



T&TEC

TRINIDAD AND TOBAGO
ELECTRICITY COMMISSION

GUARANTEED ELECTRICITY STANDARDS (GES)

OVERALL ELECTRICITY STANDARDS (OES)



GUARANTEED ELECTRICITY STANDARDS (GES)

The Regulated Industries Commission (RIC) has set eight 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.

GES 1

Restoration of Supply after Unplanned Outage on the Distribution System

In the event of a failure of supply to customers, the service provider must restore supply within 10 hours of the time from which it became (or should reasonably have been) aware of the fault. If it fails to achieve this, it must pay compensation of \$60 to residential and commercial customers or \$600 for industrial customers and a further \$60 and \$600 respectively for each additional period of 12 hours in which supply is not restored for a maximum of two additional periods.

GES 2

Billing Punctuality. Time for first bill to be dispatched after service connection

The service provider must dispatch the first bill within 60 days (residential and commercial customers) and 30 days for industrial customers after providing a new connection. If the service provider fails to dispatch the bill within the specified time, a payment of \$60 must be made to the customer.



**GES
3****Reconnection of Service after settling of overdue amounts or agreement on payment schedule**

The service provider must restore service to a customer within 24 hours after the bill, including the reconnection fee, has been settled by the customer or an agreement on a payment schedule has been reached. If the service provider fails to reconnect within 24 hours, a payment equal to the reconnection fee must be paid to the customer.

**GES
4****Making and Keeping Appointments**

Where the service provider makes an appointment with a customer and is late for the appointment by one hour or longer and has failed to give 24 hours' notice of inability to keep an appointment the service provider must pay the customer compensation of \$60.

**GES
5****Investigation of Voltage Complaints**

A voltage irregularity occurs when the electricity supply is either outside the statutory voltage range or there is a variation between phases of a three-phase voltage supply in which a customer's equipment may not operate or may become damaged in the worst case.

**A. Single-Phase Voltage Supply outside of the Statutory Range**

1. The service provider must evaluate the prevailing conditions within 24 hours of receiving a customer's voltage complaint. In instances where a visit to the customer's premises is not required the service provider must correct the problem and notify the customer of the corrective action taken within 24 hours of the report.
2. Where a visit is deemed to be necessary, the service provider must visit within 24 hours of the report and then has 15 working days of the report to correct the problem and notify the customer of the corrective action taken.

B. Variation between the phase voltages of a Three-Phase Voltage Supply that adversely affects the customer

1. The service provider must evaluate the prevailing conditions within 24 hours of receiving a customer's voltage complaint. In instances where a visit to the customer's premises is not required the service provider must correct the problem and notify the customer of the corrective action taken within 24 hours of the report.
2. Where a visit is deemed to be necessary, the service provider must visit within 24 hours of the report and correct the problem by a date mutually agreed upon between the service provider and the customer and notify the customer of the corrective action taken. If the service provider fails to fulfil any one of the aforementioned obligations, a payment of \$60 must be made to residential and commercial customers and \$600 to non-industrial customers for each breach of a requirement of the standard.

GES 6

Responding to Billing and Payment Queries

The service provider must respond to a customer's billing and payment query within 15 working days with a substantive response. If the service provider fails to respond, a payment of \$60 must be made to the customer.

GES 7

Execution of Capital Works and New Connection of Supply

A. Simple connections within 30 metres:-

For connections that will require no construction works on the part of the service provider.

1. The service provider must complete the preliminary survey for customers who are located within **30 metres** of the network, within 3 working days of the request.
2. The service provider must install the service drop and meter after the customer has



executed any ancillary works as directed by the service provider and submitted all payments and documentation, including a valid certificate of inspection from the Electrical Inspectorate Division (EID) of the Ministry of Public Utilities (MPU) within 3 working days.

This requirement will also apply from a date mutually agreed upon between the service provider and the customer that is beyond the 3 working days.

B. Complex connections within 100 metres:-

1. In instances where network augmentation works are required, the service provider must complete a preliminary survey for residential and commercial customers who are located within **100 metres** of the network, within 3 working days of the request.
2. The service provider must provide the estimate of costs within 5 working days of the completed survey and all documents being provided by the customer.
3. The service provider must complete the construction of augmentation works within 15 working days of the provision of the estimate and the submission of any required payments and agreements signed by the customer.
4. The service provider must complete the new connection of supply after the completion of construction works and the submission of all payments and documentation, including a valid certificate of inspection from the EID of the MPU within 3 working days. This requirement will also apply from a date mutually agreed upon between the service provider and the customer that is beyond the 3 working days.





