



**QUALITY OF SERVICE STANDARDS  
ANNUAL PERFORMANCE REPORT  
2014**

**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 compliance, and impose sanctions for non-compliance. In order to fulfil this mandate, the RIC published and implemented the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector<sup>1</sup>. These were developed to address the market failure that results from the absence of competition due to the natural monopolistic nature of electricity transmission and distribution. It is recognized that under all forms of regulation of monopolies (and more so under incentive regulation), there is the risk that firms may increase profits by lowering the quality of service. Therefore, it is necessary to have measures directed at regulating service standards in the regulatory regimes to ensure that reductions in expenditure are, in fact, due to efficiencies and not at the expense of lower service quality.

This is the Eleventh 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 2014. 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 2014 with that of the previous year where applicable. The information utilized in this report has been supplied by T&TEC.

### **Summary of Performance: Guaranteed Standards**

Guaranteed Standards are those that set service levels which must be met in each individual case by the service provider, and relate to the relationship between the utility and the individual customer. Under these standards, the utility is required to make compensatory payments to affected customers if it fails to provide the level of service stipulated. There are eight guaranteed standards for T&TEC, and all but the first (GES 1) carry automatic compensatory payment for non-compliance.

In 2014, T&TEC recorded 7,141 incidents of non-compliance<sup>2</sup>, which is a 179% increase on the 2,555 number of incidents recorded in 2013. Guaranteed Standard, GES 1, (Response and Restoration Time) accounted for the largest number of these incidents (6,961) in 2014, which increased by 185% compared to 2013. The next highest number (66) occurred under GES 8 (Payments Owed Under Guaranteed Standards), followed by GES 7 (New Connection Of Supply) with 65 incidents, GES 3 (Reconnection) with 23 incidents, GES 5 (Investigation of Voltage Complaints) with 19 incidents, and GES 2 (Billing Punctuality) with 13 incidents. GES 4 (Making and Keeping Appointments) and GES 6 (Responding to Billing and Payment Queries) were the only two standards for which no incidents of non-compliance were recorded in 2014. T&TEC's performance under the guaranteed standards for 2014 is presented in table ES1.

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<sup>1</sup> The current Standards were gazetted on 31<sup>st</sup> December, 2009

<sup>2</sup> A non-compliance occurs when the service provider fails to achieved the stipulated level of performance for a standard.

**Table ES1 - Compliance under Guaranteed Standards, 2014**

<b>Code</b>	<b>Service Description</b>	<b>Performance Measure</b>	<b>2014 Compliance Rates (%)</b>	<b>2013 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>99.5</b>	99.9
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>99.1</b> <b>98.6</b>	99.4 92.5
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>	99.9
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>99.7</b> <b>99.1</b>	99.9 100.0
GES6	Responding to Billing and Payment Queries.	Substantive reply within 15 working days.	<b>100.0</b>	100.0
GES 7	New Connection of Supply	Service drop and meter to be installed within 3 working days.	<b>99.5</b>	99.8
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>1.0</b> <b>N/A</b>	0.0 0.0

N/A – Not Applicable

For 2014, T&TEC’s performance under the guaranteed standards was generally maintained at the previous levels. GES 1(Response and Restoration Time) continues to record a high compliance rate, even though the number of incidents of non-compliance is usually large when compared with that occurring under the other standards. A slight improvement was observed under GES 2 (Billing Punctuality), with respect to the billing punctuality for non-residential customers, and slight decrease in performance under GES 5 (Investigation of Voltage Complaints) with respect to rectification, when compared with figures from 2013. Performance under all other standards showed little change.

T&TEC is not yet able to identify the individual customers that are affected by non-compliance of GES 1 due to current limits of its outage management system<sup>3</sup>. Hence customers are still required to submit claims for non-compliance under this standard. The RIC estimates that at least \$428,414 would have been due in compensatory payments to customers, if claims were filed/processed for all non-compliance that occurred in 2014. Table ES2 provides more details.

**Table ES2 - Non-compliance and Payments Due under the Guaranteed Standards, 2014**

Standard	Total Number	Number of Non-compliance	Minimum Payment Due (\$)
GES 1	1,298,054(outage incidents)	6,961	417,660
GES 2	9,002(requests)	7	350
GES 3	25,758(arrangements/payments)	23	2,714
GES 4	1,055(appointments)	0	0
GES 5	3,621 (voltage complaints)	19	1,140
GES 6	21,046(queries)	0	0
GES 7	12,022(requests)	65	3,250
GES 8	66(payments owed)	66	3,300
<b>TOTAL</b>		<b>7,141</b>	<b>428,414</b>

**Summary of Performance: Overall Standards**

The seven overall standards cover areas of service where it is not appropriate or feasible to give individual guarantees, but where the expectation of the stakeholders is that the utility provider will provide pre-determined minimum levels of service. These standards generally relate to the reliability of service affecting a group of customers. Compliance rates for T&TEC's performance under the overall standards in 2014 are presented in table ES3.

**Table ES3 - Compliance under Overall Standards, 2014**

Code	Description	Required Performance Units	2014 Compliance Rate (%)	2013 Compliance Rate (%)
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

<sup>3</sup> The outage management system needs the addition of a module that would work with the GIS system to allow T&TEC to map an outage incident to the specific customers affected.

