

QUALITY OF SERVICE
STANDARDS FOR THE
SUPPLY AND DISTRIBUTION
OF WATER AND
WASTEWATER SERVICES

August
2017

Consultative
Document

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1. INTRODUCTION

Background

1.1. The Regulated Industries Commission (RIC) is the economic regulator for the water and electricity sectors in Trinidad and Tobago. The conduct of its regulatory functions/activities is guided by the legislative and regulatory framework set out in the RIC Act No. 26 of 1998. Section 6(1) of the RIC Act empowers the RIC to prescribe standards of service, monitor service providers to ensure compliance and impose sanctions for non-compliance. The Act also mandates the RIC to consult with all interested parties it considers as having an interest. Accordingly, the RIC first published the *Draft Quality of Service Standards for the Supply and Distribution of Water and for Wastewater Services for Consultation* in March 2003. This document set out proposals on detailed aspects of the guaranteed and overall standards of performance and formed the basis of the first consultation with the public and other stakeholders. The standards were finalized after an extensive consultative process, which included several meetings with the Water and Sewerage Authority of Trinidad and Tobago (WASA), the sole service provider of water and wastewater services in Trinidad and Tobago. However, the standards were never published in the Trinidad and Tobago Gazette, as is required.

1.2. The RIC has revised the first draft that was issued, taking into account changes and issues that have emerged, given the amount of time that has elapsed, and is now engaging in another round of consultation on the standards.

Purpose of this Document

1.3. This second consultative document sets out the RIC's proposal for the introduction of service standards for the Water and Sewerage Authority (WASA). The RIC invites comments and suggestions on the standards and performance targets that should apply to the monopoly business of water supply, transmission and distribution and the collection, treatment and disposal of wastewater.

1.4. The purpose of this consultation is to obtain feedback from the general public, WASA, Non-Governmental Organizations (NGOs), businesses, professionals and academics.

Comments from Interested Parties

1.5. As part of the consultative process, the RIC invites feedback from the public and other stakeholders with respect to the proposals. Responses to the proposals in this document, and any other issue which respondents believe should be considered by the RIC in establishing the quality of service standards, should be sent in writing by **October 23, 2017** to:

Executive Director
Regulated Industries Commission
3rd Floor, Furness Building
Cor. Wrightson Road and Independence Square
P. O. Box 1001
Port of Spain, Trinidad, W.I.
Fax: (868) 624-2027
E-mail: ricoffice@ric.org.tt

Comments and Responses

1.6. 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.

1.7. 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 water and wastewater sectors.

Confidentiality

1.8. The RIC reserves the right to make all responses available to the public by posting responses on its website at www.ric.org.tt . If a response is marked confidential, reasons

should be given to facilitate the evaluation of the request for confidentiality. The RIC will be guided by Section 62(b) of the RIC Act when evaluating any request for confidentiality.

Structure of the Document

1.9. This document is divided into seven (7) sections. Section 1 contains some introductory comments and information. Section 2 provides the rationale for establishing service standards for the water and wastewater sector and identifies the relevant areas of service for which performance should be measured. Section 3 discusses the concept of the Guaranteed Standards Scheme. Section 4 outlines areas of service standards and Sections 5 and 6 present a detailed description of the Guaranteed Service Standards and the Overall Standards, respectively. Finally, Section 7 summarizes the various issues put forward for public consultation.

2. REGULATION OF QUALITY OF SERVICE

Background

2.1. 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.

The Need for Regulating Quality of Service

2.2. Network infrastructure industries, such as water supply and distribution, are capital intensive operations that are amenable to economies of scale. Therefore, they tend to be natural monopolies with one dominant firm operating a single supply network to service the entire market. In such markets, consumers have limited bargaining power and choice. In the absence of economic regulation, the service provider has the opportunity to exploit customers by charging high prices for its service and/or by providing an inferior level of service to consumers. The absence of competition prevents consumers from switching suppliers if they are not satisfied with the quality of service being offered. There are several mechanisms that are used to mitigate the risk of poor service quality.

Defining Service Quality

2.3. A range of techniques has been used worldwide in an attempt to ascertain and quantify consumers' preferences for service quality. These include consultation with key stakeholders, the contingent valuation method¹ and conjoint analysis techniques². It is generally recognized that defining service quality is not an easy task due to the degree of difficulty involved in determining consumer preferences and the costs to service providers in

¹ A method of estimating the value that a person places on a good using survey questions, such as what they are willing to pay for a benefit or feature, or what they would accept as a compensation if a certain benefit or feature was missing.

² A method of finding out which particular combination of features, for example of a product or a service, is more important to someone than other combinations.

providing these attributes.

