



**QUALITY OF SERVICE STANDARDS
ANNUAL PERFORMANCE REPORT
2013**

**ELECTRICITY TRANSMISSION AND
DISTRIBUTION SECTOR**

Classification: Information Document
Distribution: Public/Stakeholders
Publication Date: July 2014

TABLE OF CONTENTS	PAGE
EXECUTIVE SUMMARY	ES1
SECTION 1 INTRODUCTION.....	1
1.1 Purpose of Document.....	1
1.2 Structure of Document	1
SECTION 2 PERFORMANCE REVIEW: GUARANTEED STANDARDS FOR 2013.....	2
2.1 Guaranteed Standards.....	2
GES 1: Response and Restoration Times of Supply.....	2
GES 2: Billing Punctuality (New customers).....	6
GES 3: Reconnection after payment of overdue amounts or agreement.....	7
GES 4: Making and Keeping Appointments.....	8
GES 5: Investigation of Voltage Complaints.....	9
GES 6: Responding to Billing and Payment Queries	10
GES 7: New Connection to Supply	11
GES 8: Payments owed under Guaranteed Standards	12
SECTION 3 COMPENSATORY PAYMENTS.....	13
SECTION 4 PERFORMANCE REVIEW: OVERALL STANDARDS FOR 2013	17
4.1 Overall Standards	17
OES 1: Frequency of Meter Reading.....	17
OES 2: Billing Punctuality.....	18
OES 3: Responding to Meter Problems	19
OES 4: Prior Notice of Planned Outages.....	20
OES 5: Street Lights Maintenance.....	21
OES 6: Response to Customer’s written Complaints/Requests.....	22
OES 7: Notifying customer of receipt of claim under Guaranteed Standard GES1	23
SECTION 5 SUMMARY AND CONCLUSION	25
5.1 Summary of Performance - Guaranteed Standards.....	25
5.2 Summary of Performance - Overall Standards	27
5.3 Conclusion	28
APPENDIX 1.....	30

LIST OF TABLES**PAGE**

Table ES1 - Compliance under Guaranteed Standards, 2013	ES2
Table ES2 - Breaches and Payments Due under the Guaranteed Standards, 2013	ES3
Table ES3 - Compliance under Overall Standards, 2013	ES4
Table 1 - No. of Unplanned Outages, 2013	3
Table 2 - No. of Unplanned Outages exceeding 10 hours, 2013	4
Table 3 - Customer Outage Incidents exceeding 10 hours, 2013	5
Table 4 - Response and Restoration Times of Supply, 2013	6
Table 5 - Billing Punctuality for Residential Customers, 2013	7
Table 6 - Billing Punctuality for Non-Residential Customers, 2013	7
Table 7 - Reconnection after Payment of Overdue Amounts or Agreement, 2013	8
Table 8 - Making and Keeping Appointments, 2013	9
Table 9 - Correction of Low/High Voltage, 2013	10
Table 10 - Responding to Billing and Payment Queries, 2013	11
Table 11 - Connection to Supply, 2013	11
Table 12 - Payments owed under Guaranteed Standards, 2013	12
Table 13 - Breaches, Claims and Payments under the Guaranteed Standards, 2013	14
Table 14 - Breaches and Payments Due under the Guaranteed Standards, 2013	16
Table 15 - Frequency of Meter Reading, Residential and Commercial, 2013	17
Table 16 - Frequency of Meter Reading, Industrial, 2013	18
Table 17 - Billing Punctuality, 2013	19
Table 18 - Response to Meter Problems, 2013	20
Table 19 - Notice of Planned Outages, 2013	21
Table 20 - Street Lights Maintenance, 2013	22
Table 21 - Response to Customer's written Complaints/Requests, 2013	23
Table 22 - Customer Claim Notification, 2013	24
Table 23 - Number of Breaches under the Guaranteed Standards by Quarter, 2013	25
Table 24 - Summary of Compliance – Guaranteed Standards, 2013	26
Table 25 - Summary of Compliance – Overall Standards, 2013	27
Table A1 - Guaranteed Standards	30
Table A2 - Overall Standards	31

EXECUTIVE SUMMARY

The Regulated Industries Commission (RIC) is a statutory body established under the Regulated Industries Commission Act No. 26 of 1998. Section 6 of the Act mandates the RIC to prescribe standards of service, monitor and ensure compliance, and impose sanctions for non-compliance. In order to fulfil its mandate, the RIC implemented the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector.

This is the Tenth Annual Performance Report on the QSS and it presents an analysis of the performance of the Trinidad and Tobago Electricity Commission (T&TEC) with respect to the Standards for 2013. The report examines the performance of T&TEC in each of the Guaranteed and Overall Standards, presents explanations for poor performance and compares the performance for 2013 with that of the previous year where applicable. The information utilized in this report has been supplied by T&TEC.

Summary of Performance: Guaranteed Standards

Guaranteed Standards are those that set service levels which must be met in each individual case by the service provider. These standards also carry compensatory payments to the affected customers if the utility fails to provide the level of service stipulated. They generally relate to the relationship between the utility and the individual customer. There are eight guaranteed standards for T&TEC, and all but the first Guaranteed Standard (GES 1) carry automatic compensatory payments for breaches.

In 2013, T&TEC recorded 2,555 breaches¹, a 58% reduction of the 6,083 breaches recorded in 2012. Guaranteed Standard, GES 1, (Response and Restoration Time) accounted for the highest number of breaches (2,445) in 2013, also a 58% decrease from the 2012 figure. The next highest number of breaches (50) occurred under GES 2 (Billing Punctuality), followed by GES 7 (New Connection Of Supply) with 26 breaches, GES 3 (Reconnection) with 20 breaches, GES 8 (Payments Owed Under Guaranteed Standards) with 13 breaches and GES 5 (Investigation of Voltage Complaints) with 1 breach. GES 4 (Making and Keeping Appointments) and GES 6

¹A breach has occurred when the service provider has not achieved the stipulated level of performance for a standard.

(Responding to Billing and Payment Queries) were the only two standards for which no breaches were recorded in 2013. T&TEC's performance under the guaranteed standards for 2013 is presented in table ES1.