C. Complex connections greater than 100 metres:-

1. In instances where network augmentation works are required, the service provider must complete a preliminary survey for residential and commercial customers who are located **greater than 100 metres** of the network, within 3 working days of the request.
2. The service provider must provide the estimate of costs within 7 working days of the completed survey and all documents being provided by the customer.
3. The service provider must complete the construction of augmentation works within the time frame mutually agreed to by the customer up to a maximum of 30 working days of the provision of the estimate and the submission of any required payments and agreements signed by the customer.
4. The service provider must complete the new connection of supply after the completion of construction works and the submission of all payments and documentation, including a valid certificate of inspection from the EID of the MPU within 3 working days. This requirement will also apply from a date mutually agreed upon between the service provider and the customer that is beyond the 3 working days.

D. Complex connections for Industrial Customers only:-

1. The service provider must complete a preliminary survey for industrial customers, within the time frame mutually agreed to by the customer up to a maximum of 15 working days of the request.
2. The service provider must provide the estimate of costs within 15 working days of the completed survey and all documents being provided by the customer.
3. The service provider must complete the construction of augmentation works within the time frame mutually agreed to by the customer from the provision of the estimate and the submission of any required payments and agreements signed by the customer.
4. The service provider must complete the new connection of supply after the completion of construction works and the submission of all payments and documentation, including a valid certificate of inspection from the EID of the MPU within 5 working days. This requirement will also apply from a date mutually agreed upon between the service provider and the customer that is beyond the 5 working days.

If the service provider fails to fulfil any one of the aforementioned obligations, a payment of \$60 must be made to residential and commercial customers and \$600 to industrial customers for each breach of a requirement of the standard.

Compensatory payments must be credited to the customer's bill within 30 working days for industrial and 60 working days for residential and commercial customers for automatic payments guaranteed under GES2 to GES7 and for claims accepted by the service provider under GES1 (until payment is made automatic under this standard). If the service provider fails to credit a payment within the specified timeframe, an additional payment of \$60 must be made to the customer. The timeframe will be suspended pending the RIC's deliberation of a formal request by T&TEC to exclude an instance of non-compliance from consideration. The stipulated timeframe will then resume upon receipt of official correspondence indicating that the RIC has determined that T&TEC must treat the matter as a valid instance of non-compliance by T&TEC.

OVERALL ELECTRICITY STANDARDS (OES)

The Regulated Industries Commission (RIC) has set six Overall Electricity Standards (OES) by which it monitors the performance of T&TEC. This system of regulation is designed to ensure that T&TEC provides a superior quality of service to customers.

Our Responsibility:

It is our responsibility to meet these levels in the provision of a service that affects all customers.



**OES
1**

Network Reliability

The service provider is required to maintain the yearly network reliability metrics for planned and unplanned outages on the distribution network (excluding force majeure events) of each of its Distribution Areas to within limits set by the RIC. In the first year that the proposed standards are in effect, the target for SAIDI will be less than or equal to 400 minutes and the target for SAIFI will be less than or equal to 4.8 for each Distribution Area.



**OES
2**

Responding to Meter Problems



The service provider is required to respond to customers' meter problems by visiting or providing a substantive response within 10 working days 95% of the time.

**OES
3****Prior Notice of Planned Interruptions**

In the case of a planned interruption, the service provider is required to give 3 days advance notice of the interruption 100% of the time. The notice must specify the expected date, time and duration of the interruption. However, the service provider must endeavour to restore the supply as soon as possible.

**OES
4****Street Light Maintenance**

The service provider is required to repair 100% of failed street lights under its control with the exception of highway lighting within 7 working days after receiving notification. The service provider is required to establish a weekly schedule to monitor highway lighting and shall repair 100% of failed highway lighting within 14 working days after surveyed or reported failure.

**OES
5****Response to Customer's Written Complaints/Requests**

The service provider is required to respond after receipt of written complaints/requests within 5 working days. The service provider is required to complete an investigation of the issue, resolve the matter and communicate its final position to the customer within 15 working days following receipt of the written complaints/requests. In the event that a third party is involved, for example, an insurance claim, the service provider is required to complete an investigation of the issue, resolve the matter and communicate its final position to the customer within 30 working days following receipt of the written complaints/requests.



Notifying customer of receipt of claim under Guaranteed Standard GES1

Acknowledgement of receipt of claim under the Guaranteed Standards

The service provider is required to notify 100% of customers of receipt of claim submitted for compensatory payment within 5 working days.