Instruments for Regulating Service Quality

2.4. The RIC's review of the existing international practices reveals that most regulators have in place various arrangements to address the quality of service provided to consumers. Mechanisms used to implement these arrangements range from the publication of absolute or comparative service quality information to the specification of quality of service levels to individual users with the imposition of financial penalties for the service providers for non-compliance. Three (3) broad mechanisms exist for regulating service quality: Minimum/Indicative Standards; Performance Reporting; and Financial Incentives. These mechanisms can also co-exist in the same regulatory regime.

Proposed Design for Service Quality Incentive Scheme

2.5. In designing the service quality incentive scheme for the water and wastewater sectors, the first issue to be resolved is the underlying objective of the scheme. Once the objective has been determined, there are five elements around which choices have to be made:

- service quality indicators and their coverage;
- service quality benchmarks;
- setting appropriate rewards and penalties;
- level of compensation; and
- the appropriate incentive mechanism.

2.6. The final step in designing the service quality incentive scheme is the establishment of a mechanism for delivering the rewards and penalties. In the case of monopolies, regulators have typically developed two sets of standards (Guaranteed Payments scheme) where guaranteed standards attract compensation/penalty for specific customers if they are not met and overall standards set the minimum accepted level.

2.7. The RIC had established a system of Guaranteed and Overall Standards for the electricity transmission and distribution sectors in 2004 and has continued with this approach

to date. This approach has focused on the customers' concerns in relation to the quality of service provided by the service provider and continues to be similarly adopted by regulators in the Caribbean and other jurisdictions. It has ensured that an acceptable level of service was maintained within these sectors.

2.8. A QSS Scheme for the water and wastewater sectors, consisting of Guaranteed and Overall Standards, was also proposed in 2003, and was developed in consultation with the service provider, consumer groups, other stakeholders and interested parties. However, the QSS scheme was never formally published in the Trinidad and Tobago Gazette. OUR, Jamaica and OFWAT, United Kingdom are just two of the jurisdictions that currently maintain long standing QSS schemes for these sectors and which have been shown to be effective in maintaining an acceptable level of service.

2.9. Based on the institutional capacity developed within the RIC with regard to successfully administering the Guaranteed Payments scheme for the electricity transmission and distribution sectors over the past thirteen (13) years and the fact that regulators in other jurisdictions have successfully instituted similar systems for the water and wastewater sectors, the RIC proposes to advance a Guaranteed Payments scheme comprising of Guaranteed and Overall Standards for the water and wastewater sectors in Trinidad and Tobago.

Standards of Service

2.10. The standards cover a wide range of services and a properly designed standards programme will benefit both consumers and service providers. Standards should reflect current experiences, but they cannot be developed intuitively based on this single factor. The most desirable standard should be one that reflects the state of the development of the country and the utility and serve as an incentive inducement to upgrade the performance of the utility to ensure better service.

2.11. The standards programme should also be flexible. As more experience is gained,

it may be necessary 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.

2.12. For monopoly sectors, regulators have typically developed two sets of standards. Individual standards (generally referred to as Guaranteed Standards) present levels of service within certain quality dimensions, which should be provided to a customer on every occasion. The second set of standards, Overall Standards, set utility wide levels of performance against reference levels considered to be appropriate to the particular quality dimension. A third measure, combining overall performance for several criteria, has recently been introduced in some utilities in which quality can be incorporated as a dimension of output.

2.13. This document considers two sets of standards:

- **Guaranteed Standards** that 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. They generally relate to the relationship between the utility and the individual customer.
- **Overall Standards** that 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 quality of service affecting a group of customers.

2.14. In developing the proposed standards, the RIC has taken into consideration WASA's structure, operation, past history, specialist information recommended to the

Authority by consultants and data on its current service quality performance. Information was also drawn from the United Kingdom Office of Water Services, Ofwat, (Guaranteed Standards - **Appendix 1**) and the Office of Utilities Regulation (OUR) in Jamaica (Guaranteed and Overall Standards - **Appendix 2**).

2.15. One may ask whether WASA can meet the proposed standards. Low revenues, low quality of service and numerous customer queries of all types plague the Water and Sewerage Authority. However, even in the present scenario, standards are needed. No improvement will ever take place if standards are not set, implemented and aggressively monitored. A reasonable approach may be a phased approach to the implementation of the standards giving WASA time to make adjustments.

Issue 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 in the water and wastewater sector.

3. THE GUARANTEED STANDARDS SCHEME

Introduction

3.1. The Guaranteed Standards establish service levels that 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 water sector. These standards will be subject to periodic review by the RIC.

Compensatory Payments

3.2. 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: one, to compensate consumer for poor quality of service and two, to provide efficiency incentives to service providers. While recompense for the customer is important, equally significant purposes of these payments is to encourage the utility towards better performance, to focus its attention on the causes of failure and to improve the overall level of customer service.

