



REGULATED INDUSTRIES COMMISSION

ASSURING
Quality of Service



PRESS STATEMENT

The **Quality of Service Standards (QSS)** for the Electrical Transmission and Distribution Sector, which was launched in April 2004, is a major initiative of the Regulated Industries Commission (RIC). The QSS seeks to ensure that consumer expectations of consistency, reliability, and accountability from the service providers are met and/or exceeded.

The QSS establishes a standard by which the Trinidad and Tobago Electricity Commission (T&TEC) is evaluated, and a performance report is prepared annually and is based on two dimensions: **Guaranteed Standards (GES)** and **Overall Standards (OES)**. T&TEC's performance during the period *April 2004 – December 2005* is being assessed in this report.

GUARANTEED STANDARDS (GES) for period April 2004 – December 2005.

With respect to the Guaranteed Standards, T&TEC has under performed in GES1, which requires T&TEC to respond and restore supply after an unplanned outage within 12 hours. There was full compliance with two standards (GES 4- Making and Keeping Appointments and GES 5 – Time to Credit Compensatory Payments), with no breaches for the period under review. In the case of the GES 5 - Time Credit Compensatory Payments, T&TEC was able to achieve compliance largely due to the fact that customers are not claiming when breaches occur – 25,145 breaches occurred under the GES in 2005. ***Based on the number of breaches, the RIC estimates that compensatory payments of approximately \$755,000.00 would have been due to customers, had claims been made and payments been verified and approved.***

In protecting the interests of customers, the RIC will ensure that the service provider makes a concerted effort to increase customer awareness of the compensatory process - All customers of T&TEC are entitled to guaranteed standards of service and the RIC will continue to collaborate/hold discussions with T&TEC on those standards that pose a challenge.

Remember, it's your responsibility to monitor and ensure that T&TEC complies with the Quality of Service Standards and that T&TEC is held accountable for any breaches of these standards.
GET INVOLVED, TAKE CHARGE!

The RIC cannot do it alone. Consumers must play an active part and assume the role of Individual Regulators. With the RIC serving as your Voice, together we can make improvements in the Quality of Service Standards delivered to you the customer.

Protecting ***YOUR*** Interests

CALL: 800-4RIC (4742)
www.ric.org.tt