

**QUALITY OF SERVICE
STANDARDS**

**PERFORMANCE REPORT FOR
JANUARY TO JUNE, 2021**

June
2022

**ELECTRICITY TRANSMISSION
AND DISTRIBUTION SECTOR**

Information
Document

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EXECUTIVE SUMMARY

The Regulated Industries Commission (RIC) is the economic regulator of the water, wastewater and electricity sectors in Trinidad and Tobago. It is responsible for, among other things, prescribing and publishing standards for services, monitoring the performance of the service providers under its purview to ensure compliance, and imposing sanctions for non-compliance, as specified under Section 6 of the RIC Act. Accordingly, the RIC first implemented the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector in 2004. These standards have been revised twice. The most recent version was implemented in June 2021, and incorporated significant changes to some of the standards. Consequently, the RIC has prepared a report for the period January to June 2021 to conclude reporting under the previous edition of the QSS for the Electricity Transmission and Distribution Sector. The period July to December 2021, for which the revised QSS apply, will be reported subsequently. The data used in this report were provided by T&TEC and verified by the RIC.

Summary of Performance: Guaranteed Standards

Guaranteed Standards set service levels that must be met for each customer by the service provider. Under these standards, the utility is required to make compensatory payments to the affected customers if it fails to provide the level of service stipulated. There are eight Guaranteed Electricity Standards (GES), and all but the first (GES 1) carry automatic compensatory payments for breaches¹.

Generally, there was very little change in the compliance rates between 2020 and 2021 for the first half of the respective years. T&TEC achieved full compliance under GES 4 (Making and Keeping Appointments), GES 6 (Responding to Billing and Payment Queries), the first part of GES 5 (Investigation of Voltage Complaints) and GES 7 (New Connection of Supply). There was little change in the compliance rates for GES 1 (Response and Restoration Times), the first part of GES 2 (Billing Punctuality) for residential customers, GES 3 (Reconnection after Payment of overdue amount/ agreement) and the second part of GES 5. Performance improved under GES2 for non-residential customers. T&TEC maintained its performance in paying claims on time. As a result,

¹A breach occurs when the service provider fails to achieve the stipulated level of performance for a standard.

it was not necessary to apply GES 8 (Payments Owed under Guaranteed Standards). A summary of compliance rates for the period January to June, 2021 under the guaranteed standards is presented in table ES1.

Table ES1 - Compliance Rates under the Guaranteed Standards, January to June, 2021

Code	Service Description	Performance Measure	2021 Compliance Rates (%)	2020 Compliance Rates (%)
GES1	Response and Restoration Time after unplanned (forced) outages on the distribution system.	Time for restoration of supply to affected customers - within 10 hours	99.65	99.52
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	99.97 94.70	99.09 87.50
GES3	Reconnection After Payment of Overdue Amounts or Agreement on Payment Schedule	Time to restore supply after payment is made - within 24 hours	99.98	99.95
GES4	Making and Keeping Appointments	Where required, appointments will be made on a morning or afternoon basis	100.0	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.	100.0 99.40	100.0 99.10
GES6	Responding to Billing and Payment Queries.	Substantive reply within 15 working days.	100.0	100.0
GES 7	New Connection of Supply	Service drop and meter to be installed within 3 working days.	100.0	100.0
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	N/A N/A	N/A N/A

N/A – Not Applicable

Currently, customers are still required to submit claims for breaches under GES 1.² There were five claims made under GES 1, and all were denied because T&TEC could find no evidence of the outages. There were five breaches under the remaining standards, GES 2 to GES 8, which were eligible for automatic compensation, and all of the affected customers were paid. Additionally, it should be noted that in January 2021, T&TEC made an internal decision to compensate over 200 customers on the North Coast who were affected by the outages in December 2020. Given the time of year at which the customers were affected, these payments, totalling \$35,160, were voluntarily disbursed, without customers first having to submit claims under GES 1.

The total number of breaches and payments made under the Guaranteed Standards for the first half of 2021 is shown in table ES2.

