

## SUMMARY OF T&TEC'S ANNUAL QUALITY OF SERVICE STANDARDS (QSS) REPORT FOR THE YEAR 2017

This is a summary of the 2017 Annual Quality of Service Standards (QSS) Report for the Trinidad and Tobago Electricity Commission (T&TEC), that was published by the Regulated Industries Commission (RIC). The report analyses T&TEC's performance during 2017 with respect to the Guaranteed Electricity Standards (GES) and the Overall Electricity Standards (OES).

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.

Overall, T&TEC's performance was consistent with previous levels. OES 5 (street and highway light maintenance) continues to be an area where much improvement in performance is needed. T&TEC maintained a good compliance rate with GES 1, despite a higher number of breaches due to tropical storm Bret. There were 16,576 breaches occurring under GES 1. Customers filed 17 claims, of which 5 (29%) were paid. For the remaining standards, which all have automatic compensation, T&TEC processed 46 (82%) of the 56 breaches, amounting to compensation of \$3,864. By comparison, in 2016, T&TEC processed 44% of the 80 breaches for automatic payment, totaling \$2,430 in compensation.

### Report Highlights

Guaranteed  
Electricity  
Standards  
GES

Standard	Compliance Rates (%)	
	2017	2016
GES 1 - Response and Restoration Time after unplanned outages	99.08	99.64
GES 2 - Billing Punctuality for new residential customer	99.90	99.80
- Billing Punctuality for new non-residential customer	100.0	98.10
GES 3 - Reconnection After Payment of Overdue Amounts	99.91	99.95
GES 4 - Making and Keeping Appointments	100.0	100.0
GES 5 - Response to all voltage complaints within 24 hours.	99.91	99.97
- Rectification of all voltage complaints within 15 working days.	98.40	98.70
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

Standards	Number of Breaches	Payment Due	Payment Made	Percent paid	
				2017	2016
GES 2 – GES 8 Automatic payment	56	\$4,364	\$3,864	82	44

Overall  
Electricity  
Standards  
OES

Standard	Compliance Rate (%)	
	2017	2016
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	94.4	90.2
OES 3 - Responding to Meter Problems	96.8	99.1
OES 4 - Prior Notice of Planned Outages	90.9	92.1
OES 5 - Street Lights Maintenance	21.3	29.9
- Highway Lights Maintenance	57.0	89.6
OES 6 - Initial Response to Customer Queries/Requests (written)	96.7	96.2
- Final Position to Customer Queries/Requests (written)	65.6	54.1
OES 7 – Notifying Customer of Receipt of Claim under GES1	100.0	100.0