Table ES1 - Compliance under Guaranteed Standards, 2013

Code	Service Description	Performance Measure	2013 Compliance Rates (%)	2012 Compliance Rates (%)
GES1	Response and Restoration Time after unplanned (forced) outages on the distribution system.	Time for restoration of supply to affected customers - within 10 hours	99.9	99.8
GES2	Billing Punctuality (new customers)	Time for first bill to be mailed after service connection: (a) Residential – within 60 days (b) Non-Residential –within 30 days	99.4 92.5	98.9 93.2
GES3	Reconnection After Payment Of Overdue Amounts Or Agreement On Payment Schedule	Time to restore supply after payment is made - within 24 hours	99.9	99.9
GES4	Making and Keeping Appointments	Where required, appointments will be made on a morning or afternoon basis	100.0	100.0
GES5	Investigation of Voltage Complaints	(i) Response - All voltage complaints to be responded to within 24 hours. (ii) Rectification- All voltage complaints to be rectified within 15 working days.	99.9 100.0	99.9 100.0
GES6	Responding to Billing and Payment Queries.	Substantive reply within 15 working days.	100.0	99.9
GES 7	New Connection of Supply	Service drop and meter to be installed within 3 working days.	99.8	99.2
GES 8	Payments Owed Under Guaranteed Standards	Time to credit compensatory payment: (i) Residential – within 30 working days (ii) Non-Residential – within 60 working days	0.0 0.0	0.0 N/A

N/A – Not Applicable

Generally, performance under the guaranteed standards was maintained at its previous levels. GES 1(Response and Restoration Time) has always recorded a high compliance rate and this situation has persisted. Additionally, even though the number of breaches is usually large when

compared with the number of breaches occurring under the other standards, over the last few years there has been evidence of a declining trend. Performance under GES 2 (Billing Punctuality) continued to show slight improvement, in respect of residential and non-residential customers, when compared with figures from 2012. Performance under all other standards showed little change.

Due to limited functionality of the outage management module of the Advanced Metering Infrastructure (AMI), T&TEC is not yet able to identify the individual customers that are affected by breaches of GES 1. Hence customers must still make claims for breaches under this standard. There is automatic compensatory payment for breaches under all the other standards. If all claims were made for all breaches that occurred during 2013 and all compensatory payments applied, the RIC estimates that, at minimum, compensatory payments of \$153,570 would have been due to customers. This is reproduced in table ES2 in more detail.

Table ES2 - Breaches and Payments Due under the Guaranteed Standards, 2013

Standard	Total Number	Number of Breaches	Minimum Payment Due (\$)
GES 1	1,768,902(outage incidents)	2,445	146,700
GES 2	7,868(requests)	50	2,500
GES 3	24,336(arrangements/payments)	20	2,360
GES 4	4,932(appointments)	0	0
GES 5	4,159 (voltage complaints)	1	60
GES 6	17,247(queries)	0	0
GES 7	11,668(requests)	26	1,300
GES 8	82 (payments owed)	13	650
TOTAL		2,555	153,570

Summary of Performance: Overall Standards

The seven Overall Standards cover areas of service where it is not appropriate or feasible to give individual guarantees, but where the expectation of the stakeholders is that the utility will provide pre-determined minimum levels of service. These standards generally relate to the

reliability of service affecting a group of customers. Compliance rates for T&TEC's performance under the overall standards in 2013 are presented in table ES3.

Table ES3 - Compliance under Overall Standards, 2013

Code	Description	Required Performance Units	2013 Compliance Rate (%)	2012 Compliance Rate (%)
OES1	Frequency of Meter Reading	(a) 90% of industrial meters should be read every month	100.0	100.0
		(b) 90% of residential and commercial meters read according to schedule	100.0	100.0
OES2	Billing Punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation	100.0	100.0
OES3	Responding to Meter Problems	Visit or substantive reply within 10 working days 95% of the time.	85.5	72.6
OES4	Prior Notice of Planned Outages	3 days advance notice of planned outages 100% of the time	97.2	97.4
OES5	Street Lights Maintenance	Street Lights- within 7 working days	70.2	69.8
		Highway Lights – within 14 working days	90.7	95.4
OES6	Response to Customer Queries/Requests (written)	Time to respond after receipt of queries. Initial Response – within 10 working days	89.6	87.0
		Final Position – within 30 working days	76.5	83.9
OES7	Notifying Customers of Receipt of Claim Under Guaranteed Standard GES 1	100% of customers to be notified of receipt of claim within 10 working days.	100.0	94.1

Generally there was not meaningful change in performance under the overall standards. In the case of OES 1 (Frequency of Meter Reading) and OES2 (Billing Punctuality) full compliance

was maintained. Performance under OES 3 (Responding to meter problems) and OES 7 (Notifying customers of receipt of claim under Guaranteed Standard GES 1) continued to improve. The compliance rate for performance under OES 4 (Prior Notice of Unplanned Outages) was maintained at the previous level. Performance under OES 5 (Street Lights Maintenance) and OES 6 (Response to Customer Queries/Requests) improved in some areas and worsened in others.

The quality of information received in 2013 evidenced significant improvement in accuracy, with the RIC having fewer validation requests. The formation of a department dedicated to regulatory affairs appears to have a positive effect on the submissions from T&TEC. An area where further improvement is required is the timeliness of submission of information. The RIC and T&TEC must continue the data mapping and improvement exercises, until all definitions and processes are clearly and concisely identified.

SECTION 1 INTRODUCTION

The RIC is responsible for regulating prices, setting service standards and monitoring performance of service providers in the electricity, and water and wastewater sectors. Monitoring the quality of service is an important element in the regulatory framework, since it serves to protect the interests of customers in key service areas. The RIC is empowered under Section 6 of its Act to prescribe standards of service for the service providers under its purview, and to impose sanctions for non-compliance. As such, the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector were implemented on April 7th, 2004. These standards were subsequently revised and the new standards were implemented from April 2010. This is the Tenth Annual Performance Report on the QSS for the Electricity Transmission and Distribution Sector. The information utilized in this report has been supplied by T&TEC.

1.1 Purpose of Document

The purpose of this report is to present an analysis of the performance of T&TEC with respect to the QSS over the four quarters of 2013. It is also intended to inform the public and stakeholders on the performance of T&TEC.

1.2 Structure of Document

The remainder of this document is structured as follows:

- In Section 2, the performance of T&TEC under each of the eight guaranteed standards is presented;
- Section 3 deals with the performance of T&TEC under each of the seven overall standards;
- Section 4 deals with the issue of compensatory payments;
- The summary and conclusion are presented in Section 5; and
- In Appendix 1, tables of the guaranteed and overall standards and the compensatory payment levels for the guaranteed standards are presented.

SECTION 2 PERFORMANCE REVIEW: GUARANTEED STANDARDS FOR 2013

2.1 Guaranteed Standards

Guaranteed standards set service levels that must be met in each individual case by the service provider. These standards also carry compensatory payments to the affected customers if the utility fails to meet the level of service stipulated, and they generally relate to the relationship between the utility and the individual customer.

The performance of the service provider in each of these eight guaranteed standards for 2013 is reviewed below.

GES 1: Response and Restoration Times of Supply.