Table ES2 - Breaches and Compensatory Payments under the Guaranteed Standards, January to June, 2021

Standard	Total Number impacted by Standard	Number of Breaches	Total Number of Claims Submitted†/Processed	Total Payments made (\$)
GES 1	602,769 (customers affected by outages)	2,125	5/0	35,160*
GES 2	3,535 (requests for new connections)	2	2	100
GES 3	10,849(arrangements/ payments)	2	4**	472
GES 4	1,315 (appointments)	0	0	0
GES 5	1,278 (voltage complaints)	1	1	50
GES 6	3,086 (queries)	0	0	0
GES 7	2,659 (requests)	0	0	0
GES 8	0 (payments owed)	0	0	0
TOTAL		2,130	12	35,782

†Customers must submit claims under GES 1 before they can be processed, while claims under GES2 –GES 8 are processed automatically.

*payments made to over 200 customers for breaches that occurred in December 2020, without claims having to be submitted.

**payments made to 2 customers for breaches that occurred in December 2020.

² T&TEC will be able to identify individual customers affected by breaches of GES 1 when the Outage Management System (OMS) is fully implemented. Implementation of the OMS has been completed in both the Central and South Distribution areas, and is currently being rolled out in the East Distribution area.

Summary of Performance: Overall Standards

Overall standards cover areas of service where it is usually not appropriate or feasible to give individual guarantees. Instead, stakeholders expect that the utility will provide some pre-determined minimum levels of service. These standards generally cover the quality of service affecting a group of customers.

T&TEC achieved full compliance under OES 1 (Frequency of Meter Reading), OES 2 (Billing Punctuality), OES 3 (Responding to Meter Problems), and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1). There was mixed performance under both OES 5 (Street Lights Maintenance) and OES 6 (Response to Customer Queries/Requests (written), with improvement in performance under the one part, while there was a decline in the other part. Performance under OES 4 (Prior Notice of Unplanned Outages) was essentially unchanged. A summary of compliance rates for the first half of 2021 under the overall standards is presented in table ES3.

Table ES3 - Compliance under Overall Standards, January to June, 2021

Code	Description	Required Performance Units	2021 Compliance Rate (%)	2020 Compliance Rate (%)
OES1	Frequency of Meter Reading	(a) 90% of industrial meters should be read every month	100.0	100.0
		(b) 90% of residential and commercial meters read according to schedule	100.0	100.0
OES2	Billing Punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation	100.0	76.53
OES3	Responding to Meter Problems	Visit or substantive reply within 10 working days 95% of the time.	100.0	98.95
OES4	Prior Notice of Planned Outages	3 days advance notice of planned outages 100% of the time	98.49	98.39
OES5	Street Lights Maintenance	Street Lights- within 7 working days	45.39	57.38
		Highway Lights – within 14 working days	92.11	79.82
OES6	Response to Customer Queries/Requests (written)	Time to respond after receipt of queries. Initial Response – within 10 working days	94.19	91.49
		Final Position – within 30 working days	86.15	93.62
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.	100.0	100.0

SECTION 1 INTRODUCTION

The Regulated Industries Commission (RIC), a statutory body, is the economic regulator of the water, wastewater and electricity sectors. It is responsible for, among other things, prescribing and publishing standards for services, monitoring the performance of the service providers under its purview to ensure compliance, and imposing sanctions for non-compliance. In keeping with this mandate, the RIC implemented the Quality of Service Standards (QSS) for the Electricity Transmission and Distribution Sector on 7th April, 2004. These standards have gone through two revisions. The most recent version was implemented from June 2021 with some significant changes in the revised standard. Consequently, the RIC has prepared a report for the period January to June 2021 to conclude reporting under the previous edition of the QSS for the Electricity Transmission and Distribution Sector. The period July to December 2021 will be reported subsequently. The data used in this report were provided by T&TEC and verified by the RIC.

1.1 Purpose of Document

This report was prepared to inform stakeholders about the performance of T&TEC under the Guaranteed Standards Scheme for the period January to June, 2021.