Compensation Issues

3.3. Broadly, there are three main issues for consideration:

- The level of compensation;
- Method of payment; and
- Form of payment.

Level of compensation

3.4. What should be an appropriate level of compensation? There are several considerations. The level of compensation is never designed to compensate **fully** the

customer's actual loss. It should be set instead at a level that reasonably reflects the minimum inconvenience suffered, while not being unduly punitive to the service provider. In addition, the payments should bear some relation to the monthly billing of the customer.

3.5. The average monthly billing for 2010 varied from a minimum of \$9 a month for domestic A1 customers to a maximum of \$88,000 a month for industrial B6 users. Given a significant disparity in the rates between classes of customer, consideration should be given to ensuring that the levels of compensation are appropriate for the particular class of customer.

3.6. Consequently, the following is proposed:

- The compensation level should be a percentage of a monthly bill as follows:
 - 15% for domestic customers (Class A);
 - 15% for commercial, cottage and agricultural customers (Classes C, D and E); and
 - 3% for industrial customers (Class B).
- Repeated breach of the standard will incur a percentage compensatory figure of:
 - 5% for domestic customers;
 - 5% for commercial, cottage and agricultural customers; and
 - 1 % for industrial customers,

for every further period the standard is not met up to a maximum of three periods.

3.7. The corresponding levels of compensation in Jamaica are 20% and 3% of the average monthly bill for residential and non-residential customer respectively. In the United Kingdom it is approximately 9% of the average monthly bill of a residential customer.

Method of Payment

3.8. The payments proposed for the guaranteed scheme could be made either automatically by the service provider or claimed by the customer. In the case of the former,

the system is more advantageous to customers as it ensures that they receive payment once the standard is breached. However, this will require the introduction of a sophisticated system for monitoring the standards. With regard to the second option, the customer is required to make a claim in order to receive the payment. It is proposed that initially the customer be required to make a claim to the service provider within a specified period, possibly three (3) months.

Form of payment

3.9. Compensation could be credited to the customer's account or paid by cheque. Payment by cheque may be more burdensome as the service provider has to prepare separate cheques, possibly requiring additional physical and financial resources and placing a strain on the resources of the service provider. The credit payment is simpler, requiring a modification to the billing system to reflect compensation. It is therefore proposed that customer accounts be credited to settle compensation payments except where payment is being made for damages incurred to a customer's property. Such a payment shall be in the form of a cheque. In the case of customers in arrears credited payments shall be used to reduce outstanding amounts.

Force Majeure Conditions

3.10. It is proposed that the Guaranteed Standards Programme be suspended during natural disasters.³ There are other events that also affect the operations of the service provider in a significant way and could qualify for suspension of the standards. These include:

- Exceptional system conditions such as major plant breakdown;
- Major accidental and/or malicious damage to property; and
- In times of war, riots or strikes or other civil commotion.

3.11. However, under the *force majeure* conditions, it will be the responsibility of the service provider to supply proof that a *force majeure* situation exists and it should be justified to the RIC in order for consideration to be given for a suspension of standards. Under *force*

³ Hurricanes, earthquakes, flooding, drought etc.

majeure conditions, the service provider shall inform customers as soon as possible of the suspension of standards and the service provider shall take all necessary steps to restore normal service as quickly as possible.

Issues for Consultation

The RIC invites comments on:

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

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4. PROPOSED SERVICE STANDARDS

Standards for the Water and Wastewater Utility

4.1. For a service provider, the standards for quality regulation are generally selected from the vast range of existing standards but may be categorized as follows:

- Production phase
 - Health and Safety
 - Environmental
- Product/Service Delivery phase
 - Continuity
 - Reliability
 - Flexibility
 - Frequency
- Customer Service phase
 - Billing accuracy
 - Billing timelines
 - Flexibility in payment methods
 - Response to complaints
 - Response to service requests

4.2. The set of standards developed for a service provider should reflect its service record, its existing operations, and existing regulations governing these operations. The standards should not be onerous, thus placing the utility under undue financial burden but seen as a measure devised to encourage the utility towards better performance for its customers.

Scope

4.3. This document proposes guaranteed standards and overall standards for

regulation. A guaranteed standard is one where the customers of the service provider are compensated if the standard is breached. This is provided for under the RIC Act. The overall standards are used to improve the performance of the service provider in several areas but a breach of the standard does not carry a compensatory payment.

Issues for Consultation

The RIC invites views on the categories of performance that should be addressed by quality of service standards and whether other areas should be included.

The RIC welcomes comments on what should constitute guaranteed and overall standards and a rationale as to why they should be guaranteed or overall.

