



**QUALITY OF SERVICE STANDARDS  
ANNUAL PERFORMANCE REPORT  
2011**

**ELECTRICITY TRANSMISSION AND  
DISTRIBUTION SECTOR**

Classification: Information Document  
Distribution: Public/Stakeholders  
Publication Date: October 2012



<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>ES1</b>
<b>SECTION 1 INTRODUCTION.....</b>	<b>1</b>
1.1 Purpose of Document.....	1
1.2 Structure of Document.....	1
<b>SECTION 2 PERFORMANCE REVIEW UNDER THE GUARANTEED STANDARDS FOR 2011 .....</b>	<b>2</b>
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 .....	11
GES 7: New Connection to Supply .....	11
GES 8: Payments owed under Guaranteed Standards .....	12
<b>SECTION 3 COMPENSATORY PAYMENTS.....</b>	<b>14</b>
<b>SECTION 4 PERFORMANCE REVIEW UNDER THE OVERALL STANDARDS FOR 2011.....</b>	<b>17</b>
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 .....	24
<b>SECTION 5 SUMMARY AND CONCLUSION .....</b>	<b>25</b>
5.1 Summary of Performance under Guaranteed Standards.....	25
5.2 Summary of Performance under Overall Standards .....	26
5.3 Conclusion .....	27
<b>APPENDIX 1 .....</b>	<b>30</b>

<b>LIST OF TABLES</b>	<b>PAGE</b>
<b>Table ES1 - Compliance under Guaranteed Standards, 2011 .....</b>	<b>ES2</b>
<b>Table ES2 - Breaches and Payments Due under the Guaranteed Standards, 2011 .....</b>	<b>ES3</b>
<b>Table ES3 - Compliance under Overall Standards, 2011 .....</b>	<b>ES4</b>
<b>Table 1 - No. of unplanned outages, 2011 .....</b>	<b>3</b>
<b>Table 2 - No. of unplanned outages lasting longer than 10 hours, 2011 .....</b>	<b>3</b>
<b>Table 3 - Response and Restoration Times of Supply, 2011 .....</b>	<b>5</b>
<b>Table 4 - Compliance Rates for GES 1, 2010 to 2011 .....</b>	<b>6</b>
<b>Table 5 - Billing Punctuality for Residential Customers, 2011.....</b>	<b>6</b>
<b>Table 6 - Billing Punctuality for Non-Residential Customers, 2011 .....</b>	<b>7</b>
<b>Table 7 - Reconnection after Payment of Overdue Amounts or Agreement, 2011.....</b>	<b>8</b>
<b>Table 8 - Making and Keeping Appointments, 2011 .....</b>	<b>9</b>
<b>Table 9 - Correction of Low/High Voltage, 2011 .....</b>	<b>10</b>
<b>Table 10 - Responding to Billing and Payment Queries, 2011.....</b>	<b>11</b>
<b>Table 11 - Connection to Supply, 2011.....</b>	<b>12</b>
<b>Table 12 - Payments owed under Guaranteed Standards, 2011.....</b>	<b>13</b>
<b>Table 13 - Breaches, Claims and Payments under the Guaranteed Standards, 2011 .....</b>	<b>14</b>
<b>Table 14 - Breaches and Payments Due under the Guaranteed Standards, 2011 .....</b>	<b>16</b>
<b>Table 15 - Frequency of Meter Reading, Residential and Commercial, 2011.....</b>	<b>17</b>
<b>Table 16 - Frequency of Meter Reading, Industrial, 2011 .....</b>	<b>18</b>
<b>Table 17 - Billing Punctuality, 2011 .....</b>	<b>19</b>
<b>Table 18 - Response to Meter Problems, 2011 .....</b>	<b>20</b>
<b>Table 19 - Notice of Planned Outages, 2011 .....</b>	<b>21</b>
<b>Table 20 - Street Lights Maintenance, 2011 .....</b>	<b>22</b>
<b>Table 21 - Response to Customer's written Complaints/Requests, 2011.....</b>	<b>23</b>
<b>Table 22- Customer Claim Notification, 2011 .....</b>	<b>24</b>
<b>Table 23 - Number of Breaches under the Guaranteed Standards by Quarter (2011).....</b>	<b>25</b>
<b>Table 24 - Summary of Compliance – Guaranteed Standards (2011) .....</b>	<b>26</b>
<b>Table 25- Summary of Compliance – Overall Standards, 2011 .....</b>	<b>27</b>
<b>Table A1 – Guaranteed Standards.....</b>	<b>30</b>
<b>Table A2 –Overall Standards .....</b>	<b>31</b>



## **EXECUTIVE SUMMARY**

The Regulated Industries Commission (RIC) is mandated under Section 6 of Act No. 26 of 1998, to prescribe standards of service, monitor and ensure compliance, and impose sanctions for non-compliance. In carrying out these functions, the RIC implemented the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector.

This is the RIC's eighth Annual Performance Report. It presents an analysis of the performance of T&TEC with respect to the Quality of Service Standards for 2011. 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 2011 with that of the previous year where applicable.

### **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 2011, T&TEC recorded 10,565 breaches, a 51% reduction of the 21,381 breaches recorded in 2010. Guaranteed Standard, GES 1, (Response and Restoration Time) accounted for the highest number of breaches (10,049) in 2011, a 27% increase over the 2010 figures. The next highest number of breaches (370) occurred under GES 2 (Billing Punctuality), followed by GES 5 (Investigation of Voltage Complaints) with 23 breaches, GES 3 (Reconnection) with 15 breaches and GES 7 (New connection of supply) with 13 breaches. GES 1 accounted for 95% of all of the breaches for the year 2011. GES 4 (Making and Keeping Appointments) and GES 6 (Responding to Billing and Payment Queries) were the only standards in 2011 for which there were no breaches.