1.2 Structure of Document

The remainder of this document is structured as follows:

- Section 2 presents T&TEC's performance under each of the eight guaranteed standards;
- Section 3 reports on the compensatory payments made to customers;
- Section 4 presents the performance of T&TEC under the seven overall standards;
- Section 5 provides a summary and conclusion of the report; and
- Tables of the guaranteed and overall standards, and the compensatory payment levels for the guaranteed standards, are presented in Appendix 1.

SECTION 2 PERFORMANCE REVIEW: GUARANTEED STANDARDS

2.1 Guaranteed Standards

Guaranteed standards specify the service levels that must be met for each customer by the service provider. Under these standards, the utility is required to make compensatory payments to affected customers if it fails to provide the level of service stipulated. T&TEC’s performance under each of the eight guaranteed standards in the QSS Scheme, GES 1 to GES 8, is presented below for the period January to June, 2021.

GES 1: Response and Restoration Times of Supply.

This standard is intended 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 is reported on the distribution system. Failure to do so is a breach of the standard and the affected customer receives a compensatory payment for the breach. Further breaches occur when the supply is not restored within 22 hours and 34 hours, respectively.

For the first half of 2021, the number of unplanned outages increased by 4%, from 5,157 to 5,363 compared to the same period in 2020. The data show that there were approximately 30 unplanned outages per day across T&TEC’s distribution network.

Table 1 – No. of Unplanned Outages, January to June 2021

Area	Jan	Feb	Mar	Apr	May	Jun	TOTAL
North	185	162	190	181	157	141	1,016
South	313	267	291	265	307	329	1,772
Tobago	121	93	116	34	175	171	710
East	187	166	166	184	262	307	1,272
Central	65	114	202	114	64	34	593
TOTAL (2021)	871	802	965	778	965	982	5,363
TOTAL (2020)	1,004	699	794	503	871	1,286	5,157

Multiple factors usually contribute to a single unplanned outage. Examples of these provided by T&TEC are listed below.

- Blown transformer HT fuses and blown high voltage (HV) fuses,
- Burst high tension (HT) wires,
- Heavy vegetation on lines resulting in burst wires and/or blown fuses,
- Fallen trees and burnt poles due to bush fires,
- Broken poles,
- Animal contact,
- Faulty point of entrance,
- Feeder trips,
- Inclement weather, and
- Defective equipment (transformers, cables, cut-outs, poles),

Of the 5,363 outages, restoration of 28 took longer than the stipulated 10 hours. The distribution of these outages is shown in table 2.

Table 2 - No. of Unplanned Outages exceeding 10 hours, January to June 2021

Area	Jan	Feb	Mar	Apr	May	Jun	TOTAL
North	3	0	2	1	2	0	8
South	1	1	0	0	0	1	3
Tobago	2	0	0	0	0	0	2
East	1	1	0	0	4	8	14
Central	0	0	0	1	0	0	1
TOTAL (2021)	7	2	2	2	6	9	28
TOTAL (2020)	2	4	0	0	3	58	67

As there may be multiple reasons for outages, delays in restoration may also be attributed to several factors. Some of the reasons given by T&TEC for lengthy restoration times are:

- High number of trouble reports,
- Road blocked by vehicles,
- Inclement weather, flooding, bush fires, poor visibility and unsafe terrain,

- Limited crews are diverted to higher priority jobs,
- No existing vegetation management contracts, hence limited access to additional service crews for line clearing and tree trimming required,
- Poor field assessment of the job required, and
- Complexity of the job.

Table 3 shows the estimated number of customers affected by outages, and the estimated number of customers whose supply was restored after the specified time frames of 10 hours, 22 hours and 34 hours respectively.

Table 3 - No. of Customers Restored after 10 hours, January to June 2021

Item	Jan	Feb	Mar	Apr	May	Jun	TOTAL (2021)
No. of customers affected by outages	109,751	87,470	69,931	96,035	99,668	139,914	602,769
No. of customers restored after 10 hours (Breach)	280	7	5	10	894	703	1,899
No. of customers restored after 22 hours (Breach)	34	0	0	5	2	185	226
No. of customers restored after 34 hours (Breach)	0	0	0	0	0	0	0
Total No. of Breaches	314	7	5	15	896	888	2,125
Percentage breach (%)	0.29	0.01	0.01	0.02	0.90	0.63	0.35
Compliance Rate (%)	99.71	99.99	99.99	99.98	99.10	99.37	99.65

The total number of customers affected by outages decreased by 11.6% from 682,068 in 2020 to 602,769 in 2021. The number of breaches also declined, moving from 3,266 to 2,125 (See Table 4).