This standard was designed to measure T&TEC's efficiency in responding to 'trouble calls' and its ability to restore supply quickly. It seeks to ensure that T&TEC responds promptly to any unplanned outage and restores supply in the shortest time possible. Accordingly, this standard requires that supply be restored to affected customers within 10 hours after an unplanned outage on the distribution system.

In analysing performance under GES 1, the RIC examined the number of unplanned outages that occurred on T&TEC's system, to quantify the number of times a response was required from the service provider.

There were 9,879 unplanned outages recorded in 2013. This was a 19% decrease from the 12,248 recorded in 2012. This is an average of 27 unplanned outages per day across T&TEC's network. The average number of unplanned outages per day has continued to decrease, falling from 39 in 2010 to 27 in 2013. While there is still room for improvement, this is an indication that T&TEC has been reducing the outage levels.

Table 1 - No. of Unplanned Outages, 2013

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2013)	TOTAL (2012)
North	188	143	232	169	234	204	212	210	288	335	230	196	2,641	2,693
South	113	73	139	224	188	159	155	207	262	228	204	225	2,177	2,100
Tobago	161	119	85	129	171	152	188	182	186	137	165	191	1,866	1,433
East	403	307	250	298	347	356	96	77	97	117	150	97	2,595	4,673
Central	35	37	58	52	52	57	69	78	61	43	33	25	600	1,349
TOTAL (2013)	900	679	764	872	992	928	720	754	894	860	782	734	9,879	
TOTAL (2012)	921	856	959	923	1113	1074	971	1205	1013	1064	1156	993		12,248

Unplanned outages occur for various reasons and for different durations. In keeping with the performance requirements of this standard, which state that supply should be restored within 10 hours, T&TEC reports on the outages that exceeded the 10 hours restoration requirement. Of the 9,879 unplanned outages that occurred in 2013, there were 82 in this category. Listed below are the reasons provided by T&TEC for the causes of those outages and the distribution of the same is shown in table 2.

- Blown transformer fuses and blown HT fuses (23),
- Reason unknown or not given (25),
- Burst HT, LV and neutral conductors/wires (13),
- Fallen trees and tree contact (5),
- Leaning or broken poles (5),
- Defective transformers (3),
- Abnormal wear and corroded equipment (3),
- Sparking wires, burnt tap and burst service mains (3), and
- Vehicular accidents (2).

Table 2 - No. of Unplanned Outages exceeding 10 hours, 2013

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2013)	TOTAL (2012)
North	0	0	1	0	4	0	0	0	0	1	2	0	8	34
South	0	0	0	0	1	0	0	0	0	10	1	1	13	3
Tobago	2	1	1	2	8	4	2	2	7	2	6	1	38	22
East	0	0	0	4	1	0	0	1	3	0	7	6	22	46
Central	0	0	0	1	0	0	0	0	0	0	0	0	1	3
TOTAL (2013)	2	1	2	7	14	4	2	3	10	13	16	8	82	108

Vegetation management, which includes tree contact and fallen trees, is usually the most common cause of unplanned outages. However, only five were recorded in 2013. This year the main reason for unplanned outages was blown fuses. It should be noted that burst lines and blown fuses often occur because of tree contact and fallen trees. T&TEC needs to standardise the way this information is being captured by all areas to ensure that reporting is consistent.

It should be noted that for the 82 outages that exceeded 10 hours, there were times when the delay was caused by a combination of events and other times when it is difficult to clearly ascertain the reason for the delayed restoration. T&TEC supplied the following reasons for the lengthy restoration times.

- Further service crews required. e.g. Daylight crew, line clearing and tree trimming required (38),
- Inclement weather (25),
- Awaiting appropriate equipment to conduct repairs (9),
- Poor access to site and poor terrain (9),
- High number of trouble reports (9),
- Time of the day that the report was received and inadequate lighting (5),
- Bee infestation (3),
- Fire Services assistance required (2),
- No access to compound or customer unavailable (2),
- Complexity of the job (1),
- Industrial action (1), and

- High risk areas (1).

An unplanned outage experienced by an individual customer is referred to as an outage incident. An outage incident in which the electricity supply to an individual customer is not restored within 10 hours of the report being received by the utility is a breach of GES 1. Additionally, a second and third breach is registered when the supply is not restored within 22 hours and 34 hours respectively.

Table 3 shows the estimated number of customer outage incidents and the estimated number of customers not reconnected within the specified time frames of 10 hours, 22 hours and 34 hours, i.e. breaches of GES 1.

Table 3 - Customer Outage Incidents exceeding 10 hours, 2013

Item	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL (2013)
No. of customer outage incidents	177,703	137,668	126,268	219,674	153,486	170,878	130,587	101,261	147,358	156,976	108,049	138,994	1,768,902
No. of customers not reconnected within 10 hours	15	1	11	164	107	253	26	18	985	153	220	364	2,319
No. of customers not reconnected within 22 hours	15	0	0	0	20	1	26	0	1	53	3	2	121
No. of customers not reconnected within 34 hours	0	0	0	0	0	0	1	0	0	1	1	2	5
Total No. of Breaches	30	1	11	164	127	254	53	18	986	207	224	368	2,445
Percentage breach (%)	0.02	0.00	0.01	0.07	0.08	0.15	0.04	0.02	0.67	0.13	0.21	0.26	0.14
Compliance Rate (%)	99.88	100.00	99.99	99.93	99.92	99.85	99.96	99.98	99.33	99.87	99.79	98.74	99.86

The 19% decrease in the number of unplanned outages from 2012 to 2013 resulted in fewer customers being affected. The total number of customer outage incidents decreased by 25% from 2,360,853 in 2012 to 1,768,902 in 2013, resulting in a 58% decrease in the number of breaches from 5,806 in 2012 to 2,445 in 2013 as can be seen in table 4.

Table 4 - Response and Restoration Times of Supply, 2013

Item	2013	2012
Total no. of customer outage incidents>10 hours (Breaches)	2,445	5,806
No. of customer outage incidents	1,768,902	2,360,853
Percentage breach (%)	0.1	0.2
Compliance Rate (%)	99.9	99.8

From inception, GES 1 has been the standard with the highest number of breaches. However, it is the only standard for which a customer must submit a claim for compensation and the claims have not patterned the number of breaches. Of the 2,445 customers affected by breaches during 2013, only 3 customers filed claims. This low number of claims being made undermines the effectiveness of this standard. The RIC has continued to hold discussions with T&TEC with respect to the implementation of the Outage Management System (OMS) module of the Advanced Metering Infrastructure (AMI). Implementation of OMS would facilitate the identification of all breaches occurring under GES 1 by a computerized system, which will then allow for the start of automatic compensation of affected customers. T&TEC has indicated that the OMS module should be implemented in 2014.

GES 2: Billing Punctuality (New customers).