**Table ES1 - Compliance under Guaranteed Standards, 2011**

<b>Code</b>	<b>Service Description</b>	<b>Performance Measure</b>	<b>2011 Compliance Rates (%)</b>	<b>2010 Compliance Rates (%)</b>
GES1	Response and restoration time after unplanned (forced) outages on the distribution system.	Time for restoration of supply to affected customers - within 10 hours	<b>99.7</b>	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	<b>96.8</b> <b>88.2</b>	68.0 29.0
GES3	Reconnection after payment of overdue amounts or agreement on payment schedule	Time to restore supply after payment is made - within 24 hours	<b>99.9</b>	99.5
GES4	Making and keeping appointments	Where required, appointments will be made on a morning or afternoon basis	<b>100.0</b>	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.	<b>99.6</b>  <b>99.5</b>	98.0  99.2
GES6	Responding to billing and payment queries.	Substantive reply within 15 working days.	<b>100.0</b>	72.7
GES 7	New connection of supply	Service drop and meter to be installed within 3 working days.	<b>99.9</b>	92.9
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	<b>3.3</b>  <b>0.0</b>	N/A  N/A

N/A – Not available

The assessment of T&TEC's performance against the guaranteed standards for 2011 is presented in table ES1 above. Generally, for 2011, the level of performance under the guaranteed standards showed improvement for all the standards. GES 1 (Response and Restoration Time) has always had a high compliance rate and this situation has persisted. The number of breaches under GES 1 is usually large due to the high number of customer outage incidents, when compared with the number of breaches occurring under the other standards. There was

significant improvement observed under two of the Guaranteed Standards (GES 2 and GES 6), when compared with figures from 2010.

Automatic compensatory payment is stipulated for all breaches except those under GES 1, because T&TEC is not yet able to identify the individual customers that are affected by breaches of GES 1. This is due to limited functionality of the outage management module of the Advanced Metering Infrastructure (AMI). Hence customers must still make claims for breaches under this standard. If all claims were made for all breaches that occurred during 2011 and all compensatory payments applied, the RIC estimates that, at minimum, compensatory payments of \$629,760 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, 2011**

<b>Standard</b>	<b>Total Number</b>	<b>Number of Breaches</b>	<b>Minimum Payment Due (\$)</b>
GES 1	2,991,907 (outage incidents)	10,049	602,940
GES 2	10,973 (requests)	370	18,500
GES 3	15,526 (arrangements/payments)	15	1,770
GES 4	5,909 (appointments)	0	0
GES 5	3,629 (voltage complaints)	23	1,150
GES 6	31,898 (queries)	0	0
GES 7	12,661 (requests)	13	650
GES 8	10,470 (breaches)	95	4,750
<b>TOTAL</b>		<b>10,565</b>	<b>629,760</b>

### **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, 2011 are presented in table ES3.



**Table ES3 - Compliance under Overall Standards, 2011**

<b>Code</b>	<b>Description</b>	<b>Required Performance Units</b>	<b>2011 Compliance Rate (%)</b>	<b>2010 Compliance Rate (%)</b>
OES1	Frequency of meter reading	(a) 90% of industrial meters should be read every month	<b>100.0</b>	100.0
		(b) 90% of residential and commercial meters read according to schedule	<b>100.0</b>	100.0
OES2	Billing punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation	<b>93.9</b>	95.9
OES3	Responding to meter problems	Visit or substantive reply within 10 working days 95% of the time.	<b>96.8</b>	95.8
OES4	Prior Notice of planned outages	3 days advance notice of planned outages 100% of the time	<b>98.5</b>	94.9
OES5	Street Lights Maintenance	Street Lights - within 7 working days	<b>79.1</b>	77.2
		Highway Lights – within 14 working days	<b>87.5</b>	76.1
OES6	Response to customer queries/requests (written)	Time to respond after receipt of queries. Initial Response – within 10 working days	<b>86.8</b>	91.9
		Final Position – within 30 working days	<b>95.6</b>	95.7
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.	<b>100.0</b>	99.9

OES 1 (Frequency of meter reading) continued to be the only overall standard that maintained full compliance in 2011. The improvement previously seen in OES 2 (Billing Punctuality) during 2010 was not sustained in 2011 with the compliance rate dropping from 95.9% to 93.9%. There were improvements in OES 3 (Responding to meter problems), OES 4 (Prior notice of planned outages), and OES 5 (Street Lights Maintenance). Performance under OES 6 (Response to customer queries/requests) showed a marginal decline, while that under OES 7 (Notifying

customers of receipt of claim under Guaranteed Standard GES 1) improved slightly to achieve full compliance. Performance under OES 5 (Street lights maintenance) continued to be the poorest, with compliance rates under 90%, even though the performance improved slightly when compared with 2010.

The RIC continues to experience difficulties in receiving accurate information from T&TEC. The veracity and timeliness of the data received is of great concern. In particular, the RIC is very concerned about GES 1 and the high number of unplanned outages that occur. The RIC will write to T&TEC, clearly identifying its concerns and suggestions for improvements. The RIC and T&TEC must engage in a stringent data mapping exercise, with all definitions and processes being clearly and concisely identified. It is hoped that these issues would be resolved now that T&TEC has formed a department dedicated to regulatory affairs.

## **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. Regulating 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 impose sanctions for non-compliance. As such, the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector were implemented on April 7<sup>th</sup>, 2004. These standards were subsequently revised and the new standards were implemented from April 2010. This is the RIC's eighth 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 2011. 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 the areas of each of the guaranteed standards for 2011 is presented;
- Section 3 deals with the performance of T&TEC in the areas of each of the overall standards for 2011;
- 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 2011**

### **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 2011 is reviewed below.

#### **GES 1: Response and Restoration Times of Supply.**

One way of measuring T&TEC's efficiency is by observing its response time to 'trouble calls' and its ability to restore supply quickly. This standard 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 analyzing performance under this standard, 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.

