



QUALITY OF SERVICE STANDARDS

ANNUAL PERFORMANCE REPORT

2012

ELECTRICITY TRANSMISSION AND

DISTRIBUTION SECTOR

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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 Ninth 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 2012. 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 2012 with that of the previous year where applicable. The information utilized in this report has been supplied by T&TEC.

Summary of Performance under 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 2012, T&TEC recorded 6,083 breaches¹, a 42% reduction of the 10,565 breaches recorded in 2011. Guaranteed Standard, GES 1, (Response and Restoration Time) accounted for the highest number of breaches (5,806) in 2012, a 42% decrease over the 2011 figures. The next highest number of breaches (105) occurred under GES 2 (Billing Punctuality), followed by GES 7 (New Connection Of Supply) with 93 breaches, GES 8 (Payments Owed Under Guaranteed Standards) with 57 breaches, GES 3 (Reconnection) and GES 6 (Responding To Billing and Payment Queries) with 10 breaches each, and GES 5 (Investigation of Voltage Complaints) with 2

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

breaches. GES 4 (Making and Keeping Appointments) was the only standards in 2012 for which there were no breaches. T&TEC's performance under the guaranteed standards for 2012 is presented in table ES1.

Table ES1 - Compliance under Guaranteed Standards, 2012

Code	Service Description	Performance Measure	2012 Compliance Rates (%)	2011 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	99.8	99.7
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	98.9 93.2	96.8 88.2
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	99.6 99.5
GES6	Responding to Billing and Payment Queries.	Substantive reply within 15 working days.	99.9	100.0
GES 7	New Connection of Supply	Service drop and meter to be installed within 3 working days.	99.2	99.9
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 N/A	3.3 0.0

N/A – Not Applicable

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

the number of breaches occurring under the other standards. Slight improvement was observed under GES 2 (Billing Punctuality), with respect to the billing punctuality for residential customers and non-residential customers, when compared with figures from 2011. 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 2012 and all compensatory payments applied, the RIC estimates that, at minimum, compensatory payments of \$305,330 would have been due to customers. This is represented in table ES2 in more detail.

Table ES2 - Breaches and Payments Due under the Guaranteed Standards, 2012

Standard	Total Number	Number of Breaches	Minimum Payment Due (\$)
GES 1	2,360,853 (outage incidents)	5,806	290,300
GES 2	9,470 (requests)	105	5,250
GES 3	17,224 (arrangements/payments)	10	1,180
GES 4	6,343 (appointments)	0	0
GES 5	3,671 (voltage complaints)	2	100
GES 6	19,749 (queries)	10	500
GES 7	11,995 (requests)	93	4,650
GES 8	567 (breaches)	57	2,850
TOTAL		6,083	305,330

Summary of Performance under 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, 2012 are presented in table ES3.

Table ES3 - Compliance under Overall Standards, 2012

Code	Description	Required Performance Units	2012 Compliance Rate (%)	2011 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	93.9
OES3	Responding to Meter Problems	Visit or substantive reply within 10 working days 95% of the time.	72.6	96.8
OES4	Prior Notice of Planned Outages	3 days advance notice of planned outages 100% of the time	97.4	98.5
OES5	Street Lights Maintenance	Street Lights- within 7 working days	69.8	79.1
		Highway Lights – within 14 working days	95.4	87.5
OES6	Response to Customer Queries/Requests (written)	Time to respond after receipt of queries. Initial Response – within 10 working days	87.0	86.8
		Final Position – within 30 working days	83.9	95.6
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.	94.1	100.0

Generally there was also little change in performance under the overall standards. In the case of OES 1 (Frequency of Meter Reading) full compliance was maintained. Performance under OES

2 (Billing Punctuality) continued to improve, achieving full compliance. Rates of compliance for OES 4 (Prior Notice of Unplanned Outages) and OES 6 (Response to Customer Queries/Requests) were maintained at the previous levels. Performance declined under OES 3 (Responding to meter problems), OES 5 (Street Lights Maintenance) and OES 7 (Notifying customers of receipt of claim under Guaranteed Standard GES 1).

