

SUMMARY OF THE
QUALITY OF SERVICE
STANDARDS FOR THE
SUPPLY AND DISTRIBUTION
OF WATER AND
WASTEWATER SERVICES

August
2017

Consultative
Document

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1. BACKGROUND

1.1 The Regulated Industries Commission (RIC) is the economic regulator for the water and electricity sectors in Trinidad and Tobago. The conduct of its regulatory functions/activities is guided by the legislative and regulatory framework set out in the RIC Act No. 26 of 1998. Section 6(1) of the RIC Act empowers the RIC to prescribe standards of service, monitor service providers to ensure compliance and impose sanctions for non-compliance. The Act also mandates the RIC to consult with all interested parties it considers as having an interest. Accordingly, the RIC first published the *Draft Quality of Service Standards for the Supply and Distribution of Water and for Wastewater Services for Consultation* in March 2003. Accordingly, the RIC first published the Draft Quality of Service Standards for the Supply and Distribution of Water and for Wastewater Services for Consultation in March 2003. This document set out proposals on detailed aspects of the guaranteed and overall standards of performance and formed the basis of the first consultation with the public and other stakeholders. The standards were finalized after an extensive consultative process, which included several meetings with the Water and Sewerage Authority of Trinidad and Tobago (WASA), the sole service provider of water and wastewater services in Trinidad and Tobago. However, the standards were never published in the Trinidad and Tobago Gazette, as is required.

1.2. The RIC is now engaging in another round of consultation on the standards, and invites comments and suggestions on the proposed standards and performance targets for the monopoly business of water supply, transmission and distribution and the collection, treatment and disposal of wastewater.

Purpose of this Document

1.3 This is a summary of the second consultative document to be issued by the Regulated Industries Commission (RIC) on the water and wastewater sector. In this document, the RIC presents a condensed version of the proposals on the Quality of Service Standards for the Supply and Distribution of Water and for Wastewater Services.

The RIC invites comments and suggestions on the standards and performance targets that should apply to the monopoly business of water supply, transmission and distribution and the collection, treatment and disposal of wastewater. The full draft standards document, as well as a copy of this summary of the standards, can be downloaded from the RIC's website at: <http://www.ric.org.tt/consultations> .

Responding to this Document

1.4 As part of the consultative process, the RIC invites feedback from the public and other stakeholders with respect to our proposals. Responses to the proposals in this document, and any other issue which respondents believe should be considered by the RIC in reviewing the quality of service standards, should be sent in writing by **October 23, 2017** to:

**Executive Director
Regulated Industries Commission
3rd Floor, Furness Building
Cor. Wrightson Road and Independence Square
P. O. Box 1001
Port of Spain, Trinidad, W.I.
Fax: (868) 624-2027
E-mail: ricoffice@ric.org.tt**

1.5 The RIC reserves the right to make all responses available to the public by posting responses on its website at www.ric.org.tt . If a response is marked confidential, reasons should be given to facilitate the evaluation of the request for confidentiality. The RIC will be guided by Section 62(b) of the RIC Act when evaluating any request for confidentiality.

2. SUMMARY OF PROPOSED STANDARDS

Table 1 – Proposed Guaranteed Standards

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
GWS1	Implementation of Schedules	1. Supply of pipe borne water	1. Minimum of 12 hours for at least 4 days per week	15% - Classes A, C, D, E 3% - Class B	Not Applicable (N/A)
GWS2	Restoration of Supply after service interruption	Maximum time to restore supply	<u>Planned Interruptions</u> As per published times but no later than 48 hours after start of interruption <u>Unplanned Interruptions</u> 72 hrs for trunk mains 48 hrs for strategic mains 18 hrs other interruptions	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	12 hours
GWS3	Provision of Truck borne supply if mains supply is interrupted	1. Time to provide customer requested truck borne supply 2. Supply of truck borne water upon customer's request when water schedule is disrupted	<u>Planned Interruptions</u> To be provided within 24 hours after the notified time for interruption has ended if pipe borne supply not yet available <u>Unplanned Interruptions</u> To be provided from 24 hours after the start of the disruption and within the next 24 hours if pipe borne supply not yet available	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	24 hours
GWS4	Time to repair to Water Service connections (WSC)	Maximum time to repair WSC	<u>Water Service Connection Repair</u> 1. Within 24 hrs of report by customer – for loss of supply to registered critical institutions (e.g. schools, hospitals) and for leaks resulting in damage to property.	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	12 hours 12 hours 24 hours

