estimate (b) Complete construction (after customer's acceptance of estimate)	Within 03 working days Within 05 working days Within 15 working days Within 07 working days Within 20 working days	\$50 (residential) \$200 (non-residential)
GES3	Billing punctuality (new customer)	Time for first bill to be mailed after service connection: (a) Residential (b) Industrial/Commercial	65 days 35 days	\$50.00 \$200.00
GES4	Reconnection after payment of overdue amounts or agreement on payment schedule.	Time to restore supply after payment is made (All customers)	Within 24 hours	\$50.00 (residential) \$200.00 (non-residential)
GES5	Making and keeping appointments	Where required, appointments will be made on a morning or afternoon basis	Failure to give 24 hours notice of inability to keep the appointment	\$50.00
GES6	Compensatory payment	(i) Time to respond to claim and credit compensatory payment (ii) Time to respond to claim after accepting liability	Within 35 working days Within 35 working days	\$50.00 (residential) \$200.00 (non-residential)

Note: The above standards will not be in effect during a period of *Force Majeure*.

GES1 Response to service calls and Restoration after unplanned (forced) outages:

Rationale: A hallmark of any utility is its response time to trouble calls and its ability to quickly restore supply. This standard seeks to ensure that the utility responds promptly to any unplanned outage and restores the supply in the shortest possible time.

Requirement: The maximum time for the response and restoration of supply to affected customers should not exceed eight (08) hours.

GES2 Period for New Connection to Supply:

(1) Simple connection – point within 30 metres

(2) Complex connection – point between 30 and 250 metres

Rationale: Because of continued growth and expansion, new customers will continue to be added to the system. Some of these new customers will be near to existing and appropriate utility infrastructure, while others may require additional work before the connection can be made. This standard proposes to measure response time to requests for new connection services from the time of the requests to the point of the actual connection.

Requirement: The service connection and the meter for the customer's installation should be installed within the following parameters:

(1) For a simple connection within thirty (30) metres - the required electrical supply should be provided within three (3) working days.

(2) For a complex connection:

(a) If the required electrical supply is within 30 to 100 metres

(i) the works' estimate should be provided within five (5) working days;

(ii) the complete installation should take place (after customer's acceptance of estimate) within fifteen (15) working days.

- (b) If the required electrical supply is between 100 and 250 metres:
- (i) the works' estimate should be provided within seven (7) working days.
 - (ii) the complete installation should take place (after customer's acceptance of estimate) within twenty (20) working days.
-

GES3 Billing Punctuality for New Customers:

Rationale: In many instances the utility is tardy in the processing of the first bill for the customer. This measure seeks to ensure a prompt and efficient billing process.

Requirement: The time for the first bill to be mailed to the new customer after a service connection has been made should be:

(a) For Residential/Commercial customers – 65 days.

At the present time, residential and commercial customers are billed on 60-day cycle. It is therefore reasonable to assume that the maximum time for the first bill to reach the newly connected customer should equal the billing cycle period.

(b) For Industrial Customers – 35 days. The billing cycle for the Industrial customer is monthly.

GES4 Reconnection of service after payment of overdue amounts or agreement on payment schedule:

Rationale: Once a customer has been disconnected, and the bill is settled, then the utility should be efficient in its response to restore service. This action will influence not only the level of customer service, but the revenue levels for the utility, since the longer the meter has stopped, the more revenue is lost.

Requirement: The time to restore supply after payment or agreement on payment schedule is made (all customers) should be within **24 hours** for all areas.

GES5 Making and keeping appointments:

Rationale: In many instances it is necessary for the utility to make appointments to visit customers' premises. It is important for both the utility and the customer that the appointment is kept. However, it is usually the customer that suffers in the event of an unkept appointment. This standard encourages the utility to further improve its overall customer service and its image.

Requirement: The utility is required to give twenty-four (24) hours notice of its inability to keep appointments with customers.

GES6 Receipts of Compensatory Payment:

Rationale: This standard requires that T&TEC make payments owed to consumers under a guaranteed standard within a given time period. Also, on occasion, the utility may have to make payments in the case where liability has been accepted for damage to customers' property or equipment. This obligation is useful because it improves customer confidence and builds trust.

Requirement: The time to respond to any claim made to the utility and credit compensatory payment (where it has been determined), or where liability has been accepted, should be within thirty-five (35) working days.

