

## SUMMARY OF T&TEC'S ANNUAL QUALITY OF SERVICE STANDARDS (QSS) REPORT FOR THE YEAR 2018

This is a summary of the 2018 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 is an analysis of T&TEC's performance during 2018 under the Quality of Service Standards Scheme for the transmission and distribution of electricity.

Under the Scheme, **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 aspects of service that affect a group of customers. There is no compensatory payment attached to these.

Overall, T&TEC's performance showed improvement over the previous year. OES 5 (street and highway light maintenance) continues to be an area where much improvement in performance is needed. Breaches occurring under GES 1 declined from 16,576 in 2017 to 3,474 in 2018, with the compliance rate showing slight improvement. Customers filed 14 claims, of which 10 (71%) were deemed valid and were paid. For the remaining standards, which all have automatic compensation, T&TEC processed 100% of the 22 breaches, amounting to compensation of \$2,052. By comparison, in 2017, T&TEC processed 82% of the 56 breaches for automatic payment, totaling \$3,864 in compensation.

### Report Highlights

Guaranteed  
Electricity  
Standards  
GES

Guaranteed Standards	Compliance Rates (%)	
	2018	2017
GES 1 - Response and Restoration Time after unplanned outages	99.76 ↑	99.08
GES 2 - Billing Punctuality for new residential customer	99.90	99.90
- Billing Punctuality for new non-residential customer	100.0	100.0
GES 3 - Reconnection After Payment of Overdue Amounts	99.96 ↑	99.91
GES 4 - Making and Keeping Appointments	100.0	100.0
GES 5 - Response to all voltage complaints within 24 hours.	100.0 ↑	99.91
- Rectification of all voltage complaints within 15 working days.	99.80 ↑	98.40
GES 6 - Responding to Billing and Payment Queries.	100.0	100.0
GES 7 - New Connection of Supply	100.0 ↑	99.90
GES 8 - Payments Owed Under Guaranteed Standards	N/A	0.00

Compensatory  
Payments

Standards	Number of Breaches	Payment Due	Payment Made	Percent paid	
				2018	2017
GES 2 – GES 8 Automatic payment	22	\$2,052	\$2,052	100	82

Overall  
Electricity  
Standards  
OES

Overall Standards	Compliance Rate (%)	
	2018	2017
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	97.6 ↑	94.4
OES 3 - Responding to Meter Problems	100.0 ↑	96.8
OES 4 - Prior Notice of Planned Outages	96.2 ↑	90.9
OES 5 - Street Lights Maintenance	49.5 ↑	21.3
- Highway Lights Maintenance	72.4 ↑	57.0
OES 6 - Initial Response to Customer Queries/Requests (written)	85.8 ↓	96.7
- Final Position to Customer Queries/Requests (written)	94.8 ↑	65.6
OES 7 – Notifying Customer of Receipt of Claim under GES1	100.0	100.0