

**SUMMARY OF
T&TEC'S ANNUAL QUALITY OF SERVICE STANDARDS (QSS) REPORT FOR THE YEAR 2019**

This is a summary of the 2019 Annual Quality of Service Standards (QSS) Report for the Trinidad and Tobago Electricity Commission (T&TEC) that was published by the Regulated Industries Commission (RIC). The report is an analysis of T&TEC's performance during 2019 under the Quality of Service Standards Scheme for the transmission and distribution of electricity. Under the Scheme, Guaranteed Standards set a minimum level of service which must be provided to each 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. The Overall Standards generally cover the aspects of service that affect a group of customers. There is no compensatory payment attached to these. Overall, there was little variation in T&TEC's performance over the previous year. Breaches occurring under GES 1 increased from 3,474 in 2018 to 14,958 in 2019 due to Tropical Storm Karen. Customers filed 12 claims, of which 9 were valid and the customers were paid \$540. For the remaining standards, which all have automatic compensation, T&TEC processed 100% of the 31 breaches, amounting to compensation of \$3,114. OES 5 (street and highway light maintenance) continues to be an area where much improvement in performance is needed.

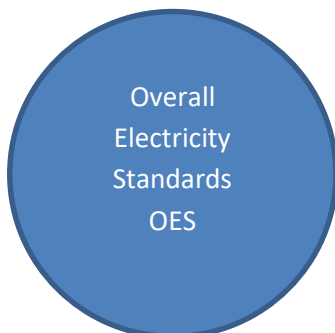
Report Highlights



Guaranteed Standards	Compliance Rates (%)	
	2019	2018
GES 1 - Response and Restoration Time after unplanned outages	99.04 ↓	99.76
GES 2 - Billing Punctuality for new residential customer	99.90	99.90
- Billing Punctuality for new non-residential customer	92.10 ↓	100.0
GES 3 - Reconnection After Payment of Overdue Amounts	99.94	99.96
GES 4 - Making and Keeping Appointments	100.0	100.0
GES 5 - Response to all voltage complaints within 24 hours.	99.97	100.0
- Rectification of all voltage complaints within 15 working days.	99.83	99.80
GES 6 - Responding to Billing and Payment Queries.	100.0	100.0
GES 7 - New Connection of Supply	99.99	100.0
GES 8 - Payments Owed Under Guaranteed Standards	N/A	N/A



Standards	Number of Breaches	Payment Due	Payment Made	Percent paid	
				2019	2018
GES 2 – GES 8 Automatic payment	31	\$3,114	\$3,114	100	100



Overall Standards	Compliance Rate (%)	
	2019	2018
OES 1- Frequency of Reading Industrial Meters	100.0	100.0
- Frequency of Reading Residential and Commercial Meters	100.0	100.0
OES 2 - Billing Punctuality	100.0	97.6
OES 3 - Responding to Meter Problems	94.4 ↓	100.0
OES 4 - Prior Notice of Planned Outages	96.8	96.2
OES 5 - Street Lights Maintenance	53.9 ↑	49.5
- Highway Lights Maintenance	73.3 ↑	72.4
OES 6 - Initial Response to Customer Queries/Requests (written)	99.0 ↑	85.8
- Final Position to Customer Queries/Requests (written)	97.1 ↑	94.8
OES 7 – Notifying Customer of Receipt of Claim under GES1	100.0	100.0