In 2011, there were 13,566 unplanned outages, a 5.5% decrease when compared with 2010. While a decrease in the number of unplanned outages is a good sign, the decrease is small when compared to the 30% increase that occurred from 2009 to 2010, that brought the number of unplanned outages in that year up to 14,358. The approximate figure of 37 unplanned outages per day across T&TEC's network appears to be relatively high in the absence of comparative data from other jurisdictions. Further investigation will be undertaken to determine the issues to be addressed in order to reduce the frequency of unplanned outages to T&TEC's customers. It can be seen in table 1, that a low of 840 outages occurred in February, and a peak of 1,413 was

reached in June. As expected, the number of unplanned outages increased during the rainy season, resulting in more outages as the year progressed.

**Table 1 - No. of unplanned outages, 2011**

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2011)	TOTAL (2010)
North	207	152	177	225	217	202	274	196	246	243	291	196	<b>2626</b>	2421
South	205	170	159	190	294	304	292	246	273	242	190	136	<b>2701</b>	3069
Tobago	148	90	96	110	107	174	99	86	109	144	107	99	<b>1369</b>	1217
East	311	289	255	301	437	448	388	291	370	450	435	334	<b>4309</b>	4861
Central	178	139	210	237	244	285	227	300	208	204	169	160	<b>2561</b>	2790
TOTAL (2011)	<b>1049</b>	<b>840</b>	<b>897</b>	<b>1063</b>	<b>1299</b>	<b>1413</b>	<b>1280</b>	<b>1119</b>	<b>1206</b>	<b>1283</b>	<b>1192</b>	<b>925</b>	<b>13566</b>	
TOTAL (2010)	748	752	1235	908	1217	1221	1416	1410	1556	1680	1172	1043		14358

Of the 13,566 unplanned outages that occurred in 2011, it took more than 10 hours to restore power to 192 of these outages. The distribution of these is shown in table 2.

**Table 2 - No. of unplanned outages lasting longer than 10 hours, 2011**

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2011)
North	1	1	0	0	1	0	2	1	9	0	4	0	<b>19</b>
South	0	1	0	2	0	5	1	1	2	1	4	0	<b>17</b>
Tobago	0	0	0	0	1	0	5	1	4	1	1	1	<b>14</b>
East	5	3	0	5	4	14	20	22	14	12	11	13	<b>123</b>
Central	1	1	0	1	0	0	7	8	1	0	0	0	<b>19</b>
TOTAL (2011)	<b>7</b>	<b>6</b>	<b>0</b>	<b>8</b>	<b>6</b>	<b>19</b>	<b>35</b>	<b>33</b>	<b>30</b>	<b>14</b>	<b>20</b>	<b>14</b>	<b>192</b>

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

- Fallen trees (8),
- Tree contact (23),
- Defective transformers (11),
- Leaning or broken poles (13),

- Burnt transformer lead (3),
- Damaged insulators (6),
- Burst HT and Neutral conductors (11),
- Blown transformer fuses and blown HT fuses (79),
- Burst low voltage wires and high tension wires (4),
- Defective lightening arrestor (2),
- Animal contact (2),
- Fire (1),
- Reason unknown (25), and
- Severe weather and torrential rainfall (4).

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.

- Time of the day that the report was received (14),
- Crew unavailability (9),
- No access to compound or customer unavailable (4),
- Poor access to site and poor terrain (19),
- Awaiting appropriate equipment to conduct repairs (7),
- Defective equipment or absence of equipment/vehicles to respond to trouble calls (9),
- Daylight crew, line clearing and tree trimming required (15),
- High number of trouble reports (26),
- Complexity of the job (7),
- Inclement weather (23),
- Clerical/Technical error (6),
- Contractor refused to work (5),
- Industrial action (6),
- Bee infestation (1),
- Building fire and smoke (1)
- No curfew pass (1),

- Landslide (2), and
- Trinidad and Tobago Police unavailable to accompany crew into high risk areas (7).

A breach of GES 1 occurs when the electricity supply to each customer is not restored within 10 hours of the report being received by the utility. Additionally, a breach is also registered for each further 12-hour period, up to a maximum of 34 hours that the service is not restored. An unplanned outage experienced by a customer is referred to as an outage incident.

Table 3 shows the number of customers experiencing outages, the number of customers not reconnected within 10 hours and the number of customer outage incidents greater than 10 hours (breaches of GES 1).

**Table 3 - Response and Restoration Times of Supply, 2011**

<b>Item</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>TOTAL (2011)</b>
No. of customer outage incidents	232,549	183,858	188,293	176,787	289,843	350,019	264,504	306,608	231,994	332,663	232,348	202,441	<b>2,991,907</b>
No. of customers not reconnected within 10 hours	59	187	3	193	200	463	1683	1306	743	517	453	1,458	<b>7,265</b>
No. of customer outage incidents > 10 hours ( Breaches)	75	187	5	307	210	781	2680	1420	946	563	744	2,131	<b>10,049</b>
Percentage breach (%)	0.03	0.10	0.00	0.17	0.07	0.22	1.01	0.46	0.41	0.17	0.32	1.05	<b>0.34</b>
Compliance Rate (%)	<b>99.97</b>	<b>99.90</b>	<b>100.00</b>	<b>99.83</b>	<b>99.93</b>	<b>99.78</b>	<b>98.99</b>	<b>99.54</b>	<b>99.59</b>	<b>99.83</b>	<b>99.68</b>	<b>98.95</b>	<b>99.66</b>

Although there were fewer unplanned outages for 2011, as can be seen in table 1, table 4 shows that the total number of customer outage incidents increased from 2,648,442 in 2010 to 2,991,907 in 2011. There was also a 27% increase in the number of breaches from 7,889 in 2010 to 10,049 in 2011.