The RIC continues to experience difficulties in receiving accurate information from T&TEC. The veracity and timeliness of the data received are of great concern. It was hoped that with the formation of a department dedicated to regulatory affairs, these challenges would have been reduced. However, although the RIC and the Regulatory Affairs department of T&TEC have been working together closely, it appears that some of their challenges were due to inconsistencies in how information was disseminated to the different distribution areas in the past. The RIC and T&TEC will continue the data mapping 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 Ninth Annual Performance Report on the QSS for the Electricity Transmission and Distribution Sector.

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 2012. The information utilized in this report has been supplied by T&TEC.

1.2 Structure of Document

The remainder of this document is structured as follows:

- In Section 2, the performance of T&TEC in each of the eight guaranteed standards for 2012 is presented;
- Section 3 deals with the performance of T&TEC in each of the seven overall standards for 2012;
- 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 UNDER THE GUARANTEED STANDARDS FOR 2012

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 2012 is reviewed below.

GES 1: Response and Restoration Times of Supply.

This standard was designed to measure T&TEC's efficiency by observing its response time 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 12,248 unplanned outages recorded in 2012, a 10% decrease from the 13,566 that occurred in 2011. This is approximately 33 unplanned outages per day across T&TEC's network. While there has been a decrease in unplanned outages over the last three years from 39 per day in 2010, it has not returned to the 23 outages per day that occurred in 2005. This is an indication that T&TEC needs to significantly improve its maintenance regime to continue to reduce the outage levels.

It can be seen in table 1, that a low of 856 outages occurred in February, and a peak of 1,205 was reached in August. As expected, unplanned outages occurred more frequently during the rainy season.

Table 1 - No. of Unplanned Outages, 2012

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2012)	TOTAL (2011)
North	163	128	193	174	220	229	236	332	269	207	307	235	2,693	2,626
South	112	131	167	138	164	193	193	216	226	246	160	154	2,100	2,701
Tobago	109	72	75	123	154	109	127	150	98	115	138	163	1,433	1,369
East	296	285	301	353	486	503	343	457	326	424	490	409	4,673	4,309
Central	241	240	223	135	89	40	72	50	94	72	61	32	1,349	2,561
TOTAL (2012)	921	856	959	923	1113	1074	971	1205	1013	1064	1156	993	12,248	
TOTAL (2011)	1049	840	897	1063	1299	1413	1280	1119	1206	1283	1193	925		13,566

Of the 12,248 unplanned outages that occurred in 2012, it took more than 10 hours to restore power to 108 of these outages. The distribution of these is shown in table 2.

Table 2 - No. of Unplanned Outages lasting longer than 10 hours, 2012

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2012)	TOTAL (2011)
North	2	0	0	0	0	0	2	19	3	2	2	4	34	19
South	0	0	0	0	0	0	0	2	0	0	0	1	3	17
Tobago	0	0	0	1	0	2	2	5	3	4	1	4	22	14
East	6	4	6	1	5	6	3	4	3	3	1	4	46	123
Central	0	0	1	0	0	0	0	0	0	1	0	1	3	19
TOTAL (2012)	8	4	7	2	5	8	7	30	9	10	4	14	108	192

Unplanned outages occur for various reasons and these are listed below for those outages that lasted longer than 10 hours:

- Fallen trees (15),
- Tree contact (14),
- Defective transformers (6),

- Leaning or broken poles (4),
- Defective insulators (2),
- Burst HT and neutral conductors (8),
- Blown transformer fuses and blown HT fuses (20),
- Burst LV wires and HT wires (5),
- Vehicular accidents (4),
- Damage done by protesting residents (2),
- Reason unknown or not given (21), and
- Severe weather, torrential rainfall and rough seas (7).

Vegetation management, which includes tree contact and fallen trees, continues to be the most common reason for unplanned outages. Tree contact and fallen trees usually cause a few of the other problems like burst lines and blown fuses. T&TEC needs to allocate more of its resources to improving in this area.

Reasons for outages lasting longer than 10 hours are listed below. However, this list is not exhaustive, since it was sometimes a challenge to clearly ascertain the reason for the delayed restoration. As well as there may be a combination of reasons for the delay on some occasions.

- Time of the day that the report was received (3),
- No access to compound or customer unavailable (2),
- Poor access to site and poor terrain (16),
- Awaiting appropriate equipment to conduct repairs (12),
- Daylight crew, line clearing and tree trimming required (26),
- High number of trouble reports (7),
- Complexity of the job (4),
- Inclement weather (24),
- Industrial action (3),
- Bee infestation (1),
- Protesting residents (2)
- Heavy traffic area (3)
- Landslide (2), and

- High risk areas (3).