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5. GUARANTEED STANDARDS

General

5.1. The proposed Guaranteed Standards are described in details in the following, and a summary of the proposed requirements is shown in **Table 5.2**.

GWS1 Implementation of Schedules

Rationale

5.2. The nature of the supply regime in Trinidad and Tobago is such, that water is not supplied on a 24-hour basis to all customers. This has resulted in water service schedules being set up by the service provider to serve the public. The indicator of water pressure is therefore not a useful one in areas where service schedules exist. The adherence to water service schedules will therefore be used as one of the main standards. It is expected that this standard will be eliminated over time as the service provider improves its service delivery to a 24-hour supply for all customers.

Requirement

5.3. The service provider shall publish schedules of water service so that the public is advised of the times when water will be supplied to them. The service provider shall provide a minimum water supply of 12 hours for at least 4 days per week. The expected periods of supply are to be provided in the schedules. If the service provider fails to supply an adequate supply of water to the customer during the prescribed schedule period and it is not due to a supply interruption outside of the control of the utility, the customer shall be entitled to compensation for each and every time water is not supplied during the prescribed schedule period. It must be noted that these schedules can be adjusted in the dry season subject to approval by the RIC. This guaranteed standard is not applicable in the event of lack of supply due to service interruption situations.

GWS2 Restoration of Supply after Service Interruption

Rationale

5.4. A supply interruption removes the product from the customer and results in little or no service. It is important that supply be restored in a timely manner so that customers experience no undue hardship. It is a direct measure of the service provider's performance.

Requirement

Planned interruptions

5.5. In the event of a planned interruption to the water supply, the provider shall inform customers via the print and/or electronic media when the supply will be restored and shall keep to that time. The maximum duration of the interruption shall not exceed 48 hours.

Unplanned interruptions

5.6. If there is an unplanned interruption to the supply (due to a burst main, for example), the service provider shall restore the supply within 18 hours, except for a "strategic main", which must be restored within 48 hours, and a "trunk main", which must be restored within 72 hours. A "strategic main" is a major water distribution main or transmission water main (between 6" and 54" in diameter), which supplies a broad area. A "trunk main" is a major transmission water main (between 12" and 54" in diameter).

5.7. In addition to these guaranteed standards, the service provider shall also, as soon as possible, take all reasonable steps to inform customers:

- If an alternative supply will be available;
- Where an alternative supply, such as communal tanks, may be obtained;
- The time it proposes to restore the supply;
- A telephone number where the customer can obtain more information.

GWS3 Provision of Truck borne supply if mains supply is interrupted

Rationale

5.8. In the event that mains supply is interrupted for extended periods (more than 72 hours) for any reason, the service provider should ensure a truck borne supply is provided to the customer. Reasons for lack of supply through mains could include planned or unplanned interruptions or lack of service via the water schedule.

Requirement

5.9. The service provider shall supply a truck borne water supply in the following circumstances:

- For planned interruptions:

A truck-borne supply shall be provided within 24 hours after the notified time for planned interruptions has ended and a pipe-borne supply is not yet available.

- For unplanned interruptions:

A truck-borne supply shall be provided within 24 hours after the start of the disruption and within the next 24 hours if a pipe-borne supply is not yet available.

5.10. A truck borne supply for this standard is estimated to last 2-4 days.

GWS4 Time to Repair to Water Service Connections (WSCs) affecting customers

Rationale

A broken supply pipe results in little or no supply to customers and therefore affects service. The provider should effect a restoration of supply as expeditiously as possible.

Requirement

5.11. The service provider shall repair leaking water pipes and within the times specified below in **Table 5.1**. The time limit is based on the nature and classification of the leak as outlined below.

- Leak resulting in loss of supply to critical institutions (e.g. Schools, Hospitals) or resulting in damage to property - Within 24 hours

- Leak affecting supply to customer - Within 3 days

5.12. Note: A critical institution can be defined as hospitals, nursing homes and housing likely to contain occupants who may not be sufficiently mobile or; police stations, fire stations, vehicle and equipment storage facilities and emergency operations centres that are needed for response activities before, during and after an emergency or; public and private utility facilities that are vital to maintaining or restoring normal service to areas before, during and after an emergency.

Table 5.1 – Leak Type, Classification and Repair Periods

Nature of Leak	Classification	Time Frame	Further Period for Compensation
WSC leaking heavily	Urgent	Within 24 hours	12 hrs
WSC leaking and resulting in damage to property	Urgent	Within 24 hours	12 hrs
Leak affecting supply to customer	Important	Within 72 hours	24 hrs
Light to medium leak flow	Important	Within 7 days	24 hrs

GWS5 Installation of new Water Service Connections (WSC)

Rationale

5.13. A new water service connection means the provision of a supply of water to a prospective customer. This service should be provided as soon as possible after the person makes payment so that the individual is not denied that supply. It is a measure of the service provider’s commitment to the customer.