**Table 4 - Compliance Rates for GES 1, 2010 to 2011**

<b>Item</b>	<b>2011</b>	<b>2010</b>
Total no. of customer outage incidents>10 hours (Breaches)	10,049	7,889
No. of customer outage incidents	2,991,907	2,648,442
Percentage breach (%)	0.3	0.3
<b>Compliance Rate (%)</b>	<b>99.7</b>	<b>99.7</b>

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 7,265 customers affected by breaches during 2011, only 3 customers filed claims. In order to improve the effectiveness of this standard, there must be automatic compensation for breaches occurring under this standard.

**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, T&TEC's performance under this standard for residential customers improved in 2011, with the annual average compliance rate moving from 68% in 2010 to 96.8% in 2011. The compliance rate for each quarter was also consistently maintained over 95%.

**Table 5 - Billing Punctuality for Residential Customers, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010</b>
No. of new Residential customers requesting supply	2,830	3,295	2,720	1,933	<b>10,778</b>	18,662
No. of bills not mailed within 60 days (breach)	104	145	88	10	<b>347</b>	5,968
Percentage breach (%)	3.7	4.4	3.2	0.5	<b>3.2</b>	32.0
<b>Compliance Rate (%)</b>	<b>96.3</b>	<b>95.6</b>	<b>96.8</b>	<b>99.5</b>	<b>96.8</b>	68.0



Improvement in GES 2 was not restricted to residential customers. The compliance rate for the billing punctuality of the non-residential customers showed significant improvement with the annual average increasing from 29% in 2010 to 88% in 2011 (See table 6). Although the performance during the quarters fluctuated, T&TEC managed to maintain compliance at over 70% throughout.

**Table 6 - Billing Punctuality for Non-Residential Customers, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010</b>
Number of new Non-Residential customers requesting supply	21	133	22	19	<b>195</b>	169
No. of bills not mailed within 30 days (breach)	6	9	4	4	<b>23</b>	120
Percentage breach (%)	28.6	6.8	18.2	21.1	<b>11.8</b>	71.0
Compliance Rate (%)	<b>71.4</b>	<b>93.2</b>	<b>81.8</b>	<b>78.9</b>	<b>88.2</b>	29.0

### **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.

As shown in table 7, the compliance rate remained relatively high for this standard in 2011. Eighty-six percent of the disconnected customers made payments or arrangements in 2011 as compared to sixty-eight percent of customers who did so in 2010, and the majority of them were reconnected within 24 hours.

**Table 7 - Reconnection after Payment of Overdue Amounts or Agreement, 2011**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL (2011)	TOTAL (2010)
Total Disconnections	4671	4699	4425	4263	<b>18,058</b>	13,115
Customers making payments/arrangements	3513	4264	3878	3871	<b>15,526</b>	8,971
Number not reconnected within 24 hours ( Breach)	7	2	5	1	<b>15</b>	46
Percentage breach (%)	0.2	0.0	0.1	0.0	<b>0.1</b>	0.5
Compliance Rate (%)	<b>99.8</b>	<b>100.0</b>	<b>99.9</b>	<b>100.0</b>	<b>99.9</b>	99.5

Similar to what had been seen in previous years, a significant number of customers appear to have remained disconnected at the end of the year. They may have chosen to live without electricity, relocate to another district, run an extension cord from a neighbour or ‘steal current’ from a pole. T&TEC continues to send out crews twice a week to visit customers suspected of ‘current stealing’. However, many of these customers live in high risk areas, and access to them presents its own unique set of challenges.

#### **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 5,909 appointments made in 2011, slightly less in number than the number of appointments made in 2010. Sixteen 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 2011. This data is represented in table 8.

**Table 8 - Making and Keeping Appointments, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL (2011)</b>	<b>TOTAL (2010)</b>
Number of appointments arranged with customers	1,403	1,583	1,372	1,551	<b>5,909</b>	5,935
Number of appointments not kept within 1 hour of appointed time	0	0	0	0	<b>0</b>	0
Number of appointments cancelled or postponed with 24 hours notice	3	9	1	3	<b>16</b>	33
Percentage breach (%)	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	0.0
<b>Compliance Rate (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	100.0

The RIC, while pleased with T&TEC's performance under this standard, is not entirely convinced that it accurately captures all appointments made. The RIC has received complaints about appointments for pole inspection and damaged appliances not being kept. Hence this is an area that will require further investigation and discussion with T&TEC.

### **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.

A total of 3629 voltage complaints was received in 2011, just 4% more than the number of complaints received in 2010. T&TEC determined that 3,562 of these complaints required a visit and was able to respond within 24 hours, 99.6% of the time. Only 15 of these complaints were not attended to within the specified period.

Under this standard, T&TEC is required to identify which complaints were legitimate voltage complaints after the visit. Of the 3562 visits made, T&TEC reported that 1548 or 43% of the

complaints were in fact legitimate, and was able to rectify 1540 of them within 15 working days. Thus, the overall compliance rate for rectification in 2011 was 99.5%. The performance of T&TEC under this standard is summarized in table 9.

**Table 9 - Correction of Low/High Voltage, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL (2011)</b>	<b>TOTAL (2010)</b>
Number of voltage complaints received	775	935	885	1034	<b>3,629</b>	3478
Number of complaints where visit is necessary	775	915	885	987	<b>3,562</b>	3453
Number of complaints not responded to within 24 hours (breach)	0	4	5	6	<b>15</b>	69
Percentage breach	0.0	0.4	0.6	0.6	<b>0.4</b>	2.0
<b>Compliance rate</b>	<b>100.0</b>	<b>99.6</b>	<b>99.4</b>	<b>99.4</b>	<b>99.6</b>	98.0
Number of legitimate voltage complaints	343	434	394	377	<b>1548</b>	2019
Number of complaints not rectified within 15 working days (breach)	6	0	2	0	<b>8</b>	16
Percentage breach	1.7	0.0	0.5	0.0	<b>0.5</b>	0.8
<b>Compliance rate</b>	<b>98.3</b>	<b>100.0</b>	<b>99.5</b>	<b>100.0</b>	<b>99.5</b>	99.2

The RIC is satisfied with the rectification rate of voltage complaints under this standard. However, T&TEC will be required to analyse the root causes of the legitimate voltage complaints in order to prescribe the course of action to be undertaken to systematically reduce the number of voltage complaints. e.g. The implementation of well timed upgrade projects to address anticipated load growth on the Distribution network.