3.5 Issue for Consultation

The RIC welcomes views on the reasonableness of the proposed guaranteed standards and the review period of three (3) years.

SECTION 4

COMPENSATORY PAYMENTS

4.1 Purpose of Compensatory Payments

Failure to meet the Guaranteed Standards will result in compensatory payments. Compensatory payments benefit both the consumer and the utility as they serve two main purposes: to compensate consumer for poor quality of service and to provide efficiency incentives to service providers. While recompense for the customer is important, an equally significant purpose of these payments is to encourage and to focus the attention of the service provider on the causes of failure and to improve the overall level of customer service.

4.2 Level of Compensatory Payments

4.2.1 The compensatory payments are not necessarily designed to compensate fully as they may be less or greater than the customer's actual loss. Higher than reasonable payments might even encourage service providers not only to dispute borderline cases but might have a punitive effect that may be inappropriate in the case of isolated lapses. On the customer side, higher payments also have the potential to increase the risk of bogus claims. In short, there is no scientific way of determining the magnitude of compensatory payments.

4.2.2 The RIC is of the view that payment should be set at a level that will reasonably compensate the consumer (i.e. a level that reasonably reflects the minimum inconvenience suffered), and not unduly punitive to the service provider. Additionally, the payment must bear some relation to the average monthly bill of the customer. Appendix 1 shows an analysis of revenue per customer for T&TEC. It is also reasonable to argue that a case can be made for a greater compensation to be

paid to commercial/industrial customers since they are likely to suffer a greater loss from poor service.

4.2.3 Taking into consideration the above factors, the RIC proposes a minimum amount of **\$50.00** for residential customers and **\$200.00** for non-residential customers. These amounts are approximately **63%** and **62%** of the average monthly bill per residential and non-residential customer respectively. These compensatory payments will be subject to review at the end of three years.

4.2.4 In Jamaica, these amounts are 20% and 10% of the average monthly bill per residential and non-residential customer respectively; while in the United Kingdom it is approximately 38% of the average monthly bill per residential customer.

4.3 Methods of Payment

In the event of non-compliance of Guaranteed Standards, there are basically two (2) methods of payment:

- Where a customer is required to make a claim within a specified period
- An automatic payment by the service provider.


4.4 Form of Payment

4.4.1 Similarly, the compensatory payments can be either in the form of a one-time credit on customer's bill or the service provider makes a separate payment to the customer, say, in the form of a cheque.

4.4.2 Having considered the advantages and disadvantages of methods and forms of payment, the RIC is inclined to propose that for the first three (3) years the customer be required to make a claim and that these payments be in the form of a one-time credit on customer's bill. However, the RIC welcomes the views on these matters.

4.5 Issues for Consultation

The RIC invites comments on:

- the proposed level of compensatory payments;
 - the proposed form and method of payments;
 - the proposal that residential and non-residential customers be compensated at the different amounts.
- 

SECTION 5

THE OVERALL STANDARDS

5.1 Introduction

The Overall Standards cover areas of service where it is not appropriate or feasible to give individual guarantees. However, these standards generally relate to the reliability of service affecting a group of customers and are intended to ensure a minimum level of service for customers as well as to encourage the service provider to achieve higher levels of performance.

5.2 Duration and Review of Overall Standards

The Overall Standards proposed cover areas of service which the RIC considers to be of prime concern to the consumer. The RIC proposes to revisit these standards at the end of three (3) years.

5.3 Proposed Overall Standards

The Overall Standards proposed by the RIC are shown in **Table 5.1** and are subsequently described in greater detail.