OES2	Billing Punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation	<b>100.0</b>	100.0
OES3	Responding to Meter Problems	Visit or substantive reply within 10 working days 95% of the time.	<b>87.6</b>	<b>85.5</b>
OES4	Prior Notice of Planned Outages	3 days advance notice of planned outages 100% of the time	<b>91.2</b>	<b>97.2</b>
OES5	Street Lights Maintenance	Street Lights- within 7 working days Highway Lights – within 14 working days	<b>50.1</b> <b>85.6</b>	<b>70.2</b> <b>90.7</b>
OES6	Response to Customer Queries/Requests (written)	Time to respond after receipt of queries. Initial Response – within 10 working days Final Position – within 30 working days	<b>95.2</b> <b>34.8</b>	<b>89.6</b> <b>76.5</b>
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>	<b>100.0</b>

Generally there was no significant improvement in T&TEC's performance under the overall standards. As was the case in 2013, performance under OES 1 (Frequency of Meter Reading), OES2 (Billing Punctuality) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1) achieved full compliance. There was marginal improvement in performance under OES 3 (Responding to Meter Problems) and the initial response under OES 6 (Response to Customer Queries/Requests). However, there was a marked decline in performance under the second section of OES6. There was a decline in performance under OES 4 (Prior Notice of Unplanned Outages) and OES 5 (Street Lights Maintenance).

The RIC made fewer requests to T&TEC for validation of data, however, accompanying explanations and clarifications are still not readily submitted. While there has been some improvement in the timeliness of submissions, the RIC feels that this can be further improved since there is a department dedicated to regulatory affairs.

Table ES4 presents a description of the original Guaranteed Standards, the required performance units, and the compensatory payment levels for each standard.

**Table ES4 - Guaranteed Standards**

<b>Code</b>	<b>Service Description</b>	<b>Performance Measure</b>	<b>Required Performance Units</b>	<b>Payments per Customers *</b>
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 ES5 presents a description of the original Overall Standards and the required performance units for each standard.

**Table ES5 - 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.

## **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 7<sup>th</sup>, 2004. These standards were subsequently revised and the new standards were implemented from April 2010<sup>4</sup>. This is the Eleventh Annual Performance Report on the QSS for the Electricity Transmission and Distribution Sector. The data used in this report has been supplied by T&TEC.

### **1.1 Purpose of Document**

The purpose of this report is to present an analysis of the performance of T&TEC with respect to the QSS over the four quarters of 2014. It is also intended to inform the public and stakeholders on the performance of T&TEC.

### **1.2 Structure of Document**

The remainder of this document is structured as follows:

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

## **SECTION 2 PERFORMANCE REVIEW: GUARANTEED STANDARDS FOR 2014**

### **2.1 Guaranteed Standards**

Guaranteed standards set service levels that must be met in each individual case by the service provider, and relate to the relationship between the utility and the individual customer. Under these standards, the utility is required to make compensatory payments to affected customers if it fails to provide the level of service stipulated.

There are eight guaranteed standards and the performance of the service provider in each of these is reviewed below for 2014.

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<sup>4</sup> The Standards were gazetted on 31<sup>st</sup> December, 2009

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

This standard was designed to measure T&TEC's responsiveness 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.

**Table 1 – No. of Unplanned Outages, 2014**

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2014)	TOTAL (2013)
North	212	198	208	165	164	219	243	279	260	404	281	227	<b>2,860</b>	2,641
South	182	173	187	169	177	179	311	280	285	304	204	187	<b>2,638</b>	2,177
Tobago	148	113	98	95	110	13	90	97	97	92	89	90	<b>1,132</b>	1,866
East	117	105	149	97	120	97	82	96	81	100	104	131	<b>1,279</b>	2,595
Central	38	76	55	78	46	30	44	95	175	65	76	66	<b>844</b>	600
TOTAL (2014)	<b>697</b>	<b>665</b>	<b>697</b>	<b>604</b>	<b>617</b>	<b>538</b>	<b>770</b>	<b>847</b>	<b>898</b>	<b>965</b>	<b>754</b>	<b>701</b>	<b>8,753</b>	
TOTAL (2013)	900	679	764	872	992	928	720	754	894	860	782	734		9,879

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

There were 8,753 unplanned outages recorded in 2014, which was an 11% decrease from the 9,879 recorded in 2013. The average of 24 unplanned outages per day across T&TEC's network continued the trend of improvement observed since 2010, when the average was 39. .

Unplanned outages occur for various reasons and have a range of durations. In keeping with the performance requirements of this standard, which state that supply should be restored within 10 hours, T&TEC reports on the outages that exceeded the 10 hours restoration requirement. There were 103 unplanned outages for which restoration took longer than 10 hours. The distribution of these outages is shown in table 2.

**Table 2 - No. of Unplanned Outages exceeding 10 hours, 2014**

Area	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL (2014)	TOTAL (2013)
North	1	1	0	0	2	4	1	3	3	2	2	0	<b>19</b>	8
South	0	0	0	1	0	0	10	1	2	1	2	0	<b>17</b>	13
Tobago	2	5	0	1	1	1	11	3	6	2	0	0	<b>32</b>	38
East	0	3	1	0	2	2	0	2	2	10	7	6	<b>35</b>	22
Central	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	1
TOTAL (2014)	<b>3</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>22</b>	<b>9</b>	<b>13</b>	<b>15</b>	<b>11</b>	<b>6</b>	<b>103</b>	

Listed below are the reasons provided by T&TEC for the causes of those outages. It should be noted that sometimes multiple reasons may be listed for a specific outage. The following is a list of reasons given for outages and their frequency in 2014.