Table 4 - Response and Restoration Times of Supply, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
Total no. of customers restored after specified times (Breaches)	326	1,799	2,125	3,266
No. of customers affected by outages	267,152	335,617	602,769	682,068
Percentage non-compliance (%)	0.12	0.54	0.35	0.48
Compliance Rate (%)	99.88	99.46	99.65	99.52

GES 2: Billing Punctuality (New customers).

This standard seeks to ensure a prompt and efficient billing process. It requires that the first bill be mailed after a new service connection to residential customers within 60 days, and to non-residential customers within 30 days.

There were 3,516 new residential customers connected to supply in the first half of 2021. Of these, a bill was not mailed to one customer within the stipulated period. T&TEC's performance under this standard was 99.97% (See table 5).

Table 5 - Billing Punctuality for Residential Customers, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of new Residential customers connected to supply	2,110	1,406	3,516	2,514
No. of bills not mailed within 60 days	1	0	1	23
Percentage Breach (%)	0.05	0.00	0.03	0.91
Compliance Rate (%)	99.95	100.0	99.97	99.09

There were 19 new non-residential customers connected to supply. Bills were mailed to all but one customer within the stipulated time. The compliance rate for this section of the standard was 94.7% for the first half of 2021 (See table 6).

Table 6 - Billing Punctuality for Non-Residential Customers, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of new Non-Residential customers connected to supply	15	4	19	8
No. of bills not mailed within 30 days (breach)	0	1	1	1
Percentage Breach (%)	0.0	25.0	5.30	12.50
Compliance Rate (%)	100.0	75.0	94.70	87.50

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

T&TEC disconnects customers for the non-payment of arrears. Once these accounts have been settled, or an agreement has been reached on a payment schedule, T&TEC is required to restore the service within 24 hours.

T&TEC disconnected 13,507 customers for non-payment of arrears. Of these, 10,849 customers made payments or arrangements to address the arrears. As shown in table 7, two customers were not reconnected within 24 hours of making a payment, resulting in a compliance rate of 99.98%. Both customers were compensated within the stipulated timeframe. Additionally, two customers from December 2020 were compensated in January 2021.

Table 7 - Reconnection after Payment of Overdue Amounts, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
Total Disconnections	9,485	4,022	13,507	12,200
Customers making payments/arrangements	7,249	3,600	10,849	11,457
No. not reconnected within 24 hours	2	0	2	6
Percentage Breach (%)	0.03	0.0	0.02	0.05
Compliance Rate (%)	99.97	100.0	99.98	99.95

GES 4: Making and Keeping Appointments.

T&TEC makes appointments to visit customers' premises as necessary. If T&TEC does not keep the appointment, the customer is likely to experience greater inconvenience. The standard requires that T&TEC give at least 24 hours' notice to the customer of its inability to keep an appointment. T&TEC is considered to be in breach of the standard if an appointment is not kept within 1 hour of the agreed time.

T&TEC reported that 1,315 appointments were made in the first half of 2021, and all were kept within 1 hour of the appointed time, resulting in full compliance with this standard (See table 8).

Table 8 - Making and Keeping Appointments, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of appointments arranged with customers	692	623	1,315	203
No. of appointments not kept within 1hr of appointed time	0	0	0	0
No. of appointments cancelled or postponed with 24 hours' notice	0	0	0	0
Percentage Breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

GES 5: Investigation of Voltage Complaints

Under the Electricity Supply Rules of the Electricity (Inspection) Act Chapter 54.72, T&TEC is required to supply its customers at specified nominal voltages. Accordingly, the actual supply voltage shall not vary six percent beyond the nominal supply voltage. Where a customer reports a problem with his voltage supply, T&TEC is required to visit within 24 hours, where a visit is deemed necessary, and rectify the problem within 15 working days. A breach occurs if the service provider fails to visit or correct the problem within the respective specified periods.