Connection Procedure

1. Person applies for WSC
2. Person seeks approvals from District Revenue Office and District Medical Office
3. Application is returned to service provider and non-refundable deposit paid
4. Service provider surveys property to ensure water supply possible and type of

connection needed

5. Service provider contacts person to return to make final payment if connection viable
6. Person makes payment
7. Service provider makes connection

Requirement 3/4” WSC (Domestic) and 1”– 4” WSC (single building)

1. The service provider shall survey the prospective customer’s property, determine the feasibility for installation of the WSC and provide results of the survey within 5 working days of receipt of the application for the connection.
2. The service provider shall then provide the WSC to the prospective customer within 7 working days of both the confirmation of feasibility by the service provider and payment for the connection by the customer.
- 3.

All Other WSC

1. The service provider shall survey the prospective customer’s property, determine the Water and Wastewater feasibilities for installation of the WSC and provide Final Approval within 20 working days of receipt of the application for the connection and all required documentation.
2. The service provider shall then provide the WSC to the prospective customer within 7 working days of the issuance of a completion certificate by the service provider.

GWS6 Reconnections of supply after settling outstanding accounts or disconnection due to error

Rationale

5.14. Customers may be disconnected for non-payment of rates. However, this should not be done arbitrarily but after due process by the utility to ensure the customer is

delinquent, duly notified of the same and of impending disconnection. Once the customer updates on his account, the supply should be restored within a reasonable time frame.

Requirement

5.15. Customers who were disconnected for non-payment of bills shall be reconnected by the service provider within 24 hours of receipt of full payment of arrears or the establishment of a payment arrangement.

5.16. Service disconnected in error by the service provider shall also be restored within 24 hours.

GWS7 Response Time to Complaints

Rationale

5.17. The number of customer complaints serves to indicate the satisfaction with the service provided by the service provider. A timely response to complaints is an indication that the customer's needs are being efficiently acknowledged and addressed.

Requirement

5.18. If a customer complains in writing about water or sewerage services, the company shall reply within 5 working days from the date of receipt of the letter.

5.19. The service provider shall complete investigation and communicate the final position to the customer within 30 working days from the date of receipt of a complaint.

GWS8 Response to Poor Water Quality

Rationale

5.20. The usefulness of the water supplied to customers is dependent on the water being of a satisfactory quality. A timely response to these complaints will ensure that customers are not unduly inconvenienced, and will serve to protect against health risks to the public.

Requirement

5.21. If a customer complains in about drinking water quality, the service provider shall conduct a site visit, if necessary, within 1 working day of the date of receipt of the drinking water quality complaint.

5.22. The service provider shall investigate and solve the problem within 3 working days of conducting the site visit.

5.23. In the interim, the service provider is to provide to the customer an alternative for safe drinking water where applicable.

GWS9 Compensatory Payments

Rationale

5.24. The service provider shall meet the requirements of the guaranteed standards scheme. If these requirements are not met, customers are to be adequately compensated within a reasonable time frame so that the scheme works well on their behalf. The onus will be on the service provider to ensure payments are credited to the customer's account within a specified time frame.

Requirement

5.25. The service provider shall credit compensatory payments (that are due for breaches under the guaranteed standards scheme) to customers' accounts within 60 working days of receipt of the claim.

5.26. Compensation for breach of GWS9 will be due if the compensation for the breached standard is not made within the specified period. This will also apply for further periods until payment is made.

Table 5.2 – Summary of Proposed Guaranteed Standards

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
GWS1	Implementation of Schedules	1. Supply of pipe borne water	1. Minimum of 12 hours for at least 4 days per week	15% - Classes A, C, D, E 3% - Class B	Not Applicable (N/A)
GWS2	Restoration of Supply after service interruption	Maximum time to restore supply	<u>Planned Interruptions</u> As per published times but no later than 48 hours after start of interruption <u>Unplanned Interruptions</u> 72 hrs for trunk mains 48 hrs for strategic mains 18 hrs other interruptions	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	12 hours
GWS3	Provision of Truck borne supply if mains supply is interrupted	1. Time to provide customer requested truck borne supply 2. Supply of truck borne water upon customer's request when water schedule is disrupted	<u>Planned Interruptions</u> To be provided within 24 hours after the notified time for interruption has ended if pipe borne supply not yet available <u>Unplanned Interruptions</u> To be provided from 24 hours after the start of the disruption and within the next 24 hours if pipe borne supply not yet available	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	24 hours