- Blown transformer fuses and blown HT fuses (26),
- Reason unknown or not given (21),
- Tree contact resulting in burst wires and/or blown fuses (14),
- Leaning or broken poles (13),
- Burst HT, LV and neutral conductors/wires (11),
- Freak storm (10)
- Defective equipment (7),
- Defective transformers (5),
- Burnt tap and burst service mains (3),
- Defective RMU Switch (2), and
- Vehicular accident (1).

For the second consecutive year, the most common cause of outages was blown fuses. Some of these would have been caused by tree contact and fallen trees. Thus, vegetation management is an area that always needs attention. There was some improvement in the way information regarding outages and restoration was captured, but T&TEC still needs to standardise the collection and reporting of this information.

It should be noted that for some of the 103 outages that exceeded 10 hours, the delay was caused by either a combination of events or it was difficult to clearly ascertain the reason for the delayed restoration. T&TEC supplied the following reasons for the lengthy restoration times.

- Inclement weather (36),
- Further service crews required. e.g. Daylight crew, line clearing and tree trimming required (26),
- Awaiting appropriate equipment to conduct repairs (17),
- High number of trouble reports (12),
- Reason unknown or not given (12),
- Poor access to site and poor terrain (11),
- Remote location (9),
- No access to compound or customer unavailable (4),
- Time of the day that the report was received and inadequate lighting (3),
- Complexity of the job (3),
- No supply in area (3),
- Security issues or high risk areas (3), and
- Bee infestation (2).

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 non-compliance under GES 1. Additionally, a second and third non-compliance is registered when the supply is not restored within 22 hours and 34 hours respectively.

Table 3 shows the estimated number of customer outage incidents and the estimated number of customers not reconnected within the specified time frames of 10 hours, 22 hours and 34 hours, resulting in non-compliance with GES 1.

**Table 3 - Customer Outage Incidents exceeding 10 hours, 2014**

Item	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL (2014)
No. of customer outage incidents	106,245	82,798	82,491	91,498	75,531	97,193	103,330	111,358	115,621	121,901	137,797	82,291	<b>1,298,054</b>
No. of customers not reconnected within 10 hours	77	2,064	20	25	29	100	1,862	767	529	257	395	65	<b>6,190</b>
No. of customers not reconnected within 22 hours	0	0	0	0	0	10	0	450	76	1	224	0	<b>761</b>
No. of customers not reconnected within 34 hours	0	0	0	0	0	10	0	0	0	0	0	0	<b>10</b>
Total No. of Non-compliance	<b>77</b>	<b>2,064</b>	<b>20</b>	<b>25</b>	<b>29</b>	<b>120</b>	<b>1,862</b>	<b>1,217</b>	<b>605</b>	<b>258</b>	<b>619</b>	<b>65</b>	<b>6,961</b>
Percentage non-compliance(%)	0.07	2.49	0.02	0.03	0.04	0.12	1.80	1.09	0.52	0.12	0.45	0.08	<b>0.54</b>
Compliance Rate (%)	<b>99.93</b>	<b>97.51</b>	<b>99.98</b>	<b>99.97</b>	<b>99.96</b>	<b>99.88</b>	<b>98.20</b>	<b>98.91</b>	<b>99.47</b>	<b>99.88</b>	<b>99.55</b>	<b>99.92</b>	<b>99.46</b>

The 11% decrease in the number of unplanned outages from 2013 to 2014 resulted in 27% fewer customers being affected, with the total number of customer outage incidents decreasing from 1,768,902 to 1,298,054. However, this did not lead to a reduction in the number of non-compliance. Non-compliance increased by 185% from 2,445 in 2013 to 6,961 in 2014. This is represented in table 4. However, it should be noted that this significant increase was attributed mainly to two outages. In February there was an outage in Matelot which affected 2,004 customers. Due to the remote location, restoration took longer than 10 hours. The second outage took place in Tobago during the month of July. On this occasion 1,500 customers were not restored within the specified time.

**Table 4 - Response and Restoration Times of Supply, 2014**

Item	2014	2013
Total no. of customer outage incidents>10 hours (Non-compliance)	6,961	2,445
No. of customer outage incidents	1,298,054	1,768,902
Percentage non-compliance (%)	0.5	0.1
<b>Compliance Rate (%)</b>	<b>99.5</b>	<b>99.9</b>

Of the 6,961 customers affected by incidents of non-compliance during 2014, only one customer filed a claim. This low level of claims being made under GES 1 has been the situation from the inception of the guaranteed standards scheme. GES 1 has been and continues to be the standard with the largest number of non-compliance and an abysmally low rate of claims. It is the only standard for which a customer must still submit a claim for compensation, a situation that will persist until the Outage Management System (OMS) module of the Advanced Metering Infrastructure (AMI) is implemented. Implementation of OMS would facilitate the identification of all incidents of non-compliance occurring under GES 1 by a computerized system, which will then allow for the start of automatic compensation to affected customers. The RIC expects the utility to complete implementation of this module by the end of the fourth quarter of 2015, after training and a pilot project is completed.

#### **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 after a new service connection be mailed to residential customers within 60 days, and to non-residential customers within 30 days<sup>5</sup>.