TABLE 5.1 OVERALL STANDARDS

Code	Description	Performance Measure
OS1	Line faults repaired within a specified period of the fault being reported	100% Within 48 hours
OS2	Billing punctuality	98% of all bills to be mailed within 10 working days after meter reading or estimation
OS3	Frequency of meter testing	40 Industrial customers' meters tested for accuracy annually
OS4	Frequency of meter reading	(a) 90% of Industrial meters read every month (b) 30% of Domestic & Commercial meters read bi-monthly.
OS5	System revenue losses (difference between energy received and energy for which revenue is derived)	6.5% losses of total energy delivered to customers
OS6	Response to customer queries/ requests (written): (a) Time to respond after receipt of queries/ requests (e.g. meter checks) (b) Time to complete investigation and communicate final position (c) Time to complete investigation and communicate final position if third party is involved (e.g. Insurance claim)	Within 03 working days Within 15 working days of inquiry Within 30 working days after third party action is completed
OS7	Number of complaints to T&TEC by type: (a) Billing Queries/Disconnections (b) Voltage Fluctuations/Damages (c) Street Light/Poles/Other	Not more than: - (a) 300 telephone and/or written complaints per 10,000 customers per annum (b) 300 telephone and/or written complaints per 10,000 customers per annum. (c) 300 telephone and/or written complaints per 10,000 customers per annum.
OS8	Prior notice of planned outages	At least 72 hours (3 days) advance notice of planned outages 100% of the time
OS9	Correction of Low/High voltage complaints	All Voltage complaints to be responded to within 24 hours and rectified within 15 working days.

Note: The above standards will not be in effect during a period of *Force Majeure*.

OS1 Line faults repaired within a specified period of the fault being reported:

Rationale: Under this standard, the utility's ability to efficiently carry out repairs and maintenance work on the transmission and distribution system is being measured. The standard assumes that all the required material and equipment are available.

Requirement: 100% within 48 hours.

OS2 Billing Punctuality:

Rationale: T&TEC's customers are billed by cycle in each of its five (5) Distribution Areas. Computation is made after the meters in the cycle are read according to a meter-reading schedule, or the bill is estimated. Bills are then mailed to the customers in those cycles. This standard seeks to ensure that all the relevant customers are billed in a timely manner according to the billing schedule.

Requirement: 98% of all bills to be mailed within ten (10) working days after meter reading or estimation.

OS3 Frequency of Meter Testing:

Rationale: It is important to ensure that the meter registering the customer's consumption is working accurately. This is even more relevant for Industrial customers whose electricity consumption is much larger than the Domestic and General Customer. As a result, periodic meter checks should be performed on these meters to ensure continued accuracy.

Requirement: Forty (40) Industrial customers' meters tested for accuracy annually.

OS4 Frequency of Meter Reading:

Rationale: The issue of estimated billing has always haunted the utilities all over the world. Of greater concern is the estimated bill when the cycle was due to have been read. The required meter reading may not have been obtained for various reasons. The eventual objective is to achieve 100% of all meters read when scheduled.

Requirement:

- (a) 90% of Industrial meters read every month.
 - (b) 30% of Residential & Commercial meters read bi-monthly.
-

OS5 System Revenue Losses (difference between energy received and energy for which revenue is derived):

Rationale: There is a discrepancy between the amount of energy from which revenue is derived and the amount of energy that is delivered into the system. This difference is mainly due to unmetered supplies of electricity. This may take two forms: - (i) installed meters that are not functioning and
(ii) illegal electricity supplies (unmetered installations).

The standard seeks to encourage the utility to investigate and eliminate sources of unmetered supply, so as to improve the revenue derived from the sales of energy. This will also improve the efficiency of the electrical distribution system.

Requirement: 6.5% losses of total energy delivered to customers.

OS6 Response Time to Customer Queries/Requests (written):

Rationale: Queries and/or requests for service are made to the utility in both verbal and written form. Usually the more formal complaint is in written format.

While verbal queries will be documented and investigated, this standard focuses on the attention given by the utility to the more formal written complaint or request.

Requirements: It is required that: -

- (a) The time for the utility to respond after receipt of any query or request (e.g. meter checks) should be within three (3) working days.
 - (b) The time for the utility to complete investigation and communicate its final position should be within fifteen (15) working days of the enquiry.
 - (c) The time to complete investigation and communicate final position if a third party is involved (e.g. an insurance claim) should be within thirty (30) working days after third party action is completed.
-

OS7 Number of Complaints to T&TEC by Type:

Rationale: One of the best signals that a utility is improving its service to the customer is a reduction in the number of complaints received. For ease of monitoring, the complaints are divided into three (3) main categories.