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
GWS4	Time to repair to Water Service connections (WSC)	Maximum time to repair WSC	<u>Water Service Connection Repair</u> 1. Within 24 hrs of report by customer – for loss of supply to registered critical institutions (e.g. schools, hospitals) and for leaks resulting in damage to property. 2. Within 3 days – for leaks & loss of supply affecting supply to customer.	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	12 hours 12 hours 24 hours
GWS5	Installation of new Water Service Connections (WSC)	Time to install WSC	<u>¾" WSC (domestic) and 1"– 4" (single building)</u> 1. Determine feasibility and notify customer within 5 working days of application 2. Install WSC within 7 working days of confirmation of feasibility <u>All other WSC</u> 1. Issue Final Approval to customer within 20 working days 2. Install WSC within 7 working days of issuance of completion certificate	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	24 hours

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
GWS6	Reconnection of supply after settling outstanding accounts or disconnection due to error	Maximum time to reconnect supply	Within 24 hours of receipt of full payment or as per agreement with WASA or in determining of error made	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B 3% - Class B	24 hours
GWS7	Response to complaints	<ol style="list-style-type: none"> 1. Time to acknowledge receipt 2. Time to communicate final position 	<ol style="list-style-type: none"> 1. Within 5 working days of receipt of complaint 2. Within 30 working days of receipt of complaint 	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	24 hours
GWS8	Response to Poor Water Quality	Time to respond to poor water quality	<ol style="list-style-type: none"> 1. Service provider to respond, and conduct site visit where necessary, within 1 working day 2. Solve problem within 3 working days of site visit 3. Give an alternative for water supply where applicable 	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	N/A
GWS9	Compensatory payments for guaranteed standards	Maximum time to credit compensatory payment for non-compliance with standards	Within 60 working days of receipt of claim	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	7 days

Issues for Consultation

The RIC invites comments on:

- **The proposed areas of service quality addressed by the guaranteed standards;**
- **The reasonableness of the performance measures of the standards**

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6. OVERALL STANDARDS

General

6.1. The proposed Overall Standards are described in details in the following, and a summary of the proposed requirements is shown in **Table 6.1**.

OWS1 Notification with respect to Planned Supply Interruptions

Rationale

6.2. Due to the inevitability of supply interruptions, customers could be without a water supply at any given instance. It is the responsibility of the service provider however to ensure that customers are informed of planned service interruptions ahead of time so that preparations can be made for absence of service.

Requirement

6.3. If the service provider plans to interrupt the water supply for more than 4 hours, it shall inform the customer via the print and/or electronic media at least 48 hours before it cuts off the supply.

OWS2 Water Pressure

Rationale

6.4. To ensure that customers receive an adequate supply at all times minimum water pressure needs to be sustained by the service provider. In addition, a maximum water pressure is also to be identified so that no damage results to a customer's pipes and fittings. Because of the nature of service supply in Trinidad and Tobago at present, this standard will

only apply to areas that are served with a 24-hour supply.

Requirement

6.5. During scheduled supply periods, the service provider shall supply water in the main adjacent to the customer's property at a pressure that is at least 14m head (20 psi) but not exceeding 70m head (100 psi). This overall standard is to be implemented 12 months after gazetting of this standard.

OWS3 Metering

Rationale

6.6. The service provider is obligated to provide metered customers with properly functioning water meters so that an accurate billing can be made.

Requirement

1. The service provider shall read water meters every 2 months for all categories of customers.
2. The service provider shall issue bills to customers within 10 working days of taking meter readings.
3. The service provider shall repair or replace a faulty water meter within 30 days of being informed by the customer.

OWS4 Drinking Water Quality

Rationale

6.7. The service provider is responsible for ensuring that the water into supply is of the highest quality and fit for consumption by its customers.

Requirement

6.8. The service provider shall collect and analyse water samples. Water shall conform to the requirement of the World Health Organization (WHO) standards and to local drinking water standards.

OWS5 Sewerage Effluent Quality

Rationale

6.9. The service provider is responsible for ensuring that wastewater from sewage treatment plants meets required standards so that effluent discharged does not pollute watercourses.

Requirement

6.10. The service provider shall collect and analyse sewage samples. Wastewater is to conform to the requirement of the local wastewater standards and is applicable to existing WASA wastewater treatment plants.

OWS6 Repair to Sewers

Rationale

6.11. A broken or choked sewer main is a measure of discomfort to the customer and may pose significant health risks. It may also result in significant loss or damage to his property. The service provider is to ensure that such inconvenience, loss or damage is mitigated.

Requirement

6.12. For the sewerage network owned and/or operated by the service provider, broken or choked sewers affecting customers shall be repaired..

6.13. For Minor repairs such routine maintenance and small repairs, e.g. clogged pipes

being unclogged from the surface, the maximum time to perform the repairs will be 48 hrs.

6.14. For major repairs where significant works is required, e.g. excavation works required, the maximum time to perform the repairs will be 96 hrs.