There was a significant increase in the number of residential customers requesting supply compared to 2013. Despite this increase, T&TEC was able to improve their performance under this standard. Of the 8,932 new residential customers requesting supply, bills were not mailed to six (or 0.1%) of them within the stipulated period. Full compliance was achieved in the second and fourth quarters (See table 5).

**Table 5 - Billing Punctuality for Residential Customers, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
No. of new Residential customers requesting supply	1,867	2,080	2,787	2,198	<b>8,932</b>	7,801
No. of bills not mailed within 60 days (non-compliance)	2	1	3	0	<b>6</b>	45
Percentage non-compliance (%)	0.1	0.0	0.1	0.0	<b>0.1</b>	0.6
<b>Compliance Rate (%)</b>	<b>99.9</b>	<b>100.0</b>	<b>99.9</b>	<b>100.0</b>	<b>99.9</b>	99.4

<sup>5</sup> The difference in time is due to the difference in billing cycle of the respective customer type.

For the non-residential customers, performance under GES 2 improved during 2014. Full compliance was achieved in the second, third and fourth quarters. The average compliance rate for the billing punctuality of the non-residential customers increased to 98.6% in 2014 (See table 6).

**Table 6 - Billing Punctuality for Non-Residential Customers, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of new Non-Residential customers requesting supply	16	16	18	20	70	67
No. of bills not mailed within 30 days (non-compliance)	1	0	0	0	1	5
Percentage non-compliance (%)	6.3	0.0	0.0	0.0	1.4	7.5
Compliance Rate (%)	83.7	100.0	100.0	100.0	98.6	92.5

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

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

There was a 4% increase in the number of customers that were disconnected for non-payment of arrears in 2014. Eighty-seven percent of them made payments or arrangements to pay. As shown in table 7, the majority of customers 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, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Total Disconnections	6,427	6,358	8,478	8,209	29,472	28,259
Customers making payments/arrangements	5,637	5,659	7,269	7,193	25,758	24,336
Number not reconnected within 24 hours ( Non-compliance)	8	7	3	5	23	20
Percentage non-compliance (%)	0.1	0.1	0.0	0.1	0.1	0.1
Compliance Rate (%)	99.9	99.9	100.0	99.9	99.9	99.9

#### GES 4: Making and Keeping Appointments.

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

There were significantly fewer appointments made in 2014 than in 2013, with the number decreasing from 4,932 to 1,055. Twenty-two appointments were cancelled with 24 hours notice being given, and the remainder were kept within 1 hour of the appointed time. Full compliance with this standard was achieved for all the quarters of 2014. (See table 8).

**Table 8 - Making and Keeping Appointments, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of appointments arranged with customers	239	215	297	304	1,055	4,932
Number of appointments not kept within 1hour of appointed time	0	0	0	0	0	0
Number of appointments cancelled or postponed with 24 hours' notice	3	2	13	4	22	14
Percentage non-compliance (%)	0.0	0.0	0.0	0.0	0.0	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

#### GES 5: Investigation of Voltage Complaints

T&TEC is governed by the Electricity Supply Rules made under Section 15 of the Electricity (Inspection) Act Chapter 54.72. This requires T&TEC to supply its customers at specified voltage levels, with a tolerance of six percent above or below the nominal supply voltage. Where a customer has reported that his supply may be 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 non-compliance occurs if the service provider fails to visit or correct the problem within the respective time periods specified.

There was a 13% reduction in the number of voltage complaints received in 2014. T&TEC determined that 3,369 of these complaints required a visit and responded to all except eight within 24 hours. Under this standard, T&TEC is required to identify which complaints were legitimate voltage complaints after the visit. Of the 3,369 visits made, T&TEC reported that 1,069 or 32% of the complaints were in fact legitimate. Ten of these were not rectified within 15 working days. Thus, the overall compliance rate for rectification in 2014 was 99.1%. The performance is summarized in table 9.



**Table 9 - Correction of Low/High Voltage, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of voltage complaints received	859	852	871	1,039	<b>3,621</b>	4,159
Number of complaints where visit was necessary	780	770	860	959	<b>3,369</b>	3,662
Number of complaints not responded to within 24 hours (non-compliance)	0	3	3	3	<b>9</b>	1
Percentage non-compliance	0.0	0.4	0.3	0.3	<b>0.3</b>	0.0
<b>Compliance rate</b>	<b>100.0</b>	<b>99.6</b>	<b>99.7</b>	<b>99.7</b>	<b>99.7</b>	100.0
Number of legitimate voltage complaints	264	199	213	393	<b>1,069</b>	959
Number of complaints not rectified within 15 working days (non-compliance)	3	6	0	1	<b>10</b>	0
Percentage non-compliance	1.3	3.0	0.0	0.3	<b>0.9</b>	0.0
<b>Compliance rate</b>	<b>98.7</b>	<b>97.0</b>	<b>100.0</b>	<b>99.7</b>	<b>99.1</b>	100.0

**GES 6: Responding to Billing and Payment Queries**

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

The number of billing and payment queries received increased by 22% in 2014. There was full compliance in all four quarters of 2014, as seen in table 10.

**Table 10 - Responding to Billing and Payment Queries, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of billing and payment queries	4,819	5,168	5,753	5,306	<b>21,046</b>	17,247
Number not responded to within 15 working days	0	0	0	0	<b>0</b>	0
<b>Percentage Non-compliance (%)</b>	<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

**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. The activities involved in providing a new connection depend on the proximity of the customer to the network and the type of supply being provided.