This standard seeks to ensure a prompt and efficient billing process and as such requires that the first bill be mailed to residential customers within 60 days, and to non-residential customers within 30 days, after a new service connection.

As may be seen in table 5, there were fewer residential customers requesting supply when compared to 2012. Of the 7,801 new residential customers requesting supply, bills were not mailed to 45 or 0.6% of them within the stipulated period. This was an improvement in T&TEC's performance, with the average compliance rate moving from 98.9% in 2012 to 99.4% in 2013. Full compliance was achieved only in the fourth quarter.

Table 5 - Billing Punctuality for Residential Customers, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
No. of new Residential customers requesting supply	2,194	1,936	1,889	1,782	7,801	9,382
No. of bills not mailed within 60 days (breach)	43	1	1	0	45	99
Percentage breach (%)	2.0	0.1	0.1	0.0	0.6	1.1
Compliance Rate (%)	98.0	99.9	99.9	100.0	99.4	98.9

During 2013, performance fluctuated under GES 2 for the non-residential customers, with the worst performance being in the third quarter with a compliance rate of 73.3%. Full compliance was achieved in the first and fourth quarters. The compliance rate in the second quarter was 83.3%, bringing the average compliance rate for the billing punctuality of the non-residential customers to 92.5% in 2013 (See table 6).

Table 6 - Billing Punctuality for Non-Residential Customers, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of new Non-Residential customers requesting supply	19	15	15	18	67	88
No. of bills not mailed within 30 days (breach)	0	1	4	0	5	6
Percentage breach (%)	0.0	6.7	26.7	0.0	7.5	6.8
Compliance Rate (%)	100.0	83.3	73.3	100.0	92.5	93.2

GES 3: Reconnection after payment of overdue amounts or agreement.

T&TEC disconnects customers for the non-payment of arrears. Once these have been settled or some agreement has been reached on a payment schedule, T&TEC is required to be efficient in its response to restore the service. This standard requires that reconnection of supply after payment of overdue amounts or an agreement is made, be completed within 24 hours.

There was a 38% increase in the number of customers that were disconnected for non-payment of arrears in 2013. Eighty-six percent of them made payments or arrangements. As shown in table 7, the majority of them were reconnected within 24 hours and the compliance rate remained relatively high for this standard.

Table 7 - Reconnection after Payment of Overdue Amounts or Agreement, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Total Disconnections	6,062	7,587	7,137	7,473	28,259	20,404
Customers making payments/arrangements	4,778	6,883	6,211	6,464	24,336	17,224
Number not reconnected within 24 hours (Breach)	5	5	6	4	20	10
Percentage breach (%)	0.1	0.1	0.1	0.1	0.1	0.1
Compliance Rate (%)	99.9	99.9	99.9	99.9	99.9	99.9

GES 4: Making and Keeping Appointments.

It is sometimes necessary for T&TEC to make appointments to visit customers' premises. In the event that the appointment made by T&TEC is not kept, it is the customer who experiences greater inconvenience. The standard requires that 24 hours notice of inability to keep appointments be given to customers. A breach has occurred if an appointment is not kept within 1 hour of the specified time.

There were 4,932 appointments made in 2013, 22% less than the number of appointments made in 2012. Fourteen appointments were cancelled with 24 hours notice being given, and all of the remainder were kept within 1 hour of the appointed time. Full compliance with this standard was achieved for all the quarters of 2013. (See table 8).

Table 8 - Making and Keeping Appointments, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of appointments arranged with customers	1,347	1,257	1,268	1,060	4,932	6,343
Number of appointments not kept within 1 hour of appointed time	0	0	0	0	0	0
Number of appointments cancelled or postponed with 24 hours notice	3	7	0	4	14	21
Percentage breach (%)	0.0	0.0	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0	100.0	100.0

GES 5: Investigation of Voltage Complaints

T&TEC is governed by the Electricity Supply Rules made under Section 15 of the Electricity (Inspection) Act Chapter 54.72 to supply its customers at specified voltage levels, where variations of the nominal supply voltage level shall not exceed above or below six percent ($\pm 6\%$). Where a customer has reported that his supply is outside the permitted voltage range, T&TEC must visit within 24 hours, where a visit is deemed necessary, and rectify the problem within 15 working days. A breach occurs if the service provider fails to visit or correct the problem within the respective time periods specified.

There were 4,159 voltage complaints received in 2013, 13% more than the complaints received in 2012. T&TEC determined that 3,662 of these complaints required a visit and responded to all except 1 within 24 hours. Under this standard, T&TEC is required to identify which complaints were legitimate voltage complaints after the visit. Of the 3,662 visits made, T&TEC reported that 959 or 26% of the complaints were in fact legitimate, and these were rectified within 15 working days. Thus, the overall compliance rate for rectification in 2013 was 100%. The performance is summarized in table 9. While T&TEC has reported good response and

rectification rates, the RIC remains concerned that the data submitted does not support the information received by the RIC’s customer service department. In 2013, the RIC received 26 high/low voltage complaints from customers who were not satisfied with the response they received from T&TEC. The RIC is conducting further investigations with T&TEC to determine why only one failure or breach is captured in this report for GES 5.

Table 9 - Correction of Low/High Voltage, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of voltage complaints received	756	1141	1133	1129	4,159	3,671
Number of complaints where visit was necessary	574	1021	1029	1038	3,662	3,060
Number of complaints not responded to within 24 hours (breach)	1	0	0	0	1	2
Percentage breach	0.3	0.0	0.0	0.0	0.0	0.1
Compliance rate	99.7	100.0	100.0	100.0	100.0	99.9
Number of legitimate voltage complaints	131	308	248	272	959	566
Number of complaints not rectified within 15 working days (breach)	0	0	0	0	0	0
Percentage breach	0.0	0.0	0.0	0.0	0.0	0.0
Compliance rate	100.0	100.0	100.0	100.0	100.0	100.0

GES 6: Responding to Billing and Payment Queries

This standard states that T&TEC must respond to a customer’s billing and payment queries within 15 working days with a substantive response. Failure to do so is considered a breach of the standard and the customer is entitled to a compensatory payment of \$50.

The number of billing and payment queries received decreased by 13% in 2013. There was full compliance in all four quarters of 2013, as seen in table 10.

Table 10 - Responding to Billing and Payment Queries, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of billing and payment queries	4,218	3,619	4,622	4,788	17,247	19,749
Number not responded to within 15 working days	0	0	0	0	0	10
Percentage Breach (%)	0.0	0.0	0.0	0.0	0.0	0.1
Compliance Rate (%)	100.0	100.0	100.0	100.0	100.0	99.9

GES 7: New Connection to Supply

This standard seeks to focus on the delays in completing the new connections after all necessary paperwork has been completed. It states that T&TEC must complete a new connection to supply within 3 working days after submission of all payments and documentation or by a mutually agreed upon date.