6.15. In instances where sewer leakage causes property flooding and/or damage, the service provider will be responsible for repairing the leak within 6 hrs.

6.16. Where wastewater from a sewer enters a customer's property, customers may be entitled to reimbursement of expenses incurred for cleanup, if this was not undertaken by the service provider.

6.17. Claims shall be made in writing to the service provider within three months of incident.

OWS7 Road Restoration

Rationale

6.18. The service provider is obligated by law to restore the roadway it disturbs to its original condition as soon as possible.

Requirement

6.19. Where leaks have been repaired, the service provider shall restore the roadway within 48 hours for a major repair resulting in greater than 100m of road restoration required, on a temporary basis, and within 7 days on a permanent basis to the condition it was before the repair was done.

6.20. Where leaks have been repaired, the service provider shall restore the roadway within 24 hours for a minor repair resulting in less than 100m of road restoration required, on a temporary basis, and within 7 days on a permanent basis to the condition it was before the

repair was done

OWS8 Claims for damage

Rationale

6.21. Damages results in in unsatisfactory service to customers. The service provider should therefore seek to process and reimburse the customer for losses due to damages caused.

Requirement

6.22. The service provider under this standard shall provide a reply to the customer within 5 working days of receipt of claims made.

6.23. The service provider is to perform a complete investigation within 30 working days of receipt of claim to determine losses occurred by the customer.

6.24. The service provider shall determine the liability and make payments, where applicable to the customer within 60 working days of receipt of claim. Payments are to be made by cheque.

OWS9 Scheduling of appointment

Rationale

6.25. Customers are often unavailable as the service provider does not presently make appointments for services to be carried out at properties. This can cause a loss of productivity for the service provider and severely inconvenience the customer. The service provider is encouraged to set appointments with customers and notify them in advance of appointments being made or the inability to keep an appointment.

Requirement

6.26. Where an appointment is necessary, the service provider under this standard shall schedule appointments with customers and shall arrive at customer's property within 30 minutes of the scheduled appointment.

6.27. The service provider shall provide notice to the customer within 24 hours of their inability to keep an appointment with the customer.

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Table 6.1 – Summary of Proposed Overall Standards

Code	Standard Description	Performance Measure	Required Units
OWS1	Notification with respect to planned supply interruptions	Minimum time to notify affected customers before supply interruption of more than 4 hours duration	48 hours
OWS2	Water Pressure	Minimum and maximum pressures	<u>At point of Water Service Connection (WSC)</u> Minimum 14m head of pressure (20 psi) Maximum 70m head of pressure (100 psi)
OWS3	Metering	<ol style="list-style-type: none"> 1. Time to read meters 2. Time to issue bills 3. Maximum time to repair meters 	<ol style="list-style-type: none"> 1. Read meter every 2 months for all categories of customers 2. Issue bills within 10 working days of meter reading 3. Repair defective water meters within 15 days
OWS4	Drinking water quality	WHO guidelines for drinking water	<ol style="list-style-type: none"> 1. Sampling according to an established schedule 2. 100% compliance with WHO guidelines for bacteriological thresholds (water) 3. 95% compliance with WHO guidelines for physical/chemical parameters (water)
OWS5	Sewage effluent quality	T&T standards for wastewater	<ol style="list-style-type: none"> 1. Compliance with TTBS standards for sewerage effluent (wastewater) as per TTS 417
OWS6	Repair to sewers	Maximum time to repair sewers	<ol style="list-style-type: none"> 1. Minor Repairs - 48 hrs 2. Major Repairs – 96 hrs 3. Leak causing property flooding – 6 hours

Code	Standard Description	Performance Measure	Required Units
OWS7	Road restoration after pipeline works	Maximum time to complete road restoration	<p><u>Major Repair (greater than 100m)</u> 48 hours for temporary road restoration and 7 days for permanent restoration</p> <p><u>Minor Repair (100m or less)</u> 24 hours for temporary road restoration and 7 days for permanent restoration.</p>
OWS8	Claims for damage	Time to process and pay claim	<ol style="list-style-type: none"> 1. Reply within 5 working days of receipt of claim 2. Complete investigation within 30 working days of receipt of claim 3. Determine liability and make payment, where applicable, within 60 working days of receipt of claim
OWS9	Making and Keeping appointments	<ol style="list-style-type: none"> 1. Time to arrive for appointment 2. Time to notify customer of inability to meet appointment 	<ol style="list-style-type: none"> 1. Within 30 mins of scheduled appointment 2. No less than 24 hrs of inability to keep appointment

Issues for Consultation

The RIC invites comments on:

- **The proposed areas of service quality addressed by the overall standards;**
- **The reasonableness of the performance measures of the standards**

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7. SUMMARY OF ISSUES FOR CONSULTATION

Adequacy of Proposed Mechanism

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 in the water and wastewater sector.

