



ENSURING YOU GET What You **PAY** For... **ELECTRICITY**

- **DID YOU KNOW THAT IF YOUR ELECTRICITY SUPPLY IS NOT RESTORED WITHIN 10 HOURS AFTER AN UNPLANNED OUTAGE THAT YOU ARE ENTITLED TO A REBATE ON YOUR BILL?**
- **DO YOU GET 3 DAYS ADVANCE NOTICE OF PLANNED ELECTRICITY INTERRUPTIONS/OUTAGES IN YOUR AREA?**

These are just two examples of the revised standards developed by the **Regulated Industries Commission (RIC)** to protect electricity customers. The standards were introduced in 2004 after holding discussions with all stakeholders through the RIC's consultative process.

There are two types of performance standards or **Quality of Service Standards (QSS)** for the Trinidad and Tobago Electricity Commission (T&TEC) – **Eight (8) Guaranteed Electricity Standards (GES)** and **seven (7) Overall Electricity Standards (OES)**. These performance standards are now law, and spell out the accepted service quality levels that T&TEC must achieve.

The new Guaranteed and Overall Electricity Standards with the required performance levels and the associated penalty payments for breaches are shown in Tables 1 and 2 that follow.

With the introduction of the revised Performance Standards / QSS for T&TEC, what improvements can electricity consumers expect?

- **Increased compensatory or penalty payments from \$30.00 to \$50.00 (residential) per breach in most cases.**
- **Automatic compensatory payments for breaches under all Guaranteed Electricity Standards, except one.**
- **Compensatory payments in the form of a credit on their billing account based on the set amounts and/or guidelines indicated for each breached standard.**
- **New standards based on customers' concerns.**
- **Higher performance level against which T&TEC's service quality is compared, in most cases.**

TABLE 1
Guaranteed Electricity Standards (GES) – set the service levels that must be met in each individual case.

STANDARD	DESCRIPTION	REQUIRED PERFORMANCE LEVEL	PENALTY PAYMENTS
GES1	Restoration of supply after unplanned outage on the distribution system.	Within 10 hours.	\$60 residential / \$600 non-residential <i>For each further 12-hour period – \$60 residential / \$600 non-residential</i>
GES2	Billing punctuality. Time for first bill to be mailed after service connection.	Within 60 days residential. Within 30 days non-residential.	\$50 for both residential and non-residential
GES3	Reconnection of service after settling of overdue amounts or agreement on payment schedule.	Within 24 hours.	Refund of reconnection fee for both residential and non-residential
GES4	Making and keeping appointments.	24 hours notice of inability to keep an appointment with customers.	\$50 for both residential and non-residential
GES5	Investigation of voltage complaints.	Visit within 24 hours. Correct within 15 working days.	\$50 residential / \$600 non-residential
GES6	Responding to billing and payment queries.	Substantive reply within 15 working days.	\$50 residential and non-residential
GES7	New connection of supply.	Within 3 working days.	\$50 for both residential and non-residential
GES8	Payments owed under guaranteed standards.	Within 30 working days for non-residential and 60 days for residential.	\$50 for both residential and non-residential

TABLE 2
Overall Electricity Standards (OES) – deal with situations where it is in appropriate to provide individual guarantees, but where customers have a right to expect minimum levels of service.

STANDARD	DESCRIPTION	
OES1	Frequency of meter reading.	(a) 90% of industrial meters read every month. (b) 90% of residential and commercial meters read according to schedule.
OES2	Billing and punctuality. Mailing of bills after meter reading.	98% of the bills to be mailed within 10 working days after meter reading.
OES3	Responding to meter problems.	Visit or substantive reply within 10 working days 95% of the time.
OES4	Prior notice of planned interruptions.	3 days advance notice of planned outages 100% of the time.
OES5	Street lights maintenance.	Repair 100% of failed street lights with the exception of highway lighting within 7 working days. Repairing 100% of failed highway lighting within 14 working days.
OES6	Response to customer queries/requests (written)	Substantive response within 10 working days and communicating final position within 30 working days.
OES7	Notifying customers of receipt of claim under guaranteed standard GES1.	100% of customers to be notified of receipt of claim within 10 working days.

