

**T&TEC'S ANNUAL PERFORMANCE INDICATOR REPORT**  
**FOR THE YEAR 2018**  
**SUMMARY**

This is a summary of the twelfth Annual Performance Indicator Report for the Trinidad and Tobago Electricity Commission (T&TEC). The RIC assessed T&TEC's performance for the year 2018 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 historical performance and metrics of other utilities.

For the period under review, T&TEC's performance was mixed, showing improvement for certain performance indicators and decline for others. The areas of improved performance include: electricity sales per employee (2,752,329 kWh), customers per employee (157), SAIFI<sup>1</sup> (3.90 interruptions per customer), SAIDI<sup>2</sup> (389 minutes), annual percentage of pole-mounted distribution inspected/serviced (38.8%), repair rate for reported street lighting failures (19.9%), and profitability indicators: return on RAB<sup>3</sup> (-2%) and FFO<sup>4</sup> (deficit TT\$ 147,478,184). Notwithstanding these improvements, there are some operational performance areas such as total system losses (8.26%) and total transmission trips and interruptions on the network (33) which both increased slightly over the period. Of concern was the fact that customer complaints (49,247) doubled in 2018, but T&TEC was able to resolve 97.5% of these complaints. T&TEC's financial position continued to be challenged, with the return on RAB and FFO remaining below par.

**Performance Review Highlights**

**Operations**

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Total number of customers:	483,559	0.8↑
Electricity service coverage	99.3%	-
Total electricity purchased	9,225,091,000 kWh	(1.0)↑
Total electricity sales	8,463,412,741 kWh	(1.2)↓
Electricity sales per employee	2,752,329 kWh	1.3↑
Customers per employee	157	3.3↑

**System Reliability**

<u>Indicator</u>	<u>Value</u>	<u>% Change</u>
Total system losses	8.26% (target 6.75%)	2.2 ↑
SAIFI	3.90 interruptions per customer	(13.3)↓
SAIDI	389 minutes	(6.7) ↓
No. transmission trips & interruptions	33	3.1 ↑

<sup>1</sup> The System Average Interruption Frequency Index (SAIFI) measures the average number of sustained interruptions per customer.

<sup>2</sup> The System Average Interruption Duration Index (SAIDI) measures the average outage duration per customer.

<sup>3</sup> Regulatory Asset Base (RAB) is the investment base (Rate Base) upon which a service provider is allowed to earn a fair return.

<sup>4</sup> Funds from Operations (FFO) refers to net cash generated from operating activities, excluding costs associated with long-term investment on capital items

## Performance Review Highlights *continued*

### Customer Service & Responsiveness

<b><u>Indicator</u></b>	<b><u>Value</u></b>	<b><u>% Change</u></b>
No. customer complaints received	49,247	125.9↑
No. of written complaints received	251	28.1↑
Complaints resolution rate	97.5%	(2.1)↓

### Equipment Maintenance

<b><u>Indicator</u></b>	<b><u>Value</u></b>	<b><u>% Change</u></b>
Annual percentage of pole-mounted distribution transformers	38.8% (target 20%)	0.8↑
No. reported streetlight failures	27,945	(37.4)↓
Repair rate for reported streetlight failures	19.9% (target 100%)	61.8↑

### Finances

<b><u>Indicator</u></b>	<b><u>Value</u></b>	<b><u>% Change</u></b>
Funds from Operations (FFO)	(TT\$ 147,478,184)	43.2↑
Collection Rate	62%	-
Return on the Regulatory Asset Base	(2%) target ≈ 9%	92↑
Operating Cost per Unit	0.38 \$/kWh	-