There was no significant change in the number of requests for new connections to supply during 2013. Of the 11,668 requests for new connections received for 2013, twenty-six were not made within the specified time. The annual compliance rate for the year was 99.8% (See table 11).

Table 11 - Connection to Supply, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of connection requests	2,636	2,948	3,126	2,978	11,668	11,995
Number of connections not made within 3 working days or by the specified date	0	2	19	5	26	93
Percentage Breach (%)	0.0	0.1	0.6	0.2	0.2	0.8
Compliance Rate (%)	100.0	99.9	99.4	99.8	99.8	99.2

GES 8: Payments owed under Guaranteed Standards

The Guaranteed Standards Scheme, as described in this section, not only sets prescribed levels of service, but also sets penalties for failure to meet these levels. This standard limits the time to credit compensatory payment to the customer's account to 30 working days for non-residential customers and 60 days for residential customers, after the claim has been accepted by T&TEC. The standard requires T&TEC to pay a further \$50 to any customer whose account is not credited within the specified timeframe.

In respect of GES 1 customers must make a claim for a breach and apply for the compensatory payment. For the standards, GES 2 to GES 7, T&TEC should be aware of breaches that have occurred, and is required to automatically process and credit payments to customers' accounts. The information submitted by T&TEC is presented in table 12.

Table 12 - Payments owed under Guaranteed Standards, 2013

Item	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2013	TOTAL 2012
Number of Residential claims	48	1	20	0	69	227
Number of Residential claims not paid within 60 working days	0	0	11	0	11	57
Number of Residential claims further compensated for late or non-payment	0	0	0	0	0	0
Percentage Breach (%)	N/A	N/A	100.0	N/A	100.0	100.0
Compliance Rate (%)	N/A	N/A	0.0	N/A	0.0	0.0
Number of Non-Residential claims	0	9	4	0	13	6
Number of Non-Residential claims not paid within 30 working days	0	2	0	0	2	0
Number of Non-Residential claims further compensated for late or non-payment	0	0	0	0	0	0
Percentage Breach (%)	N/A	100.0	N/A	N/A	100.0	N/A
Compliance Rate (%)	N/A	0.0	N/A	N/A	0.0	N/A

N/A – Not Applicable

Out of a total of 69 claims from residential customers, eleven were not paid within the specified time frame, making them eligible for compensation under GES 8. None of these were compensated, resulting in a compliance rate of 0.0%.

There were also thirteen claims for breaches from non-residential customers and two of these were not paid within 30 working days. Neither of these two claims was paid under GES 8, once again resulting in a compliance rate of 0.0%.

Even with the reduced number of claims in 2013, T&TEC continues to have difficulty making the automatic compensatory payments within the specified time frames. The RIC continues to work with T&TEC to identify the challenges and formulate solutions to rectify the situation.

SECTION 3 COMPENSATORY PAYMENTS

The QSS for the Electricity Transmission and Distribution Sector is a guaranteed standards scheme which has a penalty factor, when the specified standards are not met. The level of compensatory payment should reflect the degree of inconvenience typically experienced by consumers, without being unduly punitive to T&TEC. The payment is automatic for all guaranteed standards except one standard, GES 1, for which customers are still required to submit a claim, as T&TEC's computerized systems cannot identify individual customers affected by breaches of this standard.

In assessing the effectiveness of the guaranteed standards scheme, the number of breaches must be determined, as well as the number of claims and payments made for these breaches. This information for GES 1 to GES 8 is presented in table13.

Table 13 - Breaches, Claims and Payments under the Guaranteed Standards, 2013

Standard	Total Number of Breaches	Total Number of Claims Submitted*/Processed	Total Payments made (\$)
GES 1*	2,445	3*/2	120
GES 2:Res	(45)	(45)	(2250)
GES 2: Non-Res	(5)	(5)	(250)
GES 2 –Total	50	50	2,500
GES 3	20	19	2,242
GES 4	0	0	0
GES 5	1	0	0
GES 6	0	0	0
GES 7	26	0	0
GES 8	13	0	0
Totals	2,555	71	4,862

*Claims under GES 1 must be submitted by customer before they can be processed, while claims under GES2 –GES 8 are generated automatically.

A summary of the breaches and compensation is presented below.

GES 1 - There were 2,445 breaches. Three customers made claims, and two were paid.

GES 2 – There were 50 breaches of this standard, 45 to Residential customers and 5 to Non-Residential customers. The compensatory payment to both classes of customers is \$50 and T&TEC made payments for all 50 breaches to the value of \$2,500.

GES 3 – There were 20 breaches, but only 19 customers were paid at the stipulated amount which is the refund of the reconnection fee of \$118.

GES 5–There was one breach of this standard and the customer was not paid.

GES 7 - There were 26 breaches under this standard and once again T&TEC did not make any compensatory payments to the affected customers.

GES 8 –There were 13 breaches due for further compensation under GES 8, but no payments were made.

There were no breaches and therefore no compensatory payments were due under GES 4 and GES 6.

There were 2,555 breaches occurring across standards GES 1 to GES 8 that were eligible for compensatory payment. T&TEC has reported that only 71 payments were made, to a value totalling \$4,862. On the basis of automatic compensatory payments alone, T&TEC paid \$4,742 (69%) of the \$6,870 due, which was an improvement on the 40% rate of automatic compensation made in 2012. While there has been improvement, this low compensatory payment rate continues to be of concern to the RIC because T&TEC still has not made significant headway in their improvement efforts. T&TEC has assured the RIC that all customers are eventually compensated.

In the absence of differentiation between customer types, especially when the penalty payments for breaches under the respective standards are different, the total amount of compensatory payment that should be paid is calculated assuming the lower figures. Hence, based on the number of breaches, the minimum payment made should have been \$153,570. The information is presented in table 14.

Table 14 - Breaches and Payments Due under the Guaranteed Standards, 2013

Standard	Number of Breaches	Penalty Payment (\$)	Minimum Payment Due (\$)
GES 1	2,445	60	146,700
GES 2	50	50	2,500
GES 3	20	118	2,360
GES 5	1	60	60
GES 7	26	50	1,300
GES 8	13	50	650
TOTAL	2,555		153,570

Although T&TEC's compensation rate with respect to the automatic payments has improved slightly, if all customers had made claims under GES1, T&TEC would have had to pay an estimated minimum amount of \$153,570. Instead, T&TEC remitted \$4,862 in compensatory payments to customers, 3% of the estimated amount.