**Table 11 - Connection to Supply, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of connection requests	2,644	2,906	3,163	3,347	<b>12,060</b>	11,668
Number of connections not made within 3 working days or by the specified date	4	16	26	19	<b>65</b>	26
<b>Percentage Non-compliance (%)</b>	<b>0.2</b>	<b>0.6</b>	<b>0.8</b>	<b>0.6</b>	<b>0.5</b>	0.2
<b>Compliance Rate (%)</b>	<b>99.8</b>	<b>99.4</b>	<b>99.2</b>	<b>99.4</b>	<b>99.5</b>	99.8

There was a 3% increase in the number of requests for new connections to supply during 2014. Of the 12,060 requests for new connections received for 2014, sixty-five were not made within the specified time. T&TEC has indicated that they experienced some challenges in making the new connections. These included adverse weather conditions, as well as material and crew shortages. The annual compliance rate for the year was 99.5% (See table 11).

**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 notify the utility that there was an incident of non-compliance and make a claim for the compensatory payment. For the standards, GES 2 to GES 7, T&TEC should be aware of non-compliance that have occurred, and is required to automatically process and credit payments to customers’ accounts. The information on non-compliance with GES 8 is presented in table 12.

**Table 12 - Payments owed under Guaranteed Standards, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of Residential claims	18	33	35	26	<b>112</b>	69
Number of Residential claims not paid within 60 working days	7	16	21	22	<b>66</b>	11
Number of Residential claims further compensated for late or non-payment	0	1	0	0	1	0

Percentage Non-compliance (%)	100.0	90.9	100.0	100.0	98.5	100.0
<b>Compliance Rate (%)</b>	<b>0.0</b>	<b>9.1</b>	<b>0.0</b>	<b>0.0</b>	<b>1.5</b>	<b>0.0</b>
Number of Non-Residential claims	1	0	0	2	<b>3</b>	13
Number of Non-Residential claims not paid within 30 working days	0	0	0	0	<b>0</b>	2
Number of Non-Residential claims further compensated for late or non-payment	NMI	NMI	NMI	NMI	NMI	0
Percentage Non-compliance (%)	N/A	N/A	N/A	N/A	N/A	100.0
<b>Compliance Rate (%)</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.0</b>

NMI – No Measurable Instance  
N/A – Not Applicable

Out of a total of 112 claims from residential customers, 66 were not paid within the specified time frame, making them eligible for compensation under GES 8. Of these only one was compensated, resulting in a compliance rate of 1.5%.

There were three claims of non-compliance from non-residential customers and they were paid within 30 working days, hence no further compensation was required.

T&TEC’s performance under this standard continues to be unsatisfactory. Most of the non-compliance (99%) requiring compensation occurred under standards GES 2 to GES 7, which attract automatic compensation. Consequently, T&TEC should be able to easily identify those for which the compensation was not credited within the specified time frames. The RIC will again communicate with T&TEC on this matter to determine why the previous solutions are not working well.

### **SECTION 3                    COMPENSATORY PAYMENTS**

The QSS for the Electricity Transmission and Distribution Sector is a guaranteed standards scheme that imposes a penalty 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 GES 1, for which customers are still required to submit a claim, as T&TEC is currently unable to identify individual customers affected by non-compliance with this standard.

In assessing the effectiveness of the guaranteed standards scheme, the number of incidents of non-compliance must be determined, as well as the payments due for these incidents. There were 7,141 incidents of non-compliance occurring across standards GES 1 to GES 8 that were eligible for compensatory payment. The total amount of compensatory payment that should have been paid was calculated assuming the lower compensatory payment where incidents of non-compliance were not

distinguished by customer type. Hence, based on the number of incidents of non-compliance, the total minimum payment should have been \$428,414. This information is presented in table 13.

**Table 13 - Non-compliance and Payments Due under the Guaranteed Standards, 2014**

Standard	Number of Non-compliance	Penalty Payment (\$)	Minimum Payment Due (\$)
GES 1	6,961	60	417,660
GES 2	7	50	350
GES 3	23	118	2,714
GES 5	19	60	1,140
GES 7	65	50	3,250
GES 8	66	50	3,300
<b>TOTAL</b>	<b>7,141</b>		<b>428,414</b>

T&TEC has reported that only 46 compensatory payments were made to customers, totalling \$3,602, an insignificant 0.8% of the estimated amount. This information is presented in table 14.

**Table 14 – Non-compliance, Claims and Payments under the Guaranteed Standards, 2014**

Standard	Total Number of Non-compliance	Total Number of Claims Submitted*/Processed	Total Payments made (\$)
GES 1*	6,961	1*/1	60
GES 2:Res	(6)	(6)	(300)
GES 2: Non-Res	(1)	(1)	(50)
GES 2 –Total	7	7	350
GES 3	23	19	2,242
GES 4	0	0	0
GES 5	19	9	450
GES 6	0	0	0
GES 7	65	9	450
GES 8	66	1	50
<b>Totals</b>	<b>7,141</b>	<b>46</b>	<b>3,602</b>

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

With respect to the automatic compensation, T&TEC paid \$3,542 (33%) of the \$10,754 due, a significant deterioration from the 69% paid in 2013. This highlights the need for the processes involved to be

revised and improved. As previously indicated the automatic compensation to customers affected under GES 1 can only be initiated when T&TEC has implemented the Outage Management System (OMS) of the Advance Metering Infrastructure (AMI).