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 domestic and non-domestic customers be compensated at different amounts.

The Proposed Service Standards

The RIC invites views on the categories of performance that should be addressed by quality of service standards and whether other areas should be included.

The RIC welcomes comments on what should constitute guaranteed and overall standards and a rationale as to why they should be guaranteed or overall.

The RIC invites comments on:

- The proposed areas of service quality addressed by the guaranteed standards;
- The reasonableness of the performance measures of the standards

The RIC invites comments on:

- **The proposed areas of service quality addressed by the overall standards;**
- **The reasonableness of the performance measures of the standards**

Views on Document

Notwithstanding the request for views on the specific items/issues mentioned above, the RIC welcomes views on the entire document.

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APPENDICES

APPENDIX 1

OFFICE OF WATER SERVICES (OFWAT) - UNITED KINGDOM GUARANTEED STANDARDS

Service Description	Performance Measure	Required Units	Payment
Making and keeping appointments	Must offer to keep at least a morning or afternoon appointment with a customer – 24 hours' notice to be given if rescheduling is necessary	As per scheduled times	£20 – all customers £10 – late payment penalty
Responding to account queries	Maximum time to reply to letter	Reply within 10 working days for bill accuracy Reply within 5 working days for payment method change	£20 – all customers £10 – late payment penalty
Responding to complaints	Maximum time to reply to complaint	Reply within 10 working days from receipt of letter	£20 – all customers £10 – late payment penalty
Interruptions to the water supply • Planned	Minimum notification time to inform customers of interruption	48 hrs	£20 (domestic), £50 (business customers)
	Notification time for restoration of supply	As advertised	£20 (domestic), £10 for further 24 hr period £50 (non-domestic), £24 for further 24 hr period
• Unplanned	Maximum restoration time	12 to 48 hrs	£20 (domestic), £10 for further 24 hr period £50 (non-domestic), £24 for further 24 hr period
Flooding from sewers	Compensation due if flooding occurs	N/A	Up to a maximum of £1000 for internal flooding Up to a maximum of £500 for external flooding
Low pressure	Minimum water pressure to be maintained	Pressure >7m Head	<u>For 2 periods within 28 days pressure <7m head</u> £25 – all customers Claims to be made in writing

Service Description	Performance Measure	Required Units	Payment
Water Restrictions	Compensation due to interruption as a result of emergency restrictions	N/A	£10 (domestic), for each day or part thereof supply is interrupted £50 (business), for each day or part thereof supply is interrupted

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APPENDIX 2

OFFICE OF UTILITIES REGULATION (OUR) – JAMAICA GUARANTEED AND OVERALL STANDARDS

GUARANTEED STANDARDS

FOCUS	DESCRIPTION	PERFORMANCE MEASURE	REQUIRED UNITS
ACCESS	Connection to supply	Minimum time to connect new customer	10 working days
	Issue of first bill	Maximum time to issue a bill after connecting a customer	40 working days
INQUIRIES	Keeping appointments	Must offer to keep at least a morning or afternoon appointment with a customer – Reasonable time for notice must be given if rescheduling is necessary	N/A
	Response to complaints (not bill related)	Time to acknowledge inquiry after receipt	5 working days
		Maximum time to complete investigation and respond from date of receipt on inquiry	30 working days
BILL INQUIRIES	Bill accuracy	Time to acknowledge inquiry after receipt	5 working days
	Final bill	Maximum time to complete investigation and respond from date of receipt on inquiry	45 working days
WATER METERS	Meter installation	Maximum time to install meter after receiving customer's order	30 working days
	Repair or replacement of faulty meters	Maximum time to repair or replace meter after being informed	20 working days
	Changing meters	NWC must provide written details of the date of the change, meter readings on the day and serial number of the new meter	N/A
	Meter reading	Maximum time between issue of bills	3 months
		Maximum number of consecutive estimated bills	2 bills
RECONNECTION	Reconnection after payment of overdue amounts	Maximum time to restore supply after payment is made	24 hours
COMPENSATION PAYMENT	Payment of compensation	Maximum time to make compensation payment when it becomes due	30 days

OVERALL STANDARDS

FOCUS	DESCRIPTION	PERFORMANCE MEASURE
WATER QUALITY	Testing water samples	To ensure that water is within standards as specified by MOH
WATER PRESSURE	Minimum/maximum water pressure	To maintain a pressure ranging from 20 to 60 psi
RELIABILITY OF SUPPLY	To minimize interruptions to supply for planned work	Minimum notification time of 24 hours for extended lock offs (more than 4 hours) and 12 hours for shorter lock offs (not more than 4 hours)

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