As previously noted in the discussion of GES 1, another year has passed and T&TEC still has not implemented the OMS module of the AMI, which would allow for the start of automatic compensation of affected customers. However, T&TEC had indicated in June 2014 that work on the Geographic Information System (GIS), a fundamental component of the OMS, has advanced to the stage where it is functional and approximately seventy percent (70%) of T&TEC's network has been mapped. It is expected that the OMS will become fully functional by the end of 2014. The QSS are currently being reviewed with plans to implement revised QSS in 2015. If at that time, T&TEC still cannot compensate the affected customers automatically for breaches of GES 1, the RIC will examine the imposition of a penalty system that would allow for the estimated amount of compensation owing for breaches of GES 1 to be collected. This would then be used to fund projects to improve T&TEC's network in order to reduce the number of unplanned outages and the potential number of breaches occurring under GES1.

SECTION 4 PERFORMANCE REVIEW: OVERALL STANDARDS FOR 2013

4.1 Overall Standards

Overall standards are those which 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 reliability of service affecting a group of customers. There are seven such standards in place for T&TEC.

OES 1: Frequency of Meter Reading.

This standard aims to have all meters read when scheduled. The performance measures are as follows:

- 90% of all residential and commercial meters be read when scheduled, and
- 90% of all industrial meters be read every month.

As at the end of 2013, there were 438,683 residential and commercial meters installed. These meters are scheduled to be read six times per year. T&TEC was able to complete 98.2% of the 2,608,356 scheduled readings for residential and commercial meters as shown in table 15. This is in full compliance with the performance measure of 90% of the meters being read as scheduled.

Table 15 - Frequency of Meter Reading, Residential and Commercial, 2013

Item	Performance Data 2013	Performance Data 2012
No. of residential and commercial meters installed at end of year	438,683	430,558
No. of scheduled readings for residential and commercial meters	2,608,356	2,556,993
No. of residential and commercial meters readings completed according to schedule	2,562,272	2,515,824
Percentage of residential and commercial meters read according to schedule	98.2%	98.4%
Percentage breach (%)	0.0	0.0
Compliance rate (%)	100.0	100.0

The number of industrial meters increased from 3,364 to 3,454 by the end of 2013. (See table16). Although T&TEC maintained full compliance under this standard, having completed 95.9% of the scheduled meter readings for the year, the performance was not as good as in 2012 when 98.6% of the industrial meters were read.

Table 16 - Frequency of Meter Reading, Industrial, 2013

Item	Performance Data 2013	Performance Data 2012
No of industrial meters at end of year	3,454	3,364
No. of scheduled readings for industrial meters	40,867	39,839
No. of actual readings for industrial meters	39,206	39,294
Percentage of industrial meter readings	95.9%	98.6%
Percentage breach (%)	0.0	0.0
Compliance rate (%)	100.0	100.0

OES 2: Billing Punctuality.

T&TEC’s customers are billed by cycles in each of its five Distribution Areas. Bills are mailed to the customers in the respective cycles after the meters have been read or estimated according to the schedule. This standard seeks to ensure timely billing and requires that 98% of all bills be mailed to customers within ten working days after meter reading or estimation.

Despite some technical challenges faced by T&TEC in the first quarter, T&TEC maintained the annual compliance rate at 100.0% in 2013 (See table 17).

Table 17 - Billing Punctuality, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of meters read and estimated	716,407	576,436	781,045	527,590	2,601,478	2,558,848
Number of bills not mailed within 10 working days	46,456	0	0	0	46,456	21,054
Number of bills mailed within 10 working days	669,951	576,436	781,045	527,590	2,555,022	2,295,013
Percentage of bills mailed within 10 working days (%)	94	100	100	100	98	99
Percentage breach (%)	1.0	0.0	0.0	0.0	0.0	0.0
Compliance rate (%)	99.0	100.0	100.0	100.0	100.0	100.0

OES 3: Responding to Meter Problems

Overall Standard, OES 3 emphasizes that properly functioning meters are important for accurately registering a customer’s consumption. This standard requires that T&TEC responds to customers’ meter problems 95% of the time, either by visit or with a substantive response within 10 working days.

There was a 19% decrease in the number of reports of meter problems, and a 51% decrease in the number of meter problems not responded to within 10 working days, as shown in table 18. The average compliance for 2013 was 85.5%, an improvement on the 72.6% compliance rate achieved in 2012.

Table 18 - Response to Meter Problems, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2013	Total 2012
Number of meter problems reported	741	638	592	694	2,665	3,276
Number of meters problems not responded to within 10 working days	132	81	147	141	501	1,017
Percentage of problems addressed (%)	82	87	75	80	81	69
Percentage breach (%)	13.5	8.1	20.9	16.1	14.5	27.4
Compliance rate (%)	86.5	91.9	79.1	83.9	85.5	72.6

OES 4: Prior Notice of Planned Outages.

This standard requires T&TEC to give at least three days advance notice of planned outages to customers as a courtesy for the inconveniences that might arise when T&TEC has to perform maintenance or repair work on the transmission and distribution system, which may involve the interruption of supply.

Table 19 gives the number of breaches and the compliance rate for OES 4. There were 1,604 planned outages for the year, a 9% decrease over the number scheduled in 2012. Of this number, there were 45 planned outages for which three days advance notice was not given. Similar to what was observed during 2012, performance fluctuated throughout the quarters, with no significant change in the average compliance rate.

Although not a part of the standard, the RIC monitors the duration of planned outages to determine whether the advertised period is exceeded. In 2013, there were 46 occasions when the duration of the planned outages exceeded the scheduled period. This was an increase of almost 700% from the 2012 figure. The RIC is investigating the circumstances contributing to this increase.

Table 19 - Notice of Planned Outages, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
No. of planned outages	382	422	433	367	1,604	1,771
No. of planned outages for which 3 days advance notice was not given	13	21	4	7	45	46
Percentage Breach (%)	3.4	5.0	0.9	1.9	2.8	2.6
Compliance rate (%)	96.6	95.0	99.1	98.1	97.2	97.4
No. of occasions the duration of planned outage exceeded specified time	3	9	27	7	46	6

OES 5: Street Lights Maintenance

OES 5 requires T&TEC to repair 100% of failed streetlights under its control, within seven working days after receiving notification, with the exception of highway lighting. T&TEC is also required to establish a monthly schedule to monitor highway lighting and must repair 100% of failed highway lighting within fourteen days after surveyed or reported failure. Regional Corporations and some private entities pay tariffs for the provision of street lighting. Therefore T&TEC has an obligation to ensure that they are functioning effectively.

The number of reports of failed street lights continued to increase. There was a 20% increase in 2012 and a 17% increase in 2013. Of the 24,773 reported failures, T&TEC was able to repair 70.2% of them within the specified time frame (See table 20). T&TEC had previously attributed the decline in performance to the unavailability of the materials necessary to effect repairs. However, the receipt of the necessary materials has not manifested itself in improved performance in this area.

