

The Regulated Industries Commission (RIC) has set **8 Guaranteed Electricity Standards (GES)** designed to ensure that T&TEC provides a superior quality of service to each of its customers.

Customer's Right to Compensation:

In the event of our failure to meet any one of these Standards, T&TEC is required to pay compensation in prescribed amounts to the affected customer. This compensation will be automatically credited to the customer's account, except in the case of GES 1, where the affected customer is required to make a written claim within 3 months of the breach.

It's YOUR Right to expect...

GUARANTEED ELECTRICITY STANDARDS

GES 1

Restoration of electricity within 10 hours after an unplanned outage on the distribution system

NB: Customer Compensation is not automatic
See "How to Make a Claim for GES #1"

Customer Compensation:

\$60 - Residential and Commercial
\$600 - Industrial.

For each further 12-hour period
(up to 2 periods)

\$60 - Residential and Commercial
\$600 - Industrial

GES 2

An electricity bill within 60 days of a Residential or Commercial service connection and within 30 days of an Industrial service connection

Customer Compensation:

\$50 - Residential, Commercial & Industrial

GES 3

Reconnection of electricity within 24 hours after settling overdue amounts or reaching agreement on payment schedule

Customer Compensation:

Refund of reconnection fee for
Residential Commercial & Industrial

GES 4

24 hours notice of our inability to keep an appointment

Customer Compensation:

\$50 - Residential, Commercial & Industrial

GES 5

A visit from us within 24 hours in response to a voltage complaint and correction of a voltage condition within 15 working days

Customer Compensation:

\$50 - Residential & Commercial
\$600 - Industrial

GES 6

A substantive reply to written billing and payment queries within 15 working days

Customer Compensation:

\$50 - Residential, Commercial & Industrial

GES 7

A new connection of electricity within 3 working days

Customer Compensation:

\$50 - Residential, Commercial & Industrial

GES 8

Compensatory Payments owed under **Guaranteed Standards** within 60 working days for Residential and Commercial customers and within 30 working days for Industrial customers

Customer Compensation:

\$50 - Residential, Commercial & Industrial

Providing
Quality
Customer
Service

HOW TO MAKE A CLAIM FOR GES #1:

Visit our nearest Customer Service Centre where our Representatives will be on hand to assist in the completion of the Claim Form.

Claims must be made in writing, within **3 months** of the breach of GES #1.



T&TEC

The power
to make it work

Note: The above standards will not be in effect during a period of Force Majeure.