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
			2. Within 3 days – for leaks & loss of supply affecting supply to customer.		
GWS5	Installation of new Water Service Connections (WSC)	Time to install WSC	<p><u>¾" WSC (domestic) and 1"- 4" (single building)</u></p> <p>1. Determine feasibility and notify customer within 5 working days of application</p> <p>2. Install WSC within 7 working days of confirmation of feasibility</p> <p><u>All other WSC</u></p> <p>1. Issue Final Approval to customer within 20 working days</p> <p>2. Install WSC within 7 working days of issuance of completion certificate</p>	<p>15% - Classes A, C, D, E</p> <p>3% - Class B</p> <p><u>Further Compensation</u></p> <p>5% - Classes A, C, D, E</p> <p>1% - Class B</p>	24 hours
GWS6	Reconnection of supply after settling outstanding accounts or disconnection due to error	Maximum time to reconnect supply	Within 24 hours of receipt of full payment or as per agreement with WASA or in determining of error made	<p>15% - Classes A, C, D, E</p> <p>3% - Class B</p> <p><u>Further Compensation</u></p> <p>5% - Classes A, C, D, E</p> <p>1% - Class B</p> <p>3% - Class B</p>	24 hours
GWS7	Response to complaints	<p>1. Time to acknowledge receipt</p> <p>2. Time to communicate final position</p>	<p>1. Within 5 working days of receipt of complaint</p> <p>2. Within 30 working days of receipt of complaint</p>	<p>15% - Classes A, C, D, E</p> <p>3% - Class B</p> <p><u>Further Compensation</u></p> <p>5% - Classes A, C, D, E</p> <p>1% - Class B</p>	24 hours
GWS8	Response to Poor Water Quality	Time to respond to poor water quality	1. Service provider to respond, and conduct site visit where	15% - Classes A, C, D,	N/A

Code	Standard Description	Performance Measure	Required Units	Compensation per customer class (% of bill)	Further Period for Compensation
			necessary, within 1 working day 2. Solve problem within 3 working days of site visit 3. Give an alternative for water supply where applicable	E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	
GWS9	Compensatory payments for guaranteed standards	Maximum time to credit compensatory payment for non-compliance with standards	Within 60 working days of receipt of claim	15% - Classes A, C, D, E 3% - Class B <u>Further Compensation</u> 5% - Classes A, C, D, E 1% - Class B	7 days

Notes

1. Standards apply for service to WASA customers only
2. Customer Classification: Class A – Domestic Class B – Industrial Class C – Commercial Class D – Cottage Class E – Agricultural
3. Compensation is a percentage of **regular charges for a billing period**
4. Further compensation applies for a maximum of three periods
5. The above standards do not apply during a period of force majeure

Table 2 – Proposed Overall Standards

Code	Standard Description	Performance Measure	Required Units
OWS1	Notification with respect to planned supply interruptions	Minimum time to notify affected customers before supply interruption of more than 4 hours duration	48 hours
OWS2	Water Pressure	Minimum and maximum pressures	<u>At point of Water Service Connection (WSC)</u> Minimum 14m head of pressure (20 psi) Maximum 70m head of pressure (100 psi)
OWS3	Metering	1. Time to read meters 2. Time to issue bills 3. Maximum time to repair meters	1. Read meter every 2 months for all categories of customers 2. Issue bills within 10 working days of meter reading 3. Repair defective water meters within 15 days
OWS4	Drinking water quality	WHO guidelines for drinking water	1. Sampling according to an established schedule 2. 100% compliance with WHO guidelines for bacteriological thresholds (water) 3. 95% compliance with WHO guidelines for physical/chemical parameters (water)
OWS5	Sewage effluent quality	T&T standards for wastewater	1. Compliance with TTBS standards for sewerage effluent (wastewater) as per TTS 417
OWS6	Repair to sewers	Maximum time to repair sewers	1. Minor Repairs - 48 hrs 2. Major Repairs – 96 hrs 3. Leak causing property flooding – 6 hours
OWS7	Road restoration after pipeline works	Maximum time to complete road restoration	<u>Major Repair (greater than 100m)</u> 48 hours for temporary road restoration and 7 days for permanent restoration <u>Minor Repair (100m or less)</u> 24 hours for temporary road restoration and 7 days for permanent restoration.
OWS8	Claims for damage	Time to process and pay claim	1. Reply within 5 working days of receipt of claim

Code	Standard Description	Performance Measure	Required Units
			2. Complete investigation within 30 working days of receipt of claim 3. Determine liability and make payment, where applicable, within 60 working days of receipt of claim
OWS9	Making and Keeping appointments	1. Time to arrive for appointment 2. Time to notify customer of inability to meet appointment	1. Within 30 mins of scheduled appointment 2. No less than 24 hrs of inability to keep appointment

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3. SUMMARY OF ISSUES FOR CONSULTATION

1. The RIC invites comments on whether the concept of guaranteed and overall standards is an adequate and appropriate mechanism for monitoring quality of customer service in the water and wastewater sector.
2. The RIC invites comments on:
 - a. The proposed level of compensatory payments;
 - b. The proposed form and method of payments;
 - c. The proposal that domestic and non-domestic customers be compensated at different amounts.
3. The RIC invites views on the categories of performance that should be addressed by quality of service standards and whether other areas should be included.
4. The RIC welcomes comments on what should constitute guaranteed and overall standards and a rationale as to why they should be guaranteed or overall.
5. The RIC invites comments on:
 - a. The proposed areas of service quality addressed by the guaranteed standards;
 - b. The reasonableness of the performance measures of the standards
6. The RIC invites comments on:
 - a. The proposed areas of service quality addressed by the overall standards;
 - b. The reasonableness of the performance measures of the standards
7. Notwithstanding the request for views on the specific items/issues mentioned above, the RIC welcomes views on the entire document.