



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.

### **OVERALL STANDARDS (OES)** for period April 2004 – December 2005.

In terms of the OES, there is room for improvement in a number of areas. T&TEC must enhance its billing punctuality, by ensuring that bills are mailed within 10 working days after a meter has been read or estimated (OES 4), give 3 days advance notice of planned outages (OES 8), and respond to all voltage complaints (OES 9) within 24 hours and rectify these within 15 working days, as part of its commitment to the OES. It has been observed also that new and more stringent requirements for OES 5 – System losses and OES 9 – Correction of High/Low Voltage are needed, and these have been outlined in the Final Determination and are linked to an incentive scheme to ensure that they are consistently maintained.

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)**  
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