Requirements:

- (a) For Billing Queries/Disconnections, it is required that there be less than 300 telephone and written complaints per 10,000 customers per annum.
 - (a) For Voltage Fluctuations/Damages to electrical appliances, it is required that there be less than 300 telephone and/or written complaints per 10,000 per annum.
 - (b) For non-functioning Street Light/Defective Poles/Other types of complaints, it is required that there be less than 300 telephone and written complaints per 10,000 customers per annum.
-

OS8 Prior Notice of Planned Outages (Supply Interruptions):

Rationale: From time to time it will be necessary for the utility to perform maintenance or repair work on the transmission and distribution system. In some

cases it will be necessary to interrupt the supply to carry out these works, which are usually done according to a maintenance schedule. Where there is prior knowledge of the need to interrupt the electricity supply in the area, good customer service dictates that advance notice be given to all customers that may be affected, and that the general community will be made aware of any inconveniences that may arise.

Requirement: It is required that at least seventy (72) hours advance notice of planned outages be given to customers in the affected areas 100% of the time.

OS9 Correction of Low/High Voltage Complaints:

Rationale: By law, T&TEC is required to supply all its customers at specified voltage levels according to customer requirements, and with variations in voltage levels not exceeding six per cent (6%) of the nominal voltage level. On occasion, customers experience low voltage levels to their premises. This condition may be caused by several factors, most of which should be corrected by the utility. This standard seeks to ensure that appropriate voltage levels are supplied at all times by the utility and should any deviations from the required levels take place, these situations are corrected as soon as possible after they are reported.

Requirement: All Voltage Complaints should be attended to within **24 hours** and rectified within **15 working days** of being reported to the utility.

5.4 Issue for Consultation

The RIC welcomes views on the reasonableness of the proposed overall standards and the review period of three (3) years.

SUMMARY OF ISSUES FOR CONSULTATION

- **Adequacy of Proposed Mechanisms**

The RIC invites views on whether the concepts of guaranteed and overall standards are adequate and appropriate mechanisms for monitoring quality of customer service.

- **The Proposed Guaranteed Standards**

The RIC welcomes views on the reasonableness of the proposed guaranteed standards and the review period of three (3) years.

- **The Proposed Compensatory Payments**

The RIC invites comments on:

- the proposed level of compensatory payments;
 - the proposed form and method of payments;
 - the proposal that residential and non-residential customers be compensated at the different amounts.
-

- **The Proposed Overall Standards**

The RIC welcomes views on the reasonableness of the proposed overall standards and the review period of three (3) years.

APPENDIX 1

ANALYSIS OF REVENUE FOR THE TRINIDAD AND TOBAGO ELECTRICITY COMMISSION FOR THE PERIOD JANUARY TO DECEMBER 2001

Class of Customer	Revenue per Customer \$	Revenue per kWh \$
Domestic A	959	0.2236
Commercial B	3,873	0.2269
Industrial D1	79,034	0.2957
Industrial D2	448,481	0.3017
Industrial D3	5,627,549	0.2197
Industrial E	78,089,167	0.1594
St. Lighting	52,661	1.1285
Total Revenue <hr/> Total No. Customers / Total kWh sold	3,667	0.2286

Note: Total Cost per kWh for the period January to December 2001 was
\$0.2745

APPENDIX 2

AVERAGE BILL QUANTITIES FOR T&TEC CUSTOMERS
- ALL CLASSES

Class of Customer	Monthly \$	Bi-Monthly \$
Average Bill for Domestic Customers - Rate A	79.90	159.80
Average Bill for Commercial Customers - Rate B	322.77	645.54
Average Bill for Industrial Customers - D1	6,586.18	13,172.36
Average Bill for Industrial Customers - D2	37,373.38	74,746.76
Average Bill for Industrial Customers - D3	468,962.42	937,924.84
Average Bill for Industrial Customers - E	6,507,430.61	13,014,861.22

Note: These figures were calculated by dividing the average monthly revenue for the period January to December 2001 by the number of customers for each Category.

