

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION



**CODE OF PRACTICE
FOR CONTINUOUS CUSTOMER EDUCATION**



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PREAMBLE:

The Code of Practice for Continuous Customer Education seeks to keep the customer well informed about the electricity supply services and their safe and efficient use. In addition, the Code seeks to sensitise customers to their rights and outlines the Commission's responsibilities towards its customers.

OBJECTIVES:

The Code is intended to:

1. Describe standards of good practice and services with respect to customer Information.
2. Promote disclosure of information relevant and useful to Customers.
3. Promote informed and effective relationships between the Commission and Customers.

This Code is presented in six parts:

Part A – T&TEC's Rights and Responsibilities. This part describes in detail these rights and responsibilities in relation to the supply of electricity service.

Part B – Customers Rights and Responsibilities. This part describes in detail these rights and responsibilities in relation to the supply of electricity service.

Part C - Policies and Procedures: This part describes the policies and procedures which the Commission employs in the delivery of its services.

Part D – Disclosures. This part describes the information which the Commission will provide to Customers in respect of the electricity supply service, which the Commission offers to Customers.

Part E – Channels of Communication. This part describes the various media and channels of communication, which the Commission will utilize in order to inform and educate its customers about the safe and efficient use of the Commission's services.

Part F – Update of Information. This part describes the vehicles for updating the information and the communication channels, which will be used in the Commission's pursuit of continuous customer education.



PART A: T&TEC'S RIGHTS AND RESPONSIBILITIES

CHARACTERISTICS OF SUPPLY:

1. The Commission supplies only single and three-phase alternating current sixty hertz (cycle per second) energy with the following declared voltages and characteristics

- a) Single phase, 2 wire, 115 volts used for installations with loads up to a maximum of 30 amperes.
- b) Single phase, 3 wire, 115/230 volts for installations with loads up to a maximum of 200 amperes.
- c) Three phase, 4 wire, 115/230 volts from a delta-connected source for installations with combined lighting and power loads up to maximum demand of 199 KVA. Voltage of 230 across phase wires, 115 volts between either of two phase wires and earthed neutral, and 200 volts between the third phase wire and neutral.
- d) Three phase, 4 wire, 230/400 volts from a star-connected source for installation with combined lighting and power loads up to maximum of 350 KVA.
- e) One of the following high voltages depending on the maximum demand of the load, location of the installation and the voltage available at that location:

3 phase	3 wire	6.6 kV
3 phase	3 or 4 wire	12 kV
3 phase	3 wire	33 kV
3 phase	3 wire	66 kV
3 phase	3 wire	132 kV
3 phase	3 wire	220 kV

Accordingly, it is important that the consumer consult the Commission before making plans for an installation to be supplied at high voltage.



2. Consumers