

T&TEC'S ANNUAL QUALITY OF SERVICE STANDARDS (QSS) REPORT FOR THE YEAR 2016 SUMMARY

The Regulated Industries Commission (RIC), in its 2016 Annual Quality of Service Standards (QSS) Report for the Trinidad and Tobago Electricity Commission (T&TEC), has analyzed T&TEC's performance in 2016 with respect to the Guaranteed Electricity Standards (GES), the Overall Electricity Standards (OES) and the compensatory payments made for breaches of the GESs.

The Guaranteed Standards set a minimum level of service which must be provided to each individual customer. Under these standards, the utility is required to make compensatory payments to affected customers if it fails to provide the level of service stipulated. The Overall Standards generally cover the reliability of service affecting a group of customers. There is no compensatory payment attached to these.

In 2016, T&TEC's maintained its performance at previous levels as evidenced by the compliance rates. However, restoration time worsened (GES1), as evidenced by a significant increase in the number of breaches. Overall breaches totaled 5,806 of which GES 1 accounted for 5726. Customers are required to submit claims for compensation under GES 1 (compensation is automatic under all of the other standards). T&TEC processed 68 claims for compensatory payments totaling \$5,490. If compensation was automatic under GES 1, compensation would amount to \$348,376.

Report Highlights

Guaranteed Electricity Standards GES

Standard	Compliance Rates (%)	
	2016	2015
GES 1 - Response and Restoration Time after unplanned outages	99.64	99.90
GES 2 - Billing Punctuality for new residential customer	99.80	99.96
- Billing Punctuality for new non-residential customer	98.10	96.90
GES 3 - Reconnection After Payment of Overdue Amounts	99.95	99.96
GES 4 - Making and Keeping Appointments	100.0	100.0
GES 5 - Response to all voltage complaints within 24 hours.	99.97	99.86
- Rectification of all voltage complaints within 15 working days.	98.70	99.50
GES 6 - Responding to Billing and Payment Queries.	100.0	100.0
GES 7 - New Connection of Supply	99.90	99.90
GES 8 - Payments Owed Under Guaranteed Standards	0.00	0.00

Compensatory Payments

Number of claims submitted	Number of claims processed	Total Compensatory Payments Made
113	68	\$5,490

Overall Electricity Standards OES

Standard	Compliance Rate (%)	
	2016	2015
OES 1- Frequency of Reading Industrial Meters	100.0	100.0
- Frequency of Reading Residential and Commercial Meters	100.0	100.0
OES 2 - Billing Punctuality	90.2	100.0
OES 3 - Responding to Meter Problems	99.1	94.7
OES 4 - Prior Notice of Planned Outages	92.1	96.9
OES 6 - Street Lights Maintenance	29.9	40.5
- Highway Lights Maintenance	89.6	88.5
OES 6 - Initial Response to Customer Queries/Requests (written)	96.2	81.7
- Final Position to Customer Queries/Requests (written)	54.1	45.9
OES 7 – Notifying Customer of Receipt of Claim under GES1	100.0	N/A