

T&TEC's Annual Performance
Indicator Report
For The Year
2019

January
2021

Summary
Document

This is a summary of the *2019 Annual Performance Indicator Report for the Trinidad and Tobago Electricity Commission (T&TEC)*. The RIC assessed T&TEC’s performance for the period using targets set out in the “*Regulation of Electricity Transmission and Distribution Sector (June 01, 2006 to May 31, 2011) - Final Determination: Rates and Miscellaneous Charges (2006)*”, as well as T&TEC’s historical performance and metrics of electricity utilities in other jurisdictions, where appropriate.

T&TEC showed notable improvement in its performance for some of the indicators. For example, T&TEC’s sales per employee ratio increased by 2.1% to 2,808,950 kWh, while its customers per employee ratio increased by 5.1% to 165. With respect to equipment maintenance, T&TEC had 39,779 pole-mounted transformers in service at the end of 2019, which represented a 0.8% increase from the previous year. The percentage of these transformers inspected/serviced by T&TEC rose to 53.1%, thus exceeding the minimum target of 20% set by the RIC. In addition, T&TEC’s 7-day repair rate for reports of street lighting failures from customers and/or members of the public increased from 19.9% in 2018 to 22.2% in 2019.

While some aspects of T&TEC’s performance improved in 2019, certain operational areas require further attention. For instance, total system losses rose to 9.22% and failed to meet the target of 6.75% set by the RIC. Also, T&TEC received 52,296 customer complaints in 2019, which represented a 6.2% increase from 2018. The resolution rate for such complaints declined to 95.2% in 2019. Reliability on the network deteriorated, with SAIFI¹ increasing to 4.80 interruptions per customer, and SAIDI² increasing to 463 minutes. In addition, the number of transmission trips and interruptions on the network increased to 45, while the restoration rate for these trips declined to 93.3%. The overall impact was a lower level of reliability in the electricity supplied to customers over the period. Lastly, T&TEC’s financial performance worsened, as shown by a weakening in the performance of the debt financing and liquidity indicators, including the gearing ratio (56%) and collection rate (47%), respectively. The indicators for profitability, however, showed some stability over the period.

¹ The System Average Interruption Frequency Index (SAIFI) measures the average number of sustained interruptions per customer.

² The System Average Interruption Duration Index (SAIDI) measures the average outage duration per customer.

Performance Review - Highlights

Operations

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Total number of customers:	493,965	2.2% ↑
Electricity service coverage	99.3%	0%
Total electricity purchased	8,877,813,000 kWh	(3.8%) ↓
Total electricity sales	8,401,569,265 kWh	(0.7%) ↓
Electricity sales per employee	2,808,950 kWh	2.1% ↑
Customers per employee	165	5.1% ↑

System Reliability

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Total system losses	9.22% (target 6.75%)	11.6% ↑
SAIFI	4.80 interruptions per customer	(23.1%) ↑
SAIDI	463 minutes	19.0% ↑
No. transmission trips & interruptions	45	36.4% ↑

Customer Service & Responsiveness

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
No. customer complaints received	52,296	6.2% ↑
No. of written complaints received	224	(10.8%) ↓
Complaints resolution rate	95.2%	(2.4) ↓

Equipment Maintenance

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Annual percentage of pole-mounted distribution transformers inspected/serviced	53.1% (target 20%)	36.9% ↑
No. of reported street lighting failures	24,185	(13.5%) ↓
7-day repair rate for reported streetlight failures	22.2% (target 100%)	11.6% ↑

Finances

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Gearing ratio	20%	(63.3%) ↓
Collection Rate	47%	(24.2%) ↓
Return on the Regulatory Asset Base	(2%) (target ≈ 9%)	0%
Operating Cost per Unit	\$0.38/kWh	0%