T&TEC has indicated its plans to conduct training towards the end of April 2015 on the applications and systems necessary to operate the OMS. After training has been conducted, a four to five month pilot program will be implemented in the Central Distribution Area, after which there will be an evaluation before full roll out to the other areas. This is expected to be completed towards the end of the 4<sup>th</sup> Quarter of 2015. The RIC is currently reviewing the QSS with plans to implement revised QSS in 2015. It is anticipated that both events will occur concurrently so that automatic compensation under GES 1 can commence.

## SECTION 4 PERFORMANCE REVIEW: OVERALL STANDARDS FOR 2014

### 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 2014, there were 447,102 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 2,652,573 scheduled readings for residential and commercial meters as shown in table 15. This is in full compliance with the performance measure of 90% of the meters being read as scheduled.

**Table 15 - Frequency of Meter Reading, Residential and Commercial, 2014**

Item	Performance Data 2014	Performance Data 2013
No. of residential and commercial meters installed at end of year	447,102	438,683
No. of scheduled readings for residential and commercial meters	2,652,573	2,608,356
No. of residential and commercial meters readings completed according to schedule	2,609,839	2,562,272
Percentage of residential and commercial meters read according to schedule	98.4%	98.2%
Percentage non-compliance (%)	0.0	0.0
<b>Compliance rate (%)</b>	<b>100.0</b>	<b>100.0</b>

The number of industrial meters increased from 3,454 to 3,586 by the end of 2014 (See table 16). T&TEC maintained full compliance under this standard, and improved its performance by completing 97.5% of the scheduled meter readings for the 2014, up from 95.9% in 2013.

**Table 16 - Frequency of Meter Reading, Industrial, 2014**

Item	Performance Data 2014	Performance Data 2013
No of industrial meters at end of year	3,586	3,454
No. of scheduled readings for industrial meters	42,176	40,867
No. of actual readings for industrial meters	41,116	39,206
Percentage of industrial meter readings	97.5%	95.9%
Percentage non-compliance (%)	0.0	0.0
<b>Compliance rate (%)</b>	<b>100.0</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 or estimated according to the schedule. This standard seeks to ensure timely billing and requires that 98% of all bills be mailed to customers within ten working days after meter reading or estimation.

T&TEC managed to mail all bills within the stipulated time frame, resulting in 100% compliance under this standard (See table 17).

**Table 17 - Billing Punctuality, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of meters read and estimated	788,434	530,398	796,639	537,260	<b>2,652,731</b>	2,601,478
Number of bills not mailed within 10 working days	0	0	0	0	<b>0</b>	46,456
Number of bills mailed within 10 working days	788,434	530,398	796,639	537,260	<b>2,652,731</b>	2,555,022
Percentage of bills mailed within 10 working days (%)	100	100	100	100	<b>100</b>	98
Percentage non-compliance (%)	<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

**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 no significant change in the number of reports of meter problems as shown in table 18. The average compliance for 2014 was 87.6%, a marginal improvement on the 85.5% compliance rate achieved in 2013.

**Table 18 - Response to Meter Problems, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Total 2014	Total 2013
Number of meter problems reported	731	445	724	816	<b>2,716</b>	2,665
Number of meters problems not responded to within 10 working days	257	45	137	18	<b>457</b>	501
Percentage responded to within 10 working days (%)	64.8	89.9	81.1	97.8	<b>83.2</b>	81

Percentage non-compliance (%)	<b>31.7</b>	<b>5.4</b>	<b>14.7</b>	<b>0.0</b>	<b>12.4</b>	14.5
<b>Compliance rate (%)</b>	<b>68.3</b>	<b>94.6</b>	<b>85.3</b>	<b>100.0</b>	<b>87.6</b>	85.5

**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 non-compliance and the compliance rate for OES 4. There were 1,589 planned outages for the year. Of this number, there were 140 planned outages for which three days advance notice was not given. T&TEC’s performance deteriorated from 2013, with the average compliance rate decreasing from 97.2% to 91.2%.

Although not a part of the standard, the RIC monitors the duration of planned outages to determine whether the advertised period is exceeded. There was significant improvement in this area, with the number of occasions when the duration of the planned outages exceeded the scheduled declining from 46 in 2013 to 14 in 2014.

**Table 19 - Notice of Planned Outages, 2014**

<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 2014</b>	<b>TOTAL 2013</b>
No. of planned outages	326	432	428	403	<b>1,589</b>	1,604
No. of planned outages for which 3 days advance notice was not given	9	28	63	40	<b>140</b>	45
Percentage Non-compliance (%)	2.8	6.5	14.7	9.9	8.8	2.8
Compliance rate (%)	<b>97.2</b>	<b>93.5</b>	<b>85.3</b>	<b>90.1</b>	<b>91.2</b>	97.2
No. of occasions the duration of planned outage exceeded specified time	5	4	4	1	<b>14</b>	46

**OES 5: Street Lights Maintenance**

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



The number of reports of failed street lights continued to increase, but only by 7% this period compared to the 17% increase in 2013. Of the 26,461 reported failures, T&TEC was able to repair 50.1% of them within the specified time frame, which is a decline from the 70.2% repair rate achieved in 2013. (See table 20). The RIC is concerned that this decline in performance increases the safety risk to the general public. T&TEC must therefore increase its efforts in managing the maintenance programme for these lights.

