

T&TEC'S ANNUAL PERFORMANCE INDICATOR REPORT FOR THE YEAR 2017

SUMMARY

This is a summary of the eleventh Annual Performance Indicator Report for the Trinidad and Tobago Electricity Commission (T&TEC). The RIC assessed T&TEC's performance for the year 2017 against targets set in the document "*Regulation of Electricity Transmission and Distribution Sector (June 01, 2006 to May 31, 2011) - Final Determination: Rates and Miscellaneous Charges (2006)*", as well as against performance in the previous year, and metrics of other utilities. T&TEC is required to report on financial, operational and service quality data on a quarterly and annual basis. The report is based on data provided.

For the period under review, T&TEC maintained and/or improved its performance for certain metrics. These include: electricity service coverage, electricity sales per employee, customers per employee, System Average Interruption Frequency Index (SAIFI), transmission trips and interruptions, and complaints resolution rate. Notwithstanding this, T&TEC's performance deteriorated in other critical areas, such as total system losses, System Average Interruption Duration Index (SAIDI), repair rate for reported streetlight failures, Funds from operations, collection rate, return on regulatory asset base, and operating cost per unit.

2017 Annual Performance Indicator Report Highlights

Operations

Indicator	Value	% Change
Total number of customers:	479,632	1.9↑
Electricity service coverage	99.3%	1.0↑
Total electricity purchased	9,318,243,847 kWh	1.0↓
Total electricity sales	8,564,536,977 kWh	1.1↓
Electricity sales per employee	2,717,764 kWh	1.9↑
Customer per employee	152	2.7↑

System Reliability

Indicator	Value	% Change
Total system losses	8.08% (target 6.75%)	1.1↑
SAIFI	4.50 interruptions per customer	4.3↓
SAIDI	417 minutes	4.3↑
No. transmission trips & interruptions	32	0.0

Customer Service & Responsiveness

Indicator	Value	% Change
No. customer complaints received	21,804	30.3↓
No. of written complaints received	196	31.0↓
Complaints resolution rate	99.6%	2.9↑

Equipment & Responsiveness

Indicator	Value	% Change
Annual percentage of pole-mounted distribution transformers	38.5% (target 20%)	52.5↓
No. reported streetlight failures	44,520	102.1↑
Repair rate for reported streetlight	12.3% (target 100%)	58.9↓

Finances

Indicator	Value	% Change
Funds from Operations (FFO)	Deficit TT\$256 Million	117.2↑
Collection Rate	62%	16.2↓
Return on the Regulatory Asset Base	-25 % (target ≈ 9%)	127.3↑
Operating Cost per Unit	0.38 \$/kWh	5.6↑