The number of voltage complaints filed by customers during the first half of 2021 decreased to 1,278 from 1,497 in 2020. Of the 1,278 complaints, T&TEC determined that 1,256 required a visit,

and all were visited within 24 hours. This performance resulted in a compliance rate of 100% for this component of the standard.

After conducting a visit, T&TEC is required to identify which are valid voltage complaints. T&TEC reported that 183 were valid, and one of these was not rectified within 15 working days. Thus, the overall compliance rate for rectification of voltage complaints in the first half of 2021 was 99.4%. The performance is summarized in table 9.

Table 9 - Correction of Low/High Voltage, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of voltage complaints received	657	621	1,278	1,497
No. of complaints where visit was necessary	657	599	1,256	1,175
No. of complaints not responded to within 24 hours	0	0	0	0
Percentage Breach	0.0	0.0	0.0	0.0
Compliance Rate	100.0	100.0	100.0	100.0
No. of legitimate voltage complaints	84	99	183	111
No. of complaints not rectified within 15 working days	1	0	1	1
Percentage Breach	1.2	0.0	0.6	0.9
Compliance Rate	98.8	100.0	99.4	99.1

GES 6: Responding to Billing and Payment Queries

This standard requires T&TEC to provide a substantive response to customers’ billing and payment queries within 15 working days.

T&TEC received 45% fewer billing and payment queries in the first half of 2021 compared to the same period in 2020. Of the 3,086 billing and payment queries received, all were responded to within the required time. Thus full compliance was achieved, as shown in table 10.

Table 10 - Responding to Billing and Payment Queries, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
Number of billing and payment queries	2,209	877	3,086	5,657
Number not responded to within 15 working days	0	0	0	0
Percentage Breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

GES 7: New Connection to Supply

This standard focuses on the delays by T&TEC in completing new connections after the customer completes all the necessary procedures. It states that T&TEC must complete a new supply connection within three (3) working days or by a mutually agreed upon date after the customer submits all payments and documentation.

There were 3,334 requests for new connections in the first half of 2021, and all connections were made within the specified time. This performance resulted in a compliance rate of 100% (See table 11).

Table 11 - Connection to Supply, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of connection requests	2,659	675	3,334	3,383
No. of connections not made within 3 working days or by the specified date	0	0	0	0
Percentage Breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

GES 8: Payments owed under Guaranteed Standards

Compensatory payments must be made to the customer’s account within 30 working days for non-residential customers and 60 days for residential customers, after the claim has been accepted by T&TEC. This standard seeks to ensure that payments are made on time and requires T&TEC to pay \$50 to any customer whose account is not credited within the specified time frame.

Under GES 1, customers must file a claim for the compensatory payment. For all other guaranteed standards, GES 2 to GES 7, T&TEC is required to process and credit payments to customers' accounts automatically. T&TEC modified their internal systems used to track breaches and the respective compensatory payments, resulting in improved timeliness of compensatory payments. All customers who were entitled to compensatory payments under standards GES 1 to GES 7, were compensated within the specified time frame. Hence, there were no breaches under GES 8 (See table 12).

Table 12 - Payments owed under Guaranteed Standards, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
Number of Residential claims not paid within 60 working days	0	0	0	0
Number of Residential claims further compensated for late or non-payment	NMI	NMI	NMI	NMI
Percentage Breach (%)	N/A	N/A	N/A	N/A
Compliance Rate (%)	N/A	N/A	N/A	N/A
Number of Non-Residential claims not paid within 30 working days	0	0	0	0
Number of Non-Residential claims further compensated for late or non-payment	NMI	NMI	NMI	NMI
Percentage Breach (%)	N/A	N/A	N/A	N/A
Compliance Rate (%)	N/A	N/A	N/A	N/A

NMI – No Measurable Instance

N/A – Not Applicable

2.2 Compensatory Payments

The QSS for the Electricity Transmission and Distribution Sector is a guaranteed standards scheme that imposes penalties on the service provider when the specific standards are not met. The penalties are in the form of compensatory payments to affected customers. The level of the compensatory payment is intended to incentivize T&TEC without being unduly punitive. In assessing the effectiveness of the guaranteed standards scheme, the number of breaches must be determined, as well as the quantum of the payments due for these breaches. Payment is automatic for all guaranteed standards, except GES 1. Customers are required to submit a claim for GES 1, as T&TEC is currently unable to identify individual customers that are affected by breaches of this standard. However, T&TEC can identify the area affected and estimate the number of individual customers within the area.