There was a significant increase in the number of reports of highway light failures, with the numbers climbing from 570 in 2012 to 2,090 in 2013. The average compliance rate for repairs to

highway lights decreased from 95.4% in 2012 to 90.7% in 2013 when 194 of these were not repaired within 14 working days.

The RIC continues to reinforce the need for an aggressive approach towards the maintenance programme for both highway lights and street lights. Timely responses in both these areas will reduce the safety risk to customers in the communities and road users alike.

Table 20 - Street Lights Maintenance, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
No. of failed street lights reported	5,343	5,063	6,359	8,008	24,773	21,222
No. of failed street lights not repaired within 7 working days	1,351	734	2,651	2,653	7,389	6,401
Percentage breach (%)	25.3	14.5	41.7	33.1	29.8	30.2
Compliance Rate (%)	74.7	85.5	58.3	66.9	70.2	69.8
No. of failed highway lights reported	721	632	364	373	2090	570
No. of failed highway lights not repaired within 14 working days	8	8	30	148	194	26
Percentage breach (%)	1.1	1.3	8.2	39.7	9.3	4.6
Compliance Rate (%)	98.9	98.7	91.8	60.3	90.7	95.4

OES 6: Response to Customer’s written Complaints/Requests

OES 6 seeks to improve the service provider’s response to written complaints/requests and it states that T&TEC is required to:

- (a) Respond to written complaints within 10 working days, and
- (b) Communicate the final position within 30 working days thereafter.

The breaches for each aspect of this standard are shown in table 21. There were 221 written complaints/requests received during 2013, twenty-eight more than the number received in 2012. Of the 221 complaints received, T&TEC was unable to respond to 23 of them within 10 working days, resulting in an average compliance rate of 89.6%, which was a slight improvement on the

rate achieved in 2012. While there was an improvement in the performance under this section of the standard, T&TEC's performance declined with respect to having the final position communicated within the specified period. The average compliance rate decreased from 83.9% in 2012, to 76.5% in 2013.

Table 21 - Response to Customer's written Complaints/Requests, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of written complaints/requests received	49	59	54	59	221	193
Number of written complaints/requests not responded to within 10 working days (breach)	6	11	4	2	23	25
Percentage Breach (%)	12.2	18.6	7.4	3.4	10.4	13.0
Compliance Rate (%)	87.8	81.4	92.6	96.6	89.6	87.0
Number of written complaints/requests not communicated to with final position within 30 working days (breach)	15	5	11	21	52	31
Percentage Breach (%)	30.6	8.5	20.4	35.6	23.5	16.1
Compliance Rate (%)	69.4	91.5	79.6	64.4	76.5	83.9
Number of written complaints/requests that remain unresolved	15	23	24	41		

OES 7: Notifying customer of receipt of claim under Guaranteed Standard GES1

This standard requires T&TEC to notify 100% of customers within ten working days of receipt of a claim under guaranteed standard GES1. There were three claims submitted by customers for breaches of GES1 and all were notified.

Table 22 - Customer Claim Notification, 2013

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2013	TOTAL 2012
Number of claims made under GES1	0	1	2	0	3	14
Number of claims not acknowledged within 10 working days	0	0	0	0	0	0
Percentage Breach (%)	0.0	0.0	0.0	0.0	0.0	0.0
Percentage Compliance (%)	100.0	100.0	100.0	100.0	100.0	100.0

SECTION 5 SUMMARY AND CONCLUSION

5.1 Summary of Performance - Guaranteed Standards

During 2013, there were 2,555 breaches under the Guaranteed Standards. This 58% decrease on the 6,083 breaches recorded in 2012 continued the trend that was observed the previous year when there was a 42% decrease. Of these breaches, 110 were eligible for automatic compensation by T&TEC. The standard recording the highest number of breaches was Guaranteed Standard GES 1(Response and Restoration time), with 2,445 breaches or 96 of total breaches, while the next highest number of breaches was 50 (2% of total) for GES 2 (Billing Punctuality). GES 4 (Making and Keeping Appointments) and GES 6 (Responding to billing and payment queries) were the only standards in 2013 for which there were no breaches (See table 23).

Table 23 - Number of Breaches under the Guaranteed Standards by Quarter, 2013

Standard		First Quarter	Second Quarter	Third Quarter	Fourth Quarter	TOTAL
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		42	545	1,057	737	2,445
GES 2 – Billing Punctuality	Residential	43	1	1	0	45
	Non- residential	0	1	4	0	5
GES 3 – Reconnection after Payment of overdue amount/ agreement		5	5	6	4	20
GES 4 – Making and Keeping Appointments		0	0	0	0	0
GES 5 – Investigation of Voltage Complaints	Response	1	0	0	0	1
	Rectification	0	0	0	0	0
GES 6 – Responding to billing and payment queries		0	0	0	0	0
GES7- New connection of supply		0	2	19	5	26
GES8 – Payments owed under guaranteed standards	Residential	0	0	11	0	11
	Non- residential	0	2	0	0	2
TOTAL						2,555

For 2013, T&TEC’s performance under the guaranteed standards was generally maintained at the previous levels. A slight improvement was observed under GES 2 (Billing Punctuality), with respect to the billing punctuality for residential and non-residential customers, when compared with figures from 2012. Performance under all other standards showed little change. GES 1(Response and Restoration Time) continues to have a high compliance rate, even though the number of breaches is usually large when compared with the number of breaches occurring under the other standards. A summary of the compliance rates for the guaranteed standards, 2013 is presented below in table 24.

Table 24 - Summary of Compliance – Guaranteed Standards, 2013

Standard		Compliance Rates (%)					
		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2013	TOTAL 2012
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		100.0	99.9	99.8	99.5	99.9	99.8
GES 2 – Billing Punctuality	Residential	98.0	99.9	99.9	100.0	99.4	96.8
	Non- residential	100.0	83.3	73.3	100.0	92.5	88.2
GES 3 – Reconnection after Payment of overdue amount/ agreement		99.9	99.9	99.9	99.9	99.9	99.9
GES 4 – Making and Keeping Appointments		100.0	100.0	100.0	100.0	100.0	100.0
GES 5 – Investigation of Voltage Complaints	Response	99.7	100.0	100.0	100.0	99.9	99.6
	Rectification	100.0	100.0	100.0	100.0	100.0	99.5
GES 6 – Responding to Billing and Payment Queries		100.0	100.0	100.0	100.0	100.0	99.9
GES7- New Connection of Supply		100.0	99.9	99.4	99.8	99.8	99.2
GES8 – Payments Owed Under Guaranteed Standards	Residential	N/A	N/A	0.0	N/A	0.0	3.3
	Non- residential	N/A	0.0	N/A	N/A	0.0	0.0

N/A – Not Applicable

5.2 Summary of Performance - Overall Standards

Generally there was not meaningful change in T&TEC's performance under the overall standards. In the case of OES 1 (Frequency of Meter Reading), OES2 (Billing Punctuality) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1) full compliance was achieved. Performance improved under OES 3 (Responding to Meter Problems), while performance under OES 4(Prior Notice of Unplanned Outages) was maintained at the previous level. Rates of compliance under OES 5 (Street Lights Maintenance) and OES 6 (Response to Customer Queries/Requests) were maintained for one section of the standard and declined for the other part. A summary of compliance rates under the overall standards, 2013 is presented in table 25.