There was a 5% increase in the number of reports of highway light failures, with the numbers climbing from 2,090 in 2013 to 2,202 in 2014. The average compliance rate for repairs to highway lights continued to decrease with compliance rates declining from 90.7% in 2013 to 85.6% in 2014 when 528 of these fixtures were not repaired within 14 working days. T&TEC has indicated that there have been difficulties with the required police supervision for the scheduled repairs, thereby causing delays in the time taken to repair highway light failures.

**Table 20 - Street Lights Maintenance, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
No. of failed street lights reported	7,971	5,646	7,068	5,776	<b>26,461</b>	24,773
No. of failed street lights not repaired within 7 working days	2,853	3,876	2,823	3,641	<b>13,193</b>	7,389
Percentage non-compliance (%)	35.8	68.7	39.9	63.0	49.9	29.8
<b>Compliance Rate (%)</b>	<b>64.2</b>	<b>31.3</b>	<b>60.1</b>	<b>37.0</b>	<b>50.1</b>	70.2
No. of failed highway lights reported	526	252	606	818	<b>2,202</b>	2090
No. of failed highway lights not repaired within 14 working days	386	77	15	60	<b>538</b>	194
Percentage non-compliance (%)	73.4	30.6	2.5	7.3	24.4	9.3
<b>Compliance Rate (%)</b>	<b>26.6</b>	<b>69.4</b>	<b>97.5</b>	<b>92.7</b>	<b>85.6</b>	90.7

**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 non-compliances for each aspect of this standard are shown in table 21. There were 313 written complaints/requests received during 2014, ninety-two more than the number received in 2013. Of the 313 complaints received, T&TEC was unable to respond to 15 of them within 10 working days, resulting

in a slightly improved average compliance rate of 95.2%. While there was an improvement in the performance under this section of the standard, T&TEC's performance declined sharply with respect to having the final position communicated within the specified period. The average compliance rate decreased from 76.5% in 2013, to 34.8% in 2014.

**Table 21 - Response to Customer's written Complaints/Requests, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of written complaints/requests received	48	61	100	104	<b>313</b>	221
Number of written complaints/requests not responded to within 10 working days (non-compliance)	3	0	0	12	<b>15</b>	23
Percentage Non-compliance (%)	6.3	0.0	0.0	11.5	4.8	10.4
Compliance Rate (%)	<b>83.7</b>	<b>100.0</b>	<b>100.0</b>	<b>88.5</b>	<b>95.2</b>	89.6
Number of written complaints/requests not communicated to with final position within 30 working days (non-compliance)	9	52	77	66	<b>204</b>	52
Percentage Non-compliance (%)	18.8	85.2	77.0	63.5	65.2	23.5
Compliance Rate (%)	<b>81.2</b>	<b>14.8</b>	<b>23.0</b>	<b>36.5</b>	<b>34.8</b>	76.5
Number of written complaints/requests that remain unresolved	14	53	82	89		

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

This standard requires T&TEC to notify 100% of customers within ten working days of receipt of a claim under guaranteed standard GES1. There was one claim submitted by a customer for a non-compliance with GES1 and that customer was notified.

**Table 22 - Customer Claim Notification, 2014**

Item	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
Number of claims made under GES1	1	0	0	0	<b>1</b>	14
Number of claims not acknowledged within 10 working days	0	NMI	NMI	NMI	<b>0</b>	0
Percentage Non-compliance (%)	<b>0.0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>0.0</b>	0.0

<b>Percentage Compliance (%)</b>	<b>100.0</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>100.0</b>	100.0
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NMI – No Measurable Instance

N/A – Not Applicable

## SECTION 5 SUMMARY AND CONCLUSION

### 5.1 Summary of Performance - Guaranteed Standards

There were 7,141 incidents of non-compliance under the Guaranteed Standards during 2014. This is a 179% increase on the 2,555 incidents recorded in 2013. Of these incidents, 180 were eligible for automatic compensation by T&TEC. The standard (Response and Restoration time), with 6,961 incidents or 97% of total number of incidents of non-compliance, while the next highest number of incidents was 66 (0.9% of total) for GES 8 (Payments owed under Guaranteed Standards). GES 4 (Making and Keeping Appointments) and GES 6 (Responding to billing and payment queries)' continue to be the only standards in 2014 for which there were no incidents of non-compliance (See table 23).

**Table 23 - Number of Non-compliance under the Guaranteed Standards by Quarter, 2014**

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		2,161	174	3,684	942	<b>6,961</b>
GES 2 – Billing Punctuality	Residential	2	1	3	0	<b>6</b>
	Non- residential	1	0	0	0	<b>1</b>
GES 3 – Reconnection after Payment of overdue amount/ agreement		8	7	3	5	<b>23</b>
GES 4 – Making and Keeping Appointments		0	0	0	0	<b>0</b>
GES 5 – Investigation of Voltage Complaints	Response	0	3	3	3	<b>9</b>
	Rectification	3	6	0	1	<b>10</b>
GES 6 – Responding to billing and payment queries		0	0	0	0	<b>0</b>
GES7- New connection of supply		4	16	26	19	<b>65</b>
GES8 – Payments owed under guaranteed standards	Residential	7	11	59	23	<b>66</b>
	Non- residential	0	0	0	0	<b>0</b>
<b>TOTAL</b>						<b>7,141</b>

For 2014, 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 non-residential customers, and slight decrease in performance under GES 5 (Investigation of Voltage Complaints) with respect to rectification, when compared with figures from 2013. 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 incidents is usually large

when compared with that occurring under the other standards. A summary of the compliance rates for the guaranteed standards, 2014 is presented below in table 24.