Under GES 1, there were 2,125 breaches. If each affected customer submitted a valid claim, the minimum possible payment for GES 1 alone would have been \$127,500. However, in the first half of 2021, only five (5) customers submitted claims. T&TEC denied these five claims because they found no evidence in their internal systems records of any outages over 10 hours to support these claims. Additionally, it should be noted that in January 2021, T&TEC made an internal decision to compensate over 200 customers on the North Coast who were affected by the outages in December 2020. Given the time of year in which they were affected, these payments, totalling \$35,160, were voluntarily disbursed, without customers first having to submit claims under GES 1.

As previously stated, the compensatory payment is automatic for standards GES 2 to GES 8. Five breaches occurred under GES 2 – 8, and T&TEC compensated the affected customers to a value of \$622. This information is presented in table 13.

Table 13 – Breaches, Claims and Payments under the Guaranteed Standards, January to June 2021

Standard	Total Number of Breaches	Total Number of Claims Submitted†/Processed	Total Payments made (\$)
GES 1	2,125	5/0	35,160*
GES 2	2	2	100
GES 3	2	4**	472
GES 4	0	0	0
GES 5	1	1	50
GES 6	0	0	0
GES 7	0	0	0
GES 8	0	0	0
Totals	2,130	12	35,782

†Customers must submit claims under GES 1 before they can be processed, while claims under GES2 –GES 8 are processed automatically.

*payments made to over 200 customers for breaches that occurred in December 2020, without claims having to be submitted.

**payments made to 2 customers for breaches that occurred in December 2020.

SECTION 3 PERFORMANCE REVIEW: OVERALL STANDARDS

3.1 Overall Standards

Overall standards cover areas of service where it is usually 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 under the QSS and T&TEC's performance with respect to these overall standards for the first half of 2021 is presented below.

OES 1: Frequency of Meter Reading.

The purpose of the standard is 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.

There were 500,775 residential and commercial meters installed as at the end of June 2021. These meters are scheduled to be read at least three times by mid-year. T&TEC completed 98% of the 1,496,725 scheduled readings for residential and commercial meters as shown in table 14. This resulted in 100% compliance with the performance measure of 90% of the meters being read as scheduled.

Table 14 - Frequency of Meter Reading, Residential and Commercial, January to June 2021

Item	1 st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of residential and commercial meters installed at end of period	499,629	500,775	500,775	492,277
No. of scheduled readings for residential and commercial meters	757,835	738,890	1,496,725	1,473,522
No. of residential and commercial meters readings completed according to schedule	740,588	721,739	1,462,327	1,422,830
Percentage of residential and commercial meters read according to schedule	98 %	98%	98%	97%
Percentage breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

There are 4,114 installed industrial meters which are scheduled to be read monthly. T&TEC completed 94% of the 24,455 scheduled readings, resulting in a compliance rate of 100% (See table 15).

Table 15 - Frequency of Meter Reading, Industrial, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No of industrial meters at end of period	4,116	4,114	4,114	4,077
No. of scheduled readings for industrial meters	12,230	12,225	24,455	23,743
No. of actual readings for industrial meters	11,572	11,529	23,101	22,606
Percentage of industrial meter readings	95%	94%	94%	95%
Percentage breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

OES 2: Billing Punctuality.

T&TEC’s customers are billed by cycles in each of its five Distribution Areas. Bills are mailed to customers in the respective cycles after their 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 10 working days after meter reading or estimation.

T&TEC mailed all the bills within the stipulated time frame during the first half of 2021, resulting in a compliance rate of 100.0% (See table 16).