APPENDIX 3A

OFFICE OF GAS and ELECTRICITY MARKETS (OFGEM) (UNITED KINGDOM)

GUARANTEED STANDARDS

Service	Required Performance	Payment
Responding to failure of supplier's fuse	Within 3 hours on weekdays and within 4 hours at weekends	£20
Restoring supplies after a fault	Within 18 hours (2000) Within 24 hours (1998)	£ 50 Residential £100 non-residential
Providing supply and meter	Arrange an appointment within 2 working days for residential and within 4 working days for non-residential	£ 20 - £ 100
Estimating charges for connections and meter alterations	Within five days for simple jobs and 15 days for others.	£ 40
Notice of Planned supply interruption	Five days prior notice	£ 20 - £40
Investigation of voltage complaints	Visit within 7 working days	£ 20
Responding to meter problems	Visit within 7 working days	£ 20
Responding to consumers' queries about charges	A substantive reply and agreed refunds paid within 5 working days	£ 20
Making and keeping appointments	A morning or afternoon appointment	£ 20
Notifying consumers of payments owed under the standards	Write the customer and make payment within 10 working days	£ 20

APPENDIX 3B

**OFFICE OF GAS and ELECTRICITY MARKETS (OFGEM)
(UNITED KINGDOM)**

OVERALL STANDARDS

Service	Required Performance
Minimum % of supplies to be connected, following faults, within 3 hours	Between 85% and 95%
All supplies to be reconnected, following faults	Within 18 hours
All voltage faults to be corrected	Within 6 months
Connecting new tariff premises to the electricity distribution system	30 working days (residential) 40 working days (non-residential)
Reconnection after disconnection for non-payment and has paid bill	Same day
Visiting to move meter after request	15 working days
Changing meters on Change of Tariff	Within 10 working days
Obtaining a firm meter reading	Once a year
Responding to all customers' letters	Within 10 working days

APPENDIX 4A

OFFICE OF UTILITIES REGULATION (OUR) - JAMAICA

GUARANTEED STANDARDS

Description	Performance Measure	Units	1998/99	1999/2000	2001/01	2001/02
Connection to supply (simple) connection point within 30 meters	a) Supply and meter already installed	Working days	4	4	4	2
	b) Service drop and meter to be installed		5	5	5	4
Connection to supply (complex) connection point greater than 30 meters	a) Supply within 30 and 100 meters	Working days	10	10	10	5
	i) provide works estimate ii) complete construction		30	30	20	20
	b) Supply greater than 100 meters	Working days	15	15	15	10
	i) provide works estimate ii) complete construction		40	40	40	30
Response to emergency and service calls (single events)	Maximum time to restore supply	Hours				
	a) Urban b) rural		4 6	4 6	3 5	3 5
Keeping appointments	Keep morning or afternoon appointment	In all cases	In all cases	In all cases	In all cases	
Billing Punctuality	a) Time to acknowledge enquiry of the receipt	Working days	8	8	7	7
	b) Time for bill to be delivered after meter read		48	30	30	30
	c) Time for first bill to be delivered after service connection					
Response to customers queries (including metering queries)	a) Time to acknowledge inquiry of the receipt.	Working days	5	5	5	4
	b) Maximum time to complete investigation and respond from date of receipt of inquiry		30	30	30	24
	c) Maximum time to complete investigation and respond after third party's action is complete if a third party is involved (e.g. Insurance claim)		60	60	60	60
Reconnection after payment of overdue amounts	Weekdays	Hours				
	a) Urban b) Rural		24 48	24 48	24 48	18 36
Restoration after unplanned (forced) outages on the distribution system	Maximum time to restore supply after notification	Hours				
	a) Urban b) Rural		24 48	21 45	18 42	15 42
Receipts of compensation payments	Claim for compensatory payment	Days	NA	NA	45	45

APPENDIX 4B

OFFICE OF UTILITIES REGULATION (OUR) - JAMAICA

OVERALL STANDARDS

Standard	Units	1998/99 Actual	1999/2000 Std.	2000/2001 Provnl.	2001/2002 Provnl.
Minimum notice of 48 hours prior notice of planned outages	At least forty-eight (48) hours advance notice	100%	100%	100%	100%
Percentage of line faults repaired	Urban: 20 hours	91%	95%	100%	100%
	Rural: 36 hours	98%	99%	100%	100%
Number of complaints to JPS (Restricted to those requiring investigation)	Total Telephone and written complaints per 10,000 customer per annum	260	250	245	230
Average number of customer minutes lost per customer	Average minutes lost per customer per annum	454	386	328	279
Total system losses	System losses as a percentage of total delivered energy	17%	15%	13%	13%
Frequency of meter testing	Non-domestic customers	90%	100%	100%	100%
Frequency of meter testing	Domestic Customers	10%	15%	15%	20%