### **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 increased by 78%, a statistic which T&TEC has been unable to explain. Notwithstanding this, all queries received substantive responses within 15 working days, as seen in table 10.

**Table 10 - Responding to Billing and Payment Queries, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL (2011)</b>	<b>TOTAL (2010)</b>
Number of billing and payment queries	10,300	7,899	7,136	6,573	<b>31,898</b>	17,956
Number not responded to within 15 working days	0	0	0	0	<b>0</b>	6,336
<b>Percentage Breach (%)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	27.3
<b>Compliance Rate (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	72.7

### **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 2011. Of the 12,661 requests for new connections received for 2011, only 13 were not made within the specified time and these were all in the fourth quarter of the year. The average compliance rate for the year was 99.9%. (See table 11)

**Table 11 - Connection to Supply, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL (2011)</b>	<b>TOTAL (2010)</b>
Number of connection requests queries	3,156	3,277	2,953	3,275	<b>12,661</b>	12,698
Number of connections not made within 3 working days or by the specified date	0	0	0	13	<b>13</b>	905
<b>Percentage Breach (%)</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.4</b>	<b>0.1</b>	7.1
<b>Compliance Rate (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>99.6</b>	<b>99.9</b>	92.9

**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.

Compensatory claims under GES 1 are reliant on customers making the application since T&TEC is unable to accurately identify specific customers affected by a breach of this standard. For the other standards, GES 2 to GES 7, T&TEC should be aware of breaches when they occur, 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, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>
Number of Residential claims not paid within 60 working days	3	0	88	0	<b>91</b>
Number of Residential claims further compensated for late or non-payment	3	0	0	0	3
Percentage Breach (%)	0.0	N/A	100.0	N/A	96.7
<b>Compliance Rate (%)</b>	<b>100.0</b>	N/A	<b>0.0</b>	N/A	<b>3.3</b>
Number of Non-Residential claims not paid within 30 working days	0	0	4	0	<b>4</b>
Number of Non-Residential claims further compensated for late or non-payment	0	0	0	0	<b>0</b>
Percentage Breach (%)	N/A	N/A	100.0	N/A	100.0
<b>Compliance Rate (%)</b>	N/A	N/A	<b>0.0</b>	N/A	<b>0.0</b>

N/A – Not Applicable

Out of a total of 313 claims from residential customers, 91 were not paid within the specified time frame, making them eligible for a further compensation under GES 8. Only three of these were compensated, resulting in a compliance rate of 3.3%.

There were also twenty-three claims for breaches from non-residential customers and four of these were not paid within 30 working days. These four were not further compensated under GES 1, therefore the compliance rate in this category was 0.0%.

## 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, 2011**

<b>Standard</b>	<b>Total Number of Breaches</b>	<b>Total Number of Claims Submitted/Processed</b>	<b>Total Payments made (\$)</b>
GES 1*	<b>10,049</b>	<b>3</b>	<b>120</b>
GES 2: Res	347	-	-
GES 2: Non-Res	23	-	-
GES 2 –Total**	<b>370</b>	<b>297</b>	<b>14,850</b>
GES 3	<b>15</b>	<b>15</b>	<b>1,770</b>
GES 4	<b>0</b>	<b>0</b>	<b>0</b>
GES 5***	<b>23</b>	<b>17</b>	<b>850</b>
GES 6	<b>0</b>	<b>0</b>	<b>0</b>
GES 7	<b>13</b>	<b>13</b>	<b>650</b>
GES 8	<b>95</b>	<b>3</b>	<b>150</b>
<b>Totals</b>	<b>10,565</b>	<b>348</b>	<b>18,390</b>

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

\*\* Although the breaches were classified into Residential and Non-Residential, the claims and payments were not.

\*\*\* No differentiation given about customer classification for the breaches.



A summary of the breaches and compensation is presented below.

GES 1 - There were 10,049 breaches. Three customers made claims, but only two were paid.

GES 2 – There were 347 breaches to Residential customers and 23 to Non-Residential customers, a total of 370 breaches. T&TEC only indicated a total figure when presenting the claims processed and the payments made. In this case, the compensatory payment to both classes of customers is \$50. T&TEC made \$14,850 in compensatory payments for 297 claims. Of the seventy-three claims that were not paid, T&TEC listed 53 of them as exemptions without explanation.

GES 3 – There were 15 breaches, and all claims were paid at the stipulated amount which is the refund of the reconnection fee of \$118.

GES 5 – This standard stipulated different levels of payment for residential and non-residential customers. T&TEC did not separate the two groups in the reporting of the breaches. However, on the basis of the quantum of the compensatory payment made, it can be assumed that seventeen customers paid were residential.

GES 7 - Compensatory payments were made to the 13 customers that experienced breaches under this standard.

GES 8 – There were 95 breaches due for further compensation under GES 8, however only three payments were made.

There were no breaches and therefore no claims made under GES 4 and GES 6.

There were at least 10,565 breaches occurring across standards GES 1 to GES 8, that were eligible for compensatory payment, yet T&TEC has reported that only 348 payments were made, to a value totalling \$18,390. On the basis of automatic compensatory payments alone, T&TEC paid \$18,270 (68%) of the \$26,820 due, which was a significant improvement on its rate of compensation last year, when only 6% of the automatic payments were made. The RIC is

investigating the level of non-payment and trying to find ways to ensure that this does not happen in the future.

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 \$629,760. The information is presented in table 14.