Table 16 - Billing Punctuality, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of meters read and estimated	770,065	751,115	1,521,180	1,497,265
No. of bills not mailed within 10 working days	0	0	0	362,072
No. of bills mailed within 10 working days	770,065	751,115	1,521,180	1,135,193
Percentage of bills mailed within 10 working days (%)	100%	100%	100%	75%
Percentage breach (%)	0.0	0.0	0.0	23.47
Compliance Rate (%)	100.0	100.0	100.0	76.53

OES 3: Responding to Meter Problems

Overall Standard, OES 3 is designed to ensure that T&TEC responds to customers’ meter problems within ten (10) working days 95% of the time, either by visit or with a substantive response.

In the first six months of 2021, T&TEC received 889 reports of meter problems, but did not respond to 19 of these (i.e. 2 %) within 10 working days. This performance resulted in a compliance rate of 100%.

Table 17 - Response to Meter Problems, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of meter problems reported	544	345	889	321
No. of meters problems not responded to within 10 working days	19	0	19	19
Percentage responded to within 10 working days (%)	97%	100%	98%	94%
Percentage breach (%)	0.0	0.0	0.0	1.05
Compliance Rate (%)	100.0	100.0	100.0	98.95

OES 4: Prior Notice of Planned Outages.

T&TEC routinely performs maintenance or repair work on the transmission and distribution system, which may involve the interruption of supply. This standard requires T&TEC to give at least three days’ notice of planned outages to customers 100% of the time.

There were 926 planned outages for the first half of the year. T&TEC was unable to give three days’ advance notice for 14 of these situations, which T&TEC classified as emergencies. This performance resulted in an annual compliance rate of 98.5% in 2021 (See table 18).

Table 18 - Notice of Planned Outages, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of planned outages	510	416	926	682
No. of planned outages for which 3 days advance notice was not given	9	5	14	11
Percentage Breach (%)	1.76	1.20	1.51	1.61
Compliance Rate (%)	98.24	98.80	98.49	98.39

OES 5: Street Lights Maintenance

OES 5 is intended to ensure that T&TEC repairs 100% of failed streetlights (except highway lights) under its control, within seven working days after receiving notification. T&TEC is also required to establish a monthly schedule to monitor highway lighting, and must repair 100% of failed highway lighting within 14 days after surveyed or reported failure.

T&TEC received 16,014 reports of failed street lights, and repaired 45.4% of them within the specified time frame (See table 19). This was a decline in performance compared to the same period in the preceding year. T&TEC has to continue its efforts to improve the timeliness of repairs to defective streetlights.

Table 19 - Street Lights Maintenance, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of failed street lights reported	9,331	6,683	16,014	14,752
No. of failed street lights not repaired within 7 working days	3,234	5,512	8,746	6,287
Percentage breach (%)	34.66	82.48	54.61	42.62
Compliance Rate (%)	65.34	17.52	45.39	57.38

There were 342 reports of highway light failures. T&TEC was not able to repair 27 of them within 14 working days. The compliance rate for repairs to highway lights was 92.1%, which was an improvement from 2020 (See table 20).

Table 20 - Highway Lights Maintenance, January to June 2021

Item	1st Quarter	2nd Quarter	TOTAL 2021	TOTAL 2020
No. of failed highway lights reported	148	194	342	778
No. of failed highway lights not repaired within 14 working days	17	10	27	157
Percentage breach (%)	11.49	5.15	7.89	20.18
Compliance Rate (%)	88.51	94.85	92.11	79.82

OES 6: Response to Customer’s written Complaints/Requests

This standard is intended to improve the service provider’s response to customer’s written complaints/requests. Under OES 6, 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.

T&TEC received 86 written complaints/requests during the first half of 2021, and was unable to respond to five of them within 10 working days, resulting in a compliance rate of 94.2%. With respect to having the final position communicated within 30 working days, T&TEC’s compliance rate was 86.1%. T&TEC’s performance for each component of this standard is shown in table 21.