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, 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 longer than 10 hours, 2012

Item	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL (2012)
No. of customer outage incidents	141,031	153,742	162,062	180,993	187,932	208,157	171,256	212,104	198,048	217,421	275,169	252,938	2,360,853
No. of customers not reconnected within 10 hours	436	96	324	4	59	62	397	825	509	104	68	1,107	3,991
No. of customers not reconnected within 22 hours	26	0	109	4	0	3	377	167	426	24	5	619	1760
No. of customers not reconnected within 34 hours	25	0	0	4	0	1	0	10	0	10	5	0	55
Total No. of Breaches	487	96	433	12	59	66	774	1,002	935	138	78	1,726	5,806
Percentage breach (%)	0.35	0.06	0.27	0.01	0.03	0.03	0.45	0.47	0.47	0.06	0.03	0.68	0.25
Compliance Rate (%)	99.65	99.94	99.73	99.99	99.97	99.97	99.55	99.53	99.53	99.94	99.97	98.32	99.75

The decrease in the number of unplanned outages for 2012 resulted in fewer customers being affected, as can be seen in table 4. The total number of customer outage incidents decreased from 2,991,907 in 2011 to 2,360,853 in 2012. Likewise there was a 42% decrease in the number of breaches from 10,049 in 2011 to 5,806 in 2012.

Table 4 - Compliance Rates for GES 1, 2011 to 2012

Item	2012	2011
Total no. of customer outage incidents>10 hours (Breaches)	5,806	10,049
No. of customer outage incidents	2,360,853	2,991,907
Percentage breach (%)	0.2	0.3
Compliance Rate (%)	99.8	99.7

From inception, GES 1 has been the standard with the highest number of breaches, yet it continues to be the one with the lowest number of claims. Of the 5,806 customers affected by breaches during 2012, only 14 customers filed claims. While that is an improvement on the 3 claims made in 2011, it is still not enough to improve the effectiveness of this standard. The RIC will work towards setting a deadline for T&TEC to complete the implementation of all modules of the outage management program of the Advanced Metering Infrastructure (AMI), so that automatic compensation for breaches occurring under this standard can be instituted.

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 was improvement in T&TEC's performance under this standard for residential customers in 2012, with the annual average compliance rate moving from 96.8% in 2011 to 98.9% in 2012. However, only in the third quarter was there full compliance. T&TEC has indicated that they sometimes face challenges with the paperwork submitted by housing developments, but solutions are being pursued to alleviate these issues.

Table 5 - Billing Punctuality for Residential Customers, 2012

Item	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2012	TOTAL 2011
No. of new Residential customers requesting supply	2,727	1,918	2,104	2,633	9,382	10,778
No. of bills not mailed within 60 days (breach)	61	35	0	3	99	347
Percentage breach (%)	2.2	1.8	0.0	0.1	1.1	3.2
Compliance Rate (%)	97.8	98.2	100.0	99.9	98.9	96.8

During 2012, performance fluctuated under GES 2 for the non-residential customers, with the worst performance being in the first quarter with a compliance rate of 85.3%. Full compliance was achieved in the second and fourth quarters. The compliance rate in the third quarter was 95.7%, bringing the annual average compliance rate for the billing punctuality of the non-residential customers to 93.2% in 2012 (See table 6).

Table 6 - Billing Punctuality for Non-Residential Customers, 2012

Item	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2012	TOTAL 2011
Number of new Non-Residential customers requesting supply	34	15	23	16	88	195
No. of bills not mailed within 30 days (breach)	5	0	1	0	6	23
Percentage breach (%)	14.7	0.0	4.3	0.0	6.8	11.8
Compliance Rate (%)	85.3	100.0	95.7	100.0	93.2	88.2

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 should demonstrate efficiency 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 slight increase in the number of customers that were disconnected for non-payment of arrears in 2012. Eighty-four 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, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Total Disconnections	5,377	5,877	3,685	5,465	20,404	18,058
Customers making payments/arrangements	4,671	4,962	3,398	4,193	17,224	15,526
Number not reconnected within 24 hours (Breach)	1	1	4	4	10	15
Percentage breach (%)	0.0	0.0	0.1	0.1	0.1	0.1
Compliance Rate (%)	100.0	100.0	99.9	99.9	99.9	99.9

Similar to what had been seen in previous years, approximately 3,000 customers appear to have remained disconnected at the end of the year. While T&TEC continues to send out crews twice a week to visit customers suspected of ‘current stealing’, there has been no definitive report about what actually happens to these customers. In many cases properties are abandoned or the customer moves to another area. Sometimes the property is re-connected under a new account holder. Increasingly, there are instances of ‘current stealing’ in the areas identified as hot spots and T&TEC has been able to do little to control this illegal activity in such areas.