**Table 14 - Breaches and Payments Due under the Guaranteed Standards, 2011**

<b>Standard</b>	<b>Number of Breaches</b>	<b>Penalty Payment (\$)</b>	<b>Minimum Payment Due (\$)</b>
GES 1	10,049	60	602,940
GES 2	370	50	18,500
GES 3	15	118	1,770
GES 5	23	50	1,150
GES 7	13	50	650
GES 8	95	50	4,750
<b>TOTAL</b>	<b>10,565</b>		<b>629,760</b>

As stated earlier, T&TEC has improved the compensation rate with respect to the automatic payments. However, if all customers had made claims under GES1, T&TEC would have had to pay an estimated minimum amount of \$629,760. Instead, \$18,390 was remitted based on actual claims made by customers, and this represented 2.9% of the estimated amount.

It is noted that automatic payments for breaches of GES 1 have been delayed due to the ongoing implementation of the billing module of the Advanced Metering Infrastructure. However, in lieu of this system taking effect, the RIC proposes that the estimated compensation be held in an escrow account which will fund projects, proposed by T&TEC and approved by the RIC, that will serve to reduce the number of unplanned outages and customers affected by breaches of GES1.

## **SECTION 4      PERFORMANCE REVIEW UNDER THE OVERALL STANDARDS FOR 2011**

### **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.

Every residential and commercial meter is scheduled to be read at least six times per year and as at the end of 2011, there were 421,848 meters installed. There were 2,574,178 scheduled readings for residential and commercial meters and T&TEC was able to read 95.4% of these meters as shown in table 15. This is full compliance with the performance measure of 90% of the meters being read as scheduled.

**Table 15 - Frequency of Meter Reading, Residential and Commercial, 2011**

<b>Item</b>	<b>Performance Data 2011</b>
No. of residential and commercial meters installed at end of year	421,848
No. of scheduled readings for residential and commercial meters	2,574,178
No. of residential and commercial meters read according to schedule	2,456,649
Percentage of residential and commercial meters read according to schedule	95.4%
Percentage breach (%)	<b>0.0</b>
<b>Compliance rate (%)</b>	<b>100.0</b>

The number of industrial meters increased monthly, so that by the end of 2011, the number had increased by 3.3% to 3,270. (See table 16). T&TEC was able to maintain its compliance at 100% under this standard, having completed 98.1% of the scheduled meter readings for the year.

**Table 16 - Frequency of Meter Reading, Industrial, 2011**

<b>Item</b>	<b>Performance Data 2011</b>
No of industrial meters at end of year	3,270
No. of scheduled readings for industrial meters	38,574
No. of actual readings for industrial meters	37,855
Percentage of industrial meter readings	98.1%
Percentage breach (%)	<b>0.0</b>
<b>Compliance rate (%)</b>	<b>100.0</b>

## **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.

After significant improvement in 2010, T&TEC's performance declined under this standard during 2011, with the average compliance rate decreasing from 95.9% in 2010 to 93.9% in 2011 (See table 17). Once again, T&TEC failed to meet the required performance units of this standard.

The challenge of receiving accurate data from T&TEC once again surfaces in the fourth quarter. It is highly improbable that T&TEC managed to mail all the bills within 10 working days, when historically, this has never happened. However, after repeated queries, T&TEC has not provided other data.

**Table 17 - Billing Punctuality, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL (2011)</b>	<b>TOTAL (2010)</b>
Number of meters read and estimated	688,944	551,392	695,716	557,982	<b>2,494,034</b>	2,485,512
Number of bills not mailed within 10 working days	17,111	94,836	87,074	0	<b>199,021</b>	148,361
Number of bills mailed within 10 working days	671,833	456,556	608,642	557,982	<b>2,295,013</b>	2,337,351
Percentage of bills mailed within 10 working days (%)	98	83	88	100	<b>92</b>	94
Percentage breach (%)	<b>0.5</b>	<b>15.5</b>	<b>10.7</b>	<b>0.0</b>	<b>6.1</b>	4.1
<b>Compliance rate (%)</b>	<b>99.5</b>	<b>84.5</b>	<b>89.3</b>	<b>100.0</b>	<b>93.9</b>	95.9

**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.

As shown in table 18, there was a general decrease in the number of meter problems reported as the year progressed, but T&TEC's ability to respond to these problems also declined. Compliance in the first two quarters was 100% but it decreased to a low of 84.1% in the third quarter and 90.5% in the fourth. Despite lower compliance rates in the last two quarters, the annual average compliance for 2011 was 96.8%, which was not significantly different from the performance in 2010 when the standard was first introduced.

**Table 18 - Response to Meter Problems, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Total 2011</b>	<b>Total 2010*</b>
Number of meter problems reported	851	528	578	409	<b>2,366</b>	2,080
Number of meters problems not responded to within 10 working days	0	17	116	59	<b>192</b>	189
Number of visits undertaken or substantive replies sent within 10 working days	851	511	462	350	<b>2,174</b>	1891
Percentage of problems addressed (%)	100	97	80	86	91	91
Percentage breach (%)	<b>0.0</b>	<b>0.0</b>	<b>15.9</b>	<b>9.5</b>	<b>3.2</b>	<b>4.2</b>
<b>Compliance rate (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>84.1</b>	<b>90.5</b>	<b>96.8</b>	<b>95.8</b>

\*Based on April-December 2010

#### **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 1350 planned outages for the year, which were 848 less than the number in 2010. Of this number, there were 20 planned outages for which three days advance notice was not given. While the performance fluctuated throughout the quarters, there was an overall improvement with the annual average compliance rate increasing from 94.9% to 98.5%.

The RIC also started monitoring the number of planned outages that exceed the duration specified in the notice, in order to determine the degree to which customers may be affected by such situations. Of the customers experiencing planned outages, only 1% of them had outages lasting longer than the planned duration in 2010. This declined even further in 2011 to 0.3%.