Table 25 - Summary of Compliance – Overall Standards, 2013

Standard		Compliance Rates (%)					
		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2013	TOTAL 2012
OES 1 – Frequency of Meter Reading	Industrial	100.0	100.0	100.0	100.0	100.0	100.0
	Residential and Commercial	100.0	100.0	100.0	100.0	100.0	100.0
OES 2 – Billing Punctuality		99.0	100.0	100.0	100.0	100.0	100.0
OES 3 – Responding to meter problems		86.5	91.9	79.1	83.9	85.5	72.6
OES 4 – Prior Notice Of Planned Outages		96.6	95.0	99.1	98.1	97.2	97.4
OES 5 – Street Lights Maintenance	Street Lights	74.7	85.5	58.3	66.9	70.2	69.8
	Highway Lights	98.9	98.7	91.8	60.3	90.7	95.4
OES 6 – Response to Customer Queries/ Requests (written)	Initial Response	87.8	81.4	92.6	96.6	89.6	87.0
	Final Position	69.4	91.5	79.6	64.4	76.5	83.9
OES 7 – Notifying Customer of Receipt of Claim under Guaranteed Standard GES1		100.0	100.0	100.0	100.0	100.0	100.0

5.3 Conclusion

For 2013, T&TEC's performance was maintained at its previous levels for most of the standards. The Guaranteed Standards Scheme was designed to encourage T&TEC to focus on improving the quality of service delivered in the specified areas. In 2013, there were fewer breaches, which may be a reflection of the improvements achieved by T&TEC. T&TEC processed 71 (2.8%) of the 2,555 breaches and paid \$4,862 (3.2%) of the minimum compensation of \$153,570 that was due. By comparison, in 2012, T&TEC processed 2.1% or 125 of the 6,083 breaches, and paid 2.2% or \$6,778 of the \$305,330 minimum compensation due. Although the rate of timely compensation has shown marginal improvement, further improvement is still required.

This is the third year for which there has been automatic compensation for breaches of all the Guaranteed Standards except GES1. T&TEC's performance with respect to the processing of automatic payments improved during 2013. In 2012, T&TEC paid 40% of the automatic compensatory payments on time, this increased to 69% in 2013. However, its record of settling outstanding claims continues to be relatively poor. T&TEC has assured the RIC that all compensatory payments are eventually made, and has shown that policies and systems are being instituted to harmonize the approach taken throughout T&TEC's five Distribution Areas in order to improve the efficiency of this procedure.

No further improvement has been made by T&TEC in its management of the automatic compensatory scheme during this period. T&TEC is still proceeding with the installation of the remaining modules of the AMI, so that individual customers affected by outages can be identified by a computerized system. This exercise is the pre-requisite for identifying breaches under GES 1 and the consequent automatic compensation to affected customers. Until then, the full effect/benefit of the Guaranteed Standards Scheme will not be realized. The RIC will continue to emphasize to T&TEC the importance of completing all modules of the AMI and may consider the imposition of penalty payments to fund projects targeted at improving the quality of service.

The quality of information received in 2013 evidenced significant improvement in accuracy, with the RIC having fewer validation requests. The formation of a department dedicated to regulatory affairs appears to have a positive effect on the submissions from T&TEC. An area

where further improvement is required is the timeliness of submission of information. The RIC and T&TEC must continue the data mapping, until all definitions and processes are clearly and concisely identified.

The RIC is currently reviewing the QSS with plans to implement revised QSS in 2015. This process does not only revise the individual standards, but also critically examines the existing processes and methods currently employed with respect to monitoring and enforcement.

APPENDIX 1

Table A1 presents a description of the original Guaranteed Standards, the required performance units, and the compensatory payment levels for each standard.

Table A1 - Guaranteed Standards

Code	Service Description	Performance Measure	Required Performance Units	Payments per Customers *
GES1	Restoration of supply after unplanned outage on the distribution system.	Time for restoration of supply to affected customers	Within 10 hours	\$60 (residential) \$600 (non-residential) For each further 12 hr period \$60 (residential) \$600 (non-residential)
GES2	Billing Punctuality .Time for first bill to be mailed after service connection.	Time for first bill to be mailed after service connection: (a) Residential (b) Non-Residential	60 days 30 days	\$50 for both residential and non-residential
GES3	Reconnection of service after payment of overdue amounts or agreement on payment schedule	Time to restore supply after payment is made (All customers)	Within 24 hours	Refund of reconnection fee for both residential and non-residential
GES4	Making and keeping appointments	Where required, appointments will be made on a morning or afternoon basis	24 hours notice of inability to keep an appointment with customers.	\$50 for both residential and non-residential
GES5	Investigation of Voltage Complaints	Time to visit, correct problem and notify affected customers	Within 24 hours, Correct within 15 working days.	\$60 (residential) \$600 (non-residential)
GES6	Responding to billing and payment queries	Provide a substantive reply	Within 15 working days	\$50 for both residential and non-residential
GES7	New Connection of supply	Service drop and meter to be installed	Within 3 working days	\$50 for both residential and non-residential
GES8	Payments owed under guaranteed standards	Time to credit compensatory payment.	Within 30 working days for non-residential and 60 days for residential.	\$50 for both residential and non-residential

Table A2 presents a description of the original Overall Standards and the required performance units for each standard.

Table A2 - Overall Standards

Code	Description	Required Performance Units
OES1	Frequency of meter reading	<ul style="list-style-type: none"> a. 90% of industrial meters should be read every month b. 90% of residential and commercial meters read according to schedule
OES2	Billing punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation
OES3	Responding to meter problems	Visit or substantive reply within 10 working days 95% of the time
OES4	Prior Notice of planned outages	At least 3 days advance notice of planned outages 100% of the time
OES5	Street lights maintenance.	<p>100% of failed street lights with the exception of highway lighting repaired within 7 working days.</p> <p>100% of failed highway lighting repaired within 14 working days.</p>
OES6	Response to customer queries/requests (written)	Substantive response within 10 working days and communicating final position within 30 working days.
OES7	Notifying customers of receipt of claim under guaranteed standard GES1.	100% of customers to be notified of receipt of claim within 10 working days.