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 is more greatly inconvenienced. The standard requires that 24 hours notice of inability to keep appointments be given to customers. Further, if an appointment is not kept within 1 hour of the specified time, then a breach has occurred.

There were 6,343 appointments made in 2012, slightly more than the number of appointments made in 2011. Twenty-one 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 2012. (See table 8).

Table 8 - Making and Keeping Appointments, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of appointments arranged with customers	1,655	1,715	1,394	1,579	6,343	5,909
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	6	0	12	21	16
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

Although the RIC is satisfied with T&TEC's performance under this standard, discussions have taken place with T&TEC for systems to be implemented to ensure that the data on all appointments made are accurately captured.

GES 5: Investigation of Voltage Complaints

T&TEC is required by its Act to supply its customers at specified voltage levels, with any variations not exceeding six percent (6%) of the nominal voltage level. 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 was little change in the total number of voltage complaints received in 2012 when compared with 2011. Of the 3,671 voltage complaints received in 2012, T&TEC determined that 3,060 of these complaints required a visit and was able to respond to all except 2 within 24 hours. Under this standard, T&TEC is required to identify which complaints were legitimate voltage complaints after the visit. Of the 3,060 visits made, T&TEC reported that 566 or 18% of the complaints were in fact legitimate, and was able to rectify all of them within 15 working days. Thus, the overall compliance rate for rectification in 2012 was 100%. The RIC is satisfied with the rectification rate of voltage complaints under this standard and the performance is summarized in table 9.

Table 9 - Correction of Low/High Voltage, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of voltage complaints received	922	838	972	939	3,671	3,629
Number of complaints where visit is necessary	772	710	844	734	3,060	3,562
Number of complaints not responded to within 24 hours (breach)	2	0	0	0	2	15
Percentage breach	0.3	0.0	0.0	0.0	0.1	0.4
Compliance rate	99.7	100.0	100.0	100.0	99.9	99.6
Number of legitimate voltage complaints	140	179	108	139	566	1548
Number of complaints not rectified within 15 working days (breach)	0	0	0	0	0	8
Percentage breach	0.0	0.0	0.0	0.0	0.0	0.5
Compliance rate	100.0	100.0	100.0	100.0	100.0	99.5

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.

There was a significant decrease (38%) in the number of billing and payment queries received. There was 100% compliance in the first, third and fourth quarters of 2012. Performance declined slightly in the second quarter to 99.8% when 10 queries out of 4,666 were not responded to within 15 working days, as seen in table10.

Table 10 - Responding to Billing and Payment Queries, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of billing and payment queries	4,781	4,666	4,726	5,576	19,749	31,898
Number not responded to within 15 working days	0	10	0	0	10	0
Percentage Breach (%)	0.0	0.2	0.0	0.0	0.1	0.0
Compliance Rate (%)	100.0	99.8	100.0	100.0	99.9	100.0

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 2012. Of the 11,995 requests for new connections received for 2012, ninety-three were not made within the specified time. The full compliance previously achieved in 2011 continued into the first quarter of 2012. From the second quarter performance declines as T&TEC experienced a

shortage of Triplex, the wire used to connect residential and commercial customers' premises to T&TEC's low voltage lines. The average compliance rate for the year was 99.2% (See table 11).

Table 11 - Connection to Supply, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of connection requests queries	2,668	3,052	2,908	3,367	11,995	12,661
Number of connections not made within 3 working days or by the specified date	0	36	31	26	93	13
Percentage Breach (%)	0.0	1.2	1.1	0.8	0.8	0.1
Compliance Rate (%)	100.0	98.8	98.9	99.2	99.2	99.9

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, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of Residential claims	65	87	37	38	227	
Number of Residential claims not paid within 60 working days	0	0	30	27	57	91
Number of Residential claims further compensated for late or non-payment	0	0	0	0	0	3
Percentage Breach (%)	N/A	N/A	100.0	100.0	100.0	96.7
Compliance Rate (%)	N/A	N/A	0.0	0.0	0.0	3.3
Number of Non-Residential claims	5	0	1	0	6	
Number of Non-Residential claims not paid within 30 working days	0	N/A	0	N/A	0	4
Number of Non-Residential claims further compensated for late or non-payment	0	N/A	0	N/A	0	0
Percentage Breach (%)	N/A	N/A	N/A	N/A	N/A	100.0
Compliance Rate (%)	N/A	N/A	N/A	N/A	N/A	0.0

N/A – Not Applicable

T&TEC continues to have difficulty implementing the system of automatic compensatory payments. As a result, it continues to be a challenge to accurately record the information required for GES 8, as well as to meet the required performance level. The information finally used for GES 8 was derived from various different reports and investigations. The RIC hopes that the respective Assistant General Managers would have this situation properly resolved before the next reporting period.

Out of a total of 227 claims from residential customers, 57 were not paid within the specified time frame, making them eligible for a further compensation under GES 8. None of these were compensated, resulting in a compliance rate of 0.0%.

There were also six claims for breaches from non-residential customers and all of these were paid within 30 working days. Hence there were no breaches under GES 8 in this category.

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 system cannot identify individual customers affected by 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 table 13.

Table 13 - Breaches, Claims and Payments under the Guaranteed Standards, 2012

Standard	TotalNumber of Breaches	Total Number of Claims Submitted*/Processed	Total Payments made (\$)
GES 1*	5,806	14*/12	720
GES 2:Res	99	99	4950
GES 2: Non-Res	6	6	300
GES 2 –Total	105	105	5,250
GES 3	10	6	708
GES 4	0	0	0
GES 5	2	2	100
GES 6	10	0	0
GES 7	93	0	0
GES 8	57	0	0
Totals	6,083	125	6,778

*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 5,806 breaches. Fourteen customers made claims, which are the most claims ever made under this standard, and twelve were paid.

GES 2 – There were 99 breaches to Residential customers and 6 to Non-Residential customers, a total of 105 breaches. The compensatory payment to both classes of customers is \$50 and T&TEC paid all 116 claims to the value of \$5,250.

GES 3 – There were 10 breaches, but only 6 claims were paid at the stipulated amount which is the refund of the reconnection fee of \$118.

GES 5–There were two breaches of this standard to residential customers and on both occasions the customers were paid.

GES 6 – There were 10 breaches under this standard; however T&TEC made no compensatory payments to the affected customers.

GES 7 - There were 93 breaches under this standard and once again T&TEC did not make any compensatory payments to the affected customers.

GES 8 –There were 57 breaches due for further compensation under GES 8, but no payments were made.

There were no breaches and therefore no claims made under GES 4.

There were 6,083 breaches occurring across standards GES 1 to GES 8 that were eligible for compensatory payment. T&TEC has reported that only 125 payments were made, to a value totalling \$6,778. On the basis of automatic compensatory payments alone, T&TEC paid \$6,058 (40%) of the \$15,030 due, which was not as good as the 68% rate of automatic compensation made in 2011, but still better than the 6% made in the previous year, 2010. This low compensatory payment rate continues to be of concern to the RIC because it appears that

T&TEC is still not making serious efforts to improve their performance. T&TEC has assured the RIC that all customers are eventually compensated; however the reports to confirm this remain outstanding as at the time of writing this report.

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 \$328,980. The information is presented in table 14.

Table 14 - Breaches and Payments Due under the Guaranteed Standards, 2012

Standard	Number of Breaches	Penalty Payment (\$)	Minimum Payment Due (\$)
GES 1	5,806	60	290,300
GES 2	105	50	5,250
GES 3	10	118	1,180
GES 5	2	50	100
GES 6	10	50	500
GES 7	93	50	4,650
GES 8	57	50	2,850
TOTAL	6,083		305,330

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 \$305,330. Instead, T&TEC remitted \$6,778 based on actual claims made by customers, and this represented 2% of the estimated amount.

Another year has passed and T&TEC still has not implemented the billing module of the Advanced Metering Infrastructure that would allow breaches occurring under GES 1 to be automatically compensated. 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 and used to fund projects to reduce the number of unplanned outages until T&TEC can compensate the affected customers automatically.

SECTION 4 PERFORMANCE REVIEW UNDER THE OVERALL STANDARDS FOR 2012

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 2012, there were 430,558 residential and commercial meters installed. These meters are scheduled to be read six times per year. T&TEC was able to complete 98.4% of the 2,556,993 scheduled readings for residential and commercial meters as shown in table 15. This is not only full compliance with the performance measure of 90% of the meters being read as scheduled, but also an improvement on last year's performance of 95.4%. This improved performance may be due in part to T&TEC's smart metering programme now being 94% complete, thereby facilitating easier meter reading.

Table 15- Frequency of Meter Reading, Residential and Commercial, 2012

Item	Performance Data 2012	Performance Data 2011
No. of residential and commercial meters installed at end of year	430,558	421,848
No. of scheduled readings for residential and commercial meters	2,556,993	2,574,178
No. of residential and commercial meters readings completed according to schedule	2,515,824	2,456,649
Percentage of residential and commercial meters read according to schedule	98.4%	95.4%
Percentage breach (%)	0.0	0.0
Compliance rate (%)	100.0	100.0

There was an annual increase of 2.9% in the number of industrial meters from 3,270 to 3,364 by the end of 2012. (See table16). T&TEC maintained its compliance at 100% under this standard, having completed 98.6% of the scheduled meter readings for the year.

Table 16 - Frequency of Meter Reading, Industrial, 2012

Item	Performance Data 2012	Performance Data 2011
No of industrial meters at end of year	3,364	3,270
No. of scheduled readings for industrial meters	39,839	38,574
No. of actual readings for industrial meters	39,294	37,855
Percentage of industrial meter readings	98.6%	98.1%
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 according to the meter-reading 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, the performance under this standard improved during 2012, with the average compliance rate increasing from 93.9% in 2011 to 100.0% in 2012 (See table17). T&TEC has finally met the required performance units of this standard.

Table 17 - Billing Punctuality, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of meters read and estimated	709,582	565,408	714,512	569,346	2,558,848	2,494,034
Number of bills not mailed within 10 working days	21,054	0	0	0	21,054	199,021
Number of bills mailed within 10 working days	688,528	565,408	714,512	569,346	2,295,013	2,295,013
Percentage of bills mailed within 10 working days (%)	97	100	100	100	99	92
Percentage breach (%)	1.0	0.0	0.0	0.0	0.0	6.1
Compliance rate (%)	99.0	100.0	100.0	100.0	100.0	93.9

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 38% increase in the number of meter problems reported, and a 430% increase in the number of meter problems not responded to within 10 working days, as shown in table 18. T&TEC has not provided a reason for this significant decline in its ability to respond to these problems. The annual average compliance for 2012 was 72.8%, a marked decline from the 96.8% compliance rate achieved in 2011.

Table 18 - Response to Meter Problems, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2012	Total 2011
Number of meter problems reported	779	651	719	1,127	3,276	2,366
Number of meters problems not responded to within 10 working days	209	122	338	348	1,017	192
Percentage of problems addressed (%)	73	81	53	69	69	91
Percentage breach (%)	23.0	14.5	44.2	27.2	27.4	3.2
Compliance rate (%)	77.0	85.5	55.8	72.8	72.6	96.8

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 1,771 planned outages for the year, a 31% increase over the number scheduled in 2012. Of this number, there were 46 planned outages for which three days advance notice was not given. The performance fluctuated throughout the quarters, but there was a decrease in the annual average compliance rate from 98.5% to 97.4%.

Less than 1% of the customers experienced planned outages that lasted longer than the planned duration in 2012. The RIC is satisfied with T&TEC’s performance but will continue to be vigilant in its monitoring to ensure that a high level of compliance is maintained.

Table 19 - Notice of Planned Outages, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
No. of planned outages	389	453	495	434	1,771	1,350
No. of planned outages for which 3 days advance notice was not given	11	2	6	27	46	20
Percentage Breach (%)	2.8	0.4	1.2	6.2	2.6	1.5
Compliance rate (%)	97.2	99.6	98.8	95.8	97.4	98.5
No. of occasions the duration of planned outage exceeded specified time	3	0	1	2	6	4

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. T&TEC is paid for power based on the number of lights installed and therefore has an obligation to ensure that they are functioning effectively.