Table 21 - Response to Customer's written Complaints/Requests, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of written complaints/requests received	43	43	86	47
No. of written complaints/requests not responded to within 10 working days (breach)	4	1	5	4
Percentage Breach (%)	9.30	2.33	5.81	8.51
Compliance Rate (%)	90.70	97.67	94.19	91.49
No. of written complaints/requests not communicated to with final position within 30 working days (breach)	7	5	12	3
Percentage Breach (%)	16.30	11.63	13.95	6.38
Compliance Rate (%)	83.70	88.37	86.05	93.62

OES 7: Notifying customer of receipt of claim under Guaranteed Standard GES 1

This standard requires T&TEC to notify 100% of customers within 10 working days of receipt of a claim under guaranteed standard GES 1. Five claims were submitted for breaches of GES 1, and all customers were notified within the required time.

Table 22 - Customer Claim Notification, January to June 2021

Item	1 st Quarter	2 nd Quarter	TOTAL 2021	TOTAL 2020
No. of claims made under GES1	5	0	5	1
No. of claims not acknowledged within 10 working days	0	0	0	0
Percentage Breach (%)	0.0	0.0	0.0	0.0
Compliance Rate (%)	100.0	100.0	100.0	100.0

SECTION 4 CONCLUSION

Overall, T&TEC has continued to deliver a high level of service to its customers, with improved performance in some areas. The one area of concern being OES 5, where maintenance of street lights requires improvement. As stated in the introduction of this report, the revised Quality of Service Standards for the Electricity Transmission and Distribution Sector was implemented in June 2021. It is expected that the revisions will lead to further improvement in T&TEC's performance.

APPENDIX

Table A1 presents a description of the Guaranteed Standards, the required performance units, and the compensatory payment levels for each standard.

Table A1 - Guaranteed Standards

Code	Service Description	Performance Measure	Required Performance Units	Payments per Customers *
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.	\$50 (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 A2 presents a description of the Overall Standards and the required performance units for each standard.

Table A2 - Overall Standards

Code	Description	Required Performance Units
OES1	Frequency of meter reading	<ul style="list-style-type: none"> a. 90% of industrial meters should be read every month b. 90% of residential and commercial meters read according to schedule
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.

Table A3 presents a summary of the breaches and compliance rates under the guaranteed standards for the period January to June 2021.

Table A3 - Summary of Compliance – Guaranteed Standards, January to June 2021

Standard		Total Number of Breaches		Compliance Rates %	
		2021	2020	2021	2020
GES 1 – Response and Restoration Times of Supply after unplanned outages on the distribution system		2,125	3,266	99.65	99.52
GES 2 – Billing Punctuality	Residential	1	23	99.97	99.09
	Non- residential	1	1	94.70	87.50
GES 3 – Reconnection after Payment of overdue amount/ agreement		2	6	99.98	99.95
GES 4 – Making and Keeping Appointments		0	0	100.0	100.0
GES 5 – Investigation of Voltage Complaints	Response	0	0	100.0	100.0
	Rectification	1	1	99.40	99.10
GES 6 – Responding to billing and payment queries		0	0	100.0	100.0
GES7- New connection of supply		0	0	100.0	100.0
GES8 – Payments owed under guaranteed standards	Residential	NMI	NMI	N/A	N/A
	Non- residential	NMI	NMI	N/A	N/A

NMI – No measurable instance

N/A – Not Applicable

Table A4 presents a summary of the compliance rates under the overall standards for the period January to June 2021.

Table A4 - Summary of Compliance – Overall Standards, January to June 2021

Standard		Compliance Rates %	
		TOTAL 2021	TOTAL 2020
OES 1 – Frequency of Meter Reading	Industrial	100.0	100.0
	Residential and Commercial	100.0	100.0
OES 2 – Billing Punctuality		100.0	76.53
OES 3 – Responding to meter problems		100.0	98.9
OES 4 – Prior Notice Of Planned Outages		98.49	98.39
OES 5 – Street Lights Maintenance	Street Lights	45.39	57.38
	Highway Lights	92.11	79.82
OES 6 – Response to Customer Queries/ Requests (written)	Initial Response	94.19	91.49
	Final Position	86.05	93.62
OES 7 – Notifying Customer of Receipt of Claim under Guaranteed Standard GES1		100.0	100.0