

GUARANTEED STANDARDS

Code	Service Description	Performance Measure	Required Performance Units	Payments per Customers *
GES1	Response and restoration time after unplanned (forced) outages on the distribution system.	Time for restoration of supply to affected customers	Within 12 hours For each further 12 hr period	\$30 (residential) \$200 (non-residential) \$20
GES2	Billing Punctuality (new customers)	Time for first bill to be mailed after service connection: (a) Residential (b) Non-Residential	65 days 35 days	\$30 (residential) \$200 (non-residential)
GES3	Reconnection after payment of overdue amounts or agreement on payment schedule	Time to restore supply after payment is made (All customers)	Within 24 hours	\$30 (residential) \$200 (non-residential)
GES4	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	\$30 (residential) \$200 (non-residential)
GES5	Compensatory payment	(i) Time to credit compensatory payment after non-compliance (ii) Time to complete investigation, determine liability and make payment after receiving a claim.	Within 35 working days Within 35 working days	\$30 (residential) \$200 (non-residential)
GES6	Connection to supply: Under 30 metres 30 to 100 metres 30 to 100 metres 100 to 250 metres 100 to 250 metres	Service drop and meter to be installed: (a) Provision of estimate (subject to all documents being provided) (b) Complete construction (after payment is made) (a) Provision of estimate (subject to all documents being provided) (b) Complete construction (after payment is made)	Within 3 working days. Within 5 working days. Within 15 working days. Within 7 working days. Within 20 working days.	\$30 (residential) \$200 (non-residential)

The term ‘Residential’ implies customers classified by T&TEC as “Domestic and General Rates A & B”.
The term ‘Non-Residential’ implies customers classified by T&TEC as “Industrial”

OVERALL STANDARDS

Code	Description	Required Performance Units
OES1	Line faults repaired within a specified period (for line faults that result in customers being affected)	100% within 48 hours
OES2	Billing punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation
OES3	Frequency of meter testing	10% of industrial customers’ meters tested for accuracy annually.
OES4	Frequency of meter reading	(a) 90% of industrial meters should be read every month (b) 90% of residential and commercial meters read according to schedule
OES5	System revenue losses (difference between energy received and energy for which revenue is derived)	7.5 % losses of total energy delivered to customers
OES6	Response to customer queries/requests (written) (a) Time to respond after receipt of queries. (b) Time to complete investigation and to communicate final position (c) Time to complete investigation and communicate final position if third party is involved (e.g. insurance claim.)	Within 5 working days Within 15 working days of inquiry Within 30 working days after third party actions completed
OES7	Number of complaints to TTEC by type: (a) Billing queries (b) Voltage Fluctuations/Damage (c) Street Lights/ Poles/Disconnections/Other	(a) 500 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) 1000 telephone and/or written complaints per 10,000 customers per annum
OES8	Prior Notice of planned outages	At least 72 hours (3 days) advance notice of planned outages 100% of the time
OES9	Correction of Low/ High Voltage complaints	All voltage complaints to be responded to within 24 hours and rectified within 15 working days

How you can claim compensation

- If T&TEC fails to meet a Guaranteed Standard, you will be compensated, in the form of a credit on your account within 35 working days. However, *you must first file a claim.*
- For a breach of any of the Guaranteed Standards you are required to complete and submit a Claim Form, which is available at any of T&TEC's Service Centres. However, you must submit a claim within three (3) months of the occurrence of the incident for it to be considered.
- Failure to meet the Overall Standards does not carry any compensation, but enforcement of these standards helps to significantly improve the level of service you receive.

What happens after you file a claim

- Once T&TEC has investigated and your claim is found to be valid, T&TEC will credit your account.
- If you are a residential customer, that is, you pay Domestic or General Rates (*A or B*), you are entitled to \$30.00
- If you are a non-residential customer, that is, you pay Industrial Rates, you are entitled to \$200.00

For Further Information Contact:

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REGULATED INDUSTRIES COMMISSION

Quality of Service Standards for the Electricity Transmission and Distribution Sector

Breakfast Launch
Trinidad Hilton & Conference Centre
Thursday January 22, 2004