**Table 24 - Summary of Compliance – Guaranteed Standards, 2014**

Standard		Compliance Rates (%)					
		1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		99.20	99.9	98.9	99.8	<b>99.5</b>	99.9
GES 2 – Billing Punctuality	Residential	99.7	100.0	99.9	100.0	<b>99.1</b>	99.4
	Non- residential	93.7	100.0	100.0	100.0	<b>98.6</b>	92.5
GES 3 – Reconnection after Payment of overdue amount/ agreement		99.7	99.9	100.0	99.9	<b>99.9</b>	99.9
GES 4 – Making and Keeping Appointments		100.0	100.0	100.0	100.0	<b>100.0</b>	100.0
GES 5 – Investigation of Voltage Complaints	Response	100.0	99.6	99.7	99.7	<b>99.7</b>	99.9
	Rectification	98.9	97.0	100.0	99.7	<b>99.1</b>	100.0
GES 6 – Responding to Billing and Payment Queries		100.0	100.0	100.0	100.0	<b>100.0</b>	100.0
GES7- New Connection of Supply		99.8	99.4	99.1	99.4	<b>99.5</b>	99.8
GES8 – Payments Owed Under Guaranteed Standards	Residential	0.0	9.1	0.0	0.0	<b>1.0</b>	0.0
	Non- residential	N/A	N/A	N/A	N/A	<b>N/A</b>	0.0

N/A – Not Applicable

## 5.2 Summary of Performance - Overall Standards

Generally there was no significant improvement in T&TEC's performance under the overall standards. As was the case in 2013, performance under OES 1 (Frequency of Meter Reading), OES2 (Billing Punctuality) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1) achieved full compliance. There was marginal improvement in the performance under OES 3 (Responding to Meter Problems) and the initial response under OES 6 (Response to Customer Queries/Requests). However, there was a marked decline in performance under the second section of OES6. Performance under OES 4 (Prior Notice of Unplanned Outages) and OES 5 (Street Lights Maintenance) also declined. A summary of compliance rates under the overall standards, 2014 is presented in table 25.

**Table 25 - Summary of Compliance – Overall Standards, 2014**

Standard		Compliance Rates (%)					
		1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	TOTAL 2014	TOTAL 2013
OES 1 – Frequency of Meter Reading	Industrial	100.0	100.0	100.0	100.0	<b>100.0</b>	100.0
	Residential and Commercial	100.0	100.0	100.0	100.0	<b>100.0</b>	100.0
OES 2 – Billing Punctuality		100.0	100.0	100.0	100.0	<b>100.0</b>	100.0
OES 3 – Responding to meter problems		68.3	94.6	85.3	100.0	<b>87.6</b>	85.5
OES 4 – Prior Notice Of Planned Outages		97.2	93.5	85.3	90.1	<b>91.2</b>	97.2
OES 5 – Street Lights Maintenance	Street Lights	64.2	31.3	60.1	37.0	<b>50.1</b>	70.2
	Highway Lights	26.6	69.4	97.5	92.7	<b>85.6</b>	90.7
OES 6 – Response to Customer Queries/ Requests (written)	Initial Response	83.7	100.0	100.0	88.5	<b>95.2</b>	89.6
	Final Position	81.2	14.8	23.0	36.5	<b>34.8</b>	76.5
OES 7 – Notifying Customer of Receipt of Claim under Guaranteed Standard GES1		100.0	100.0	100.0	100.0	<b>100.0</b>	100.0

### 5.3 Conclusion

There was no major improvement observed in T&TEC’s performance for 2014. The Guaranteed Standards Scheme was designed to encourage T&TEC to focus on improving the quality of service delivered in the specified areas. In 2014, the number of incidents of non-compliance almost tripled. T&TEC processed 46 (0.6%) of the 7,141 incidents and paid \$3,602 (0.8%) of the minimum compensation of \$428,414 that was due. By comparison, in 2013, T&TEC processed 2.8% or 71 of the 2,555 incidents, and paid 3.2% or \$4,862 of the \$153,570 minimum compensation due.

This is the fifth year for which there has been automatic compensation for non-compliance of all the Guaranteed Standards except GES1. T&TEC’s performance with respect to the processing of automatic payments worsened during 2014. In 2013, T&TEC paid 69% of the automatic compensatory payments on time. This decreased to 26% in 2014. While T&TEC has assured that all affected customers are eventually compensated, thus far, they have been unable to explain the poor performance as it pertains to timely compensation. The policies and systems that were instituted to harmonize the approach taken throughout T&TEC’s five Distribution Areas in order to improve the efficiency of this procedure seem to be ineffective and should be reexamined.

T&TEC has made some progress towards the implementation of the outage management system, which is a pre-requisite for identifying non-compliance under GES 1 and the consequent automatic compensation to affected customers. T&TEC estimates that there will be a full roll out of the system to the all areas towards the end of the 4<sup>th</sup> Quarter of 2015, after training and a four to five month pilot program in the Central Distribution Area.

The RIC is currently reviewing the QSS with plans to implement revised QSS in 2015. This process not only reviews the individual standards, but also critically examines the existing processes and methods currently employed with respect to monitoring and enforcement. It is hoped that both events will occur simultaneously so that automatic compensation under GES 1 can commence, since it will allow the full benefit of the Guaranteed Standards Scheme to be realized.