There was a 20% increase in the number of failed street lights reported during 2012. However, the repair rate decreased with the average compliance rates for repairs to street lights decreasing from 76.1% to 69.8%. (See table 20). This decline in performance was due to the unavailability of the materials necessary to effect repairs. T&TEC has since received the shipments of material need, so there is the expectation that the performance in this area will increase. Conversely the number of highway light failures reported decreased by 16% and the repair rate improved. The average compliance rate for repairs to highway lights increased from 87.5% to 95.4%, with full compliance being achieved in the third and fourth quarters.

There was an improvement in attention to the repair of highway lights, however the street light maintenance programme still needs to be improved and aggressively enforced. As stated in previous reports, the lack of response in both these areas poses a health risk to customers in the communities and road users alike. Additionally, T&TEC bills the Regional Corporations as though all the lights are working all the time and therefore should make every effort to ensure that this is in fact the case.

Table 20 - Street Lights Maintenance, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
No. of failed street lights reported	5,539	5,579	4,877	5,228	21,222	17,654
No. of failed street lights not repaired within 7 working days	1,445	1,078	1,771	2,107	6,401	3,692
Percentage breach (%)	26.1	19.3	36.3	40.3	30.2	20.9
Compliance Rate (%)	73.9	80.7	63.7	59.7	69.8	79.1
No. of failed highway lights reported	104	359	32	75	570	678
No. of failed highway lights not repaired within 14 working days	7	19	0	0	26	85
Percentage breach (%)	6.7	5.3	0.0	0.0	4.6	12.5
Compliance Rate (%)	93.3	94.7	100.0	100.0	95.4	87.5

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 193 written complaints/requests received during 2012, fifty-seven more than the number received in 2011. Of the 193 complaints received, T&TEC was unable to respond to 25 of them within 10 working days, resulting in an average compliance rate of 87.0%, which was the same rate achieved in

2011. While there was no change in the performance under this section of the standard, T&TEC's performance declined with respect to having the final position communicated within the thirty working day period. The average compliance rate decreased from 95.6% in 2011, to 83.9% in 2012. After several attempts to get an explanation for the decline in performance, T&TEC has not given a satisfactory response.

Table 21 - Response to Customer's written Complaints/Requests, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of written complaints/requests received	45	46	60	42	193	136
Number of written complaints/requests not responded to within 10 working days (breach)	7	6	4	8	25	18
Percentage Breach (%)	15.6	13.0	6.7	19.0	13.0	13.2
Compliance Rate (%)	84.4	87.0	93.3	81.0	87.0	86.8
Number of written complaints/requests not communicated to with final position within 30 working days (breach)	7	3	9	12	31	6
Percentage Breach (%)	15.6	6.5	15.0	28.6	16.1	4.4
Compliance Rate (%)	84.4	93.5	85.0	71.4	83.9	95.6
Number of written complaints/requests that remain unresolved	21	13	25	18		

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, submitted for compensatory payment. There were fourteen claims submitted by customers for breaches of GES1 and all were notified.

Table 22 – Customer Claim Notification, 2012

Item	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTAL 2012	TOTAL 2011
Number of claims made under GES1	1	5	4	5	14	4
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 under Guaranteed Standards

During 2012, there were 6,083 breaches under the Guaranteed Standards. This 42% decrease on the 10,565 breaches recorded in 2011 continued the trend that was observed the previous year when there was a 51% decrease. Of these breaches, 277 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 5,806 breaches or 95% of total breaches, while the next highest number of breaches was 105 (2% of total) for GES 2 (Billing Punctuality). GES 4 (Making and Keeping Appointments) was the only standard in 2012 for which there were no breaches. (See table 23).

Table 23 - Number of Breaches under the Guaranteed Standards by Quarter (2012)

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		1,016	137	2,711	1,942	5,806
GES 2 – Billing Punctuality	Residential	61	35	0	3	99
	Non- residential	5	0	1	0	6
GES 3 – Reconnection after Payment of overdue amount/ agreement		1	1	4	4	10
GES 4 – Making and Keeping Appointments		0	0	0	0	0
GES 5 – Investigation of Voltage Complaints	Response	2	0	0	0	2
	Rectification	0	0	0	0	0
GES 6 – Responding to billing and payment queries		0	10	0	0	10
GES7- New connection of supply		0	36	31	26	93
GES8 – Payments owed under guaranteed standards	Residential	0	0	30	27	57
	Non- residential	0	0	0	0	0
TOTAL						6,083

For 2012, 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 customers and non-residential customers, when compared with figures from 2011. 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, 2012 is presented below in table 24.

Table 24 - Summary of Compliance – Guaranteed Standards (2012)

Standard		Compliance Rates (%)					
		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2012	TOTAL 2011
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		99.8	99.9	99.5	99.7	99.8	99.7
GES 2 – Billing Punctuality	Residential	97.8	98.2	100.0	99.9	98.9	96.8
	Non- residential	85.3	100.0	95.7	100.0	93.2	88.2
GES 3 – Reconnection after Payment of overdue amount/ agreement		100.0	100.0	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	99.8	100.0	100.0	99.9	100.0
GES7- New Connection of Supply		100.0	98.8	98.9	99.2	99.2	99.9
GES8 – Payments Owed Under Guaranteed Standards	Residential	N/A	N/A	0.0	0.0	0.0	3.3
	Non- residential	N/A	N/A	N/A	N/A	N/A	0.0

N/A – Not Applicable

5.2 Summary of Performance under Overall Standards

Generally there was also little change in T&TEC's performance under the overall standards. In the case of OES 1 (Frequency of Meter Reading) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1) full compliance was maintained. Performance under OES 2 (Billing Punctuality) continued to improve, achieving full compliance. Rates of compliance for OES 4 (Prior Notice of Unplanned Outages), OES 5 (Street Lights Maintenance) and OES 6 (Response to Customer Queries/Requests) were maintained at the previous levels. Performance declined under OES 3 (Responding to Meter Problems). A summary of compliance rates under the overall standards, 2012 is presented in table 25.

Table 25 - Summary of Compliance – Overall Standards, 2012

Standard		Compliance Rates (%)					
		1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	TOTAL 2012	TOTAL 2011
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	93.9
OES 3 – Responding to meter problems		77.0	85.5	55.8	72.8	72.6	96.8
OES 4 – Prior Notice Of Planned Outages		97.2	99.6	98.8	95.8	97.4	98.5
OES 5 – Street Lights Maintenance	Street Lights	73.9	80.7	63.7	59.7	69.8	79.1
	Highway Lights	93.3	94.7	100.0	100.0	95.4	87.5
OES 6 – Response to Customer Queries/ Requests (written)	Initial Response	84.4	87.0	93.3	81.0	87.0	86.8
	Final Position	84.4	93.5	85.0	71.4	83.9	95.6
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 2012, 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 2011, T&TEC processed 348 (3.3%) of the 10,565 eligible claims and paid \$18,390 (2.9%) of the minimum compensation of \$629,760 that was due. In 2012, there were fewer eligible claims, yet T&TEC only processed 2.1% or 125 of the 6,083 claims. Of the \$305,330 minimum compensation due, \$6,778 (2.2%) was paid.

This is the second year for which there has been automatic compensation for breaches of all the Guaranteed Standards except GES1. While, T&TEC's performance with respect to the processing of automatic payments has improved, its record of settling outstanding claims has been relatively poor. In 2012, T&TEC managed to pay 40% of the automatic compensatory payments on time, which was less than the 68% that was paid in 2011. While T&TEC has assured that all compensatory payments are eventually made, the time lag between when the breach occurred and the affected customer being compensated, must be shortened.

No further improvement has been made by T&TEC in its management of the automatic compensatory scheme during this period. Neither has T&TEC completed the installation of the remaining modules of the AMI, so that individual customers affected by outages can be identified. This exercise is the pre-requisite for identifying breaches under GES 1 and the subsequent automatic compensation to affected customers. Until then, the full effect/benefit of the Guaranteed Standards Scheme will not be realised. The RIC will therefore do everything within its power to encourage T&TEC to complete all modules of the AMI.

The RIC continues to experience difficulties in receiving accurate information from T&TEC. The veracity and timeliness of the data received are of great concern. It was hoped that with the formation of a department dedicated to regulatory affairs, these challenges would have been reduced. However, although the RIC and the Regulatory Affairs Department of T&TEC have been working together closely, it appears that some of the challenges are due to break downs in how information was disseminated to the different distribution areas in the past. The RIC and T&TEC must continue the data mapping exercises, with all definitions and processes being clearly and concisely identified.

The quality of service standards are due to be reviewed shortly. The RIC intends to revise the individual standards, as well as critically examine 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.