**Table 19 - Notice of Planned Outages, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010</b>
No. of planned outages	280	465	248	357	<b>1,350</b>	2198
No. of planned outages for which 3 days advance notice was not given	1	6	2	11	<b>20</b>	112
Percentage Breach (%)	0.4	1.3	0.8	3.1	1.5	5.1
Compliance rate (%)	<b>99.6</b>	<b>98.7</b>	<b>99.2</b>	<b>96.9</b>	<b>98.5</b>	94.9
No. of occasions the duration of planned outage exceeded specified time	0	1	1	2	<b>4</b>	26

#### **OES 5: Street Lights Maintenance**

OES 5 requires T&TEC to repair 100% of failed street lights under its control, within seven working days after receiving notification, with the exception of highway lighting. T&TEC is also required to establish a weekly schedule to monitor highway lighting and must repair 100% of failed highway lighting within fourteen days after surveyed or reported failure.

For the nine months of 2010 for which the performance under this standard was recorded, the average compliance rates for repairs to street lights and highway lights were 77.2% and 76.1% respectively (See table 20). There was slight improvement during 2011, with the average compliance rates increasing to 79.1% and 87.5% for street lights and highway lights respectively.

T&TEC's performance with respect to repair of highway lights dipped in the third quarter which highlighted a challenge in the administration of the repair program. With regard to failed highway lights, the Trinidad and Tobago Police Service often becomes involved since most instances involve interrupting the flow of traffic. In an attempt to reduce both the cost of the undertaking and the level of traffic disruptions, T&TEC sometimes waits until there are a number of failed highway lights in an area to batch the job. The result is that sometimes lights are not repaired within 14 working days as stipulated.

Notwithstanding the challenges faced with respect to highway lights, the compliance rates for both categories do not suggest that the street light maintenance programme is aggressively enforced, nor the weekly monitoring of the highway lights. The lack of response in both these areas poses a health risk to customers in the communities and road users alike. Additionally 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.

**Table 20 - Street Lights Maintenance, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010*</b>
No. of failed street lights reported	4,332	3,887	4,652	4,783	<b>17,654</b>	<b>11,244</b>
No. of failed street lights not repaired within 7 working days	1,063	485	917	1,227	<b>3,692</b>	<b>2,559</b>
Percentage breach (%)	24.5	12.5	19.7	25.7	20.9	22.80
<b>Compliance Rate (%)</b>	<b>74.5</b>	<b>87.5</b>	<b>80.3</b>	<b>74.3</b>	<b>79.1</b>	<b>77.2</b>
No. of failed highway lights reported	345	142	73	118	<b>678</b>	<b>239</b>
No. of failed highway lights not repaired within 14 working days	11	28	37	9	<b>85</b>	<b>81</b>
Percentage breach (%)	3.2	19.7	50.7	7.6	12.5	33.9
<b>Compliance Rate (%)</b>	<b>96.8</b>	<b>80.3</b>	<b>49.3</b>	<b>92.4</b>	<b>87.5</b>	<b>76.1</b>

\*Based on April-December 2010

#### **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 136 written complaints/requests received during 2011, fifty less than the number received in 2010. Despite the reduction in complaints, T&TEC's performance, with respect to responding within 10 working days, deteriorated as the average compliance rate decreased from 91.9% in 2010 to 86.8% in 2011.

Its performance with respect to having the final position communicated within the thirty working day period remained virtually unchanged with an average compliance rate of 95.6% in 2011, compared to 95.7% in 2010.

**Table 21 - Response to Customer's written Complaints/Requests, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010</b>
Number of written complaints/requests received	44	41	31	20	<b>136</b>	186
Number of written complaints/requests not responded to within 10 working days (breach)	2	1	4	11	<b>18</b>	15
Percentage Breach (%)	4.5	2.4	12.9	55.0	13.2	8.1
Compliance Rate (%)	<b>95.5</b>	<b>97.6</b>	<b>87.1</b>	<b>45.0</b>	<b>86.8</b>	91.9
Number of written complaints/requests not communicated to with final position within 30 working days (breach)	4	0	2	0	<b>6</b>	8
Percentage Breach (%)	9.1	0.0	6.5	0.0	4.4	4.3
Compliance Rate (%)	<b>90.9</b>	<b>100.0</b>	<b>93.5</b>	<b>100.0</b>	<b>95.6</b>	95.7
Number of written complaints/requests that remain unresolved	11	5	7	1		

**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 three claims submitted by customers for breaches of GES1. However, under OES 7, T&TEC has reported that four claims were made and that all customers were notified. This discrepancy is currently being queried.

**Table 22– Customer Claim Notification, 2011**

<b>Item</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>TOTAL 2010</b>
Number of claims made under GES1	1	1	1	1	4	26
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
<b>Percentage Compliance (%)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	100.0

## SECTION 5 SUMMARY AND CONCLUSION

### 5.1 Summary of Performance under Guaranteed Standards

In total, there were 10,565 breaches under the Guaranteed Standards for 2011. This was 51% less than the 21,381 breaches recorded in 2010. Of these breaches, 516 were eligible for automatic compensation by T&TEC. The highest number of breaches was 10,049 (95% of total) for the Guaranteed Standard GES 1 (Response and Restoration time), while the next highest number of breaches was 370 (4% 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 2011 for which there were no breaches. (See table 23).

**Table 23 - Number of Breaches under the Guaranteed Standards by Quarter (2011)**

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		267	1,298	5,046	3,438	<b>10,049</b>
GES 2 – Billing Punctuality	Residential	104	145	88	10	<b>347</b>
	Non- residential	6	9	4	4	<b>23</b>
GES 3 – Reconnection after Payment of overdue amount/ agreement		7	2	5	1	<b>15</b>
GES 4 – Making and Keeping Appointments		0	0	0	0	<b>0</b>
GES 5 – Investigation of Voltage Complaints	Response	0	4	5	6	<b>15</b>
	Rectification	6	0	2	0	<b>8</b>
GES 6 – Responding to billing and payment queries		0	0	0	0	<b>0</b>
GES7- New connection of supply		0	0	0	13	<b>13</b>
GES8 – Payments owed under guaranteed standards	Residential	3	0	88	0	<b>91</b>
	Non- residential	0	0	4	0	<b>4</b>
TOTAL						<b>10,565</b>

Generally, for 2011, the level of performance under the guaranteed standards showed improvement for all the standards. GES 1 (Response and Restoration Time) has always had 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. There was significant improvement observed under two of the Guaranteed Standards (GES 2 and GES 6), when compared with figures from 2010. A summary of the compliance rates for the guaranteed standards, 2011 is presented below in table 24.

**Table 24 - Summary of Compliance – Guaranteed Standards (2011)**

Standard		Compliance Rates (%)					
		1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2011	2010
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		99.9	99.8	99.5	99.7	<b>99.7</b>	99.7
GES 2 – Billing Punctuality	Residential	96.3	95.6	96.8	99.5	<b>96.8</b>	68.0
	Non- residential	71.4	93.2	81.8	78.9	<b>88.2</b>	29.0
GES 3 – Reconnection after Payment of overdue amount/ agreement		99.8	100.0	99.9	100.0	<b>99.9</b>	99.5
GES 4 – Making and Keeping Appointments		100.0	100.0	100.0	100.0	<b>100.0</b>	98.2
GES 5 – Investigation of Voltage Complaints	Response	100.0	99.6	99.4	99.4	<b>99.6</b>	98.0
	Rectification	98.3	100.0	99.5	100.0	<b>99.5</b>	99.2
GES 6 – Responding to billing and payment queries		100.0	100.0	100.0	100.0	<b>100.0</b>	72.7
GES7- New connection of supply		100.0	100.0	100.0	99.6	<b>99.9</b>	<b>92.9</b>
GES8 – Payments owed under guaranteed standards	Residential	100.0	N/A	0.0	N/A	<b>3.3</b>	N/A
	Non- residential	N/A	N/A	0.0	N/A	<b>0.0</b>	N/A

N/A – Not Applicable

## 5.2 Summary of Performance under Overall Standards

With respect to the overall standards, there continued to be full compliance with OES 1 (Frequency of meter reading). The improvement previously seen in OES 2 (Billing Punctuality)

during 2010 was not sustained in 2011 with the compliance rate dropping from 95.9% to 93.9%. There were improvements in OES 3 (Responding to meter problems), OES 4 (Prior notice of unplanned outages), and OES 5 (Street Lights Maintenance). Performance under OES 6 (Response to customer queries/requests) showed a marginal decline, while that under OES 7 (Notifying customers of receipt of claim under Guaranteed Standard GES 1) improved slightly to achieve full compliance. Performance under OES 5 (Street lights maintenance) continued to be the poorest, with compliance rates under 90%. A summary of compliance rates under the overall standards, 2011 is presented in table 25.

**Table 25- Summary of Compliance – Overall Standards, 2011**

<b>Standard</b>		<b>Compliance Rates (%)</b>					
		<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>TOTAL 2011</b>	<b>2010</b>
OES 1 – Frequency of meter reading	Industrial	100.0				<b>100.0</b>	100.0
	Residential and Commercial	100.0				<b>100.0</b>	100.0
OES 2 – Billing Punctuality		99.5	84.5	89.3	100.0	<b>93.9</b>	95.9
OES 3 – Responding to meter problems		100.0	100.0	84.1	90.5	<b>96.8</b>	95.8
OES 4 – Prior notice of planned outages		99.6	98.7	99.2	96.9	<b>98.5</b>	94.9
OES 5 – Street lights maintenance	Street Lights	75.5	87.5	80.3	74.3	<b>79.1</b>	77.2
	Highway Lights	96.8	80.3	49.3	92.4	<b>87.5</b>	76.1
OES 6 – Response to customer queries/ requests (written)	Initial Response	95.5	97.6	87.1	45.0	<b>86.8</b>	91.9
	Final Position	90.9	100.0	93.5	100.0	<b>95.6</b>	95.7
OES 7 – Notifying customer of receipt of claim under Guaranteed Standard GES1		100.0	100.0	100.0	100.0	<b>100.0</b>	99.9

### **5.3 Conclusion**

For 2011, T&TEC's performance showed improvements under most standards, with the most significant being under GES 2 – Billing Punctuality and GES 6 – Responding to billing and

payment queries. Previous improvements achieved under OES 2 – Billing Punctuality and OES 6 – Response to customer queries/requests (written), were not sustained.

The Guaranteed Standards Scheme was designed to encourage T&TEC to focus on improving the quality of service delivered in the specified areas. In 2010, T&TEC processed 669 (3.7%) of the 18,289 eligible claims and paid \$33,700 (3.4%) of the minimum compensation of \$992,714 that was due. These percentages did not change significantly in 2011, with 3.3% or 348 of the 10,565 eligible claims being processed. Of the \$629,760 minimum compensation due, \$18,390 (2.9%) 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 2011, T&TEC managed to pay 68% of the automatic compensatory payments, which was a significant improvement on 6% that was paid in 2010.

Although T&TEC has improved its management of the automatic compensatory scheme during this period, until compensation for breaches of GES 1 is made automatic, 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, so that individual customers affected by outages can be identified, which is the pre-requisite for making compensation under GES 1 automatic.

The RIC continues to experience difficulties in receiving accurate information from T&TEC. The veracity and timeliness of the data received is of great concern. In particular, the RIC is very concerned about GES 1 and the high number of unplanned outages that occur. The RIC will write to T&TEC, clearly identifying its concerns and suggestions for improvements. The RIC and T&TEC must engage in a stringent data mapping exercise, with all definitions and processes being clearly and concisely identified. It is hoped that these issues would be resolved now that T&TEC has formed a department dedicated to regulatory affairs.



## 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**

<b>Code</b>	<b>Description</b>	<b>Required Performance Units</b>
OES1	Frequency of meter reading	<ul style="list-style-type: none"> <li>a. 90% of industrial meters should be read every month</li> <li>b. 90% of residential and commercial meters read according to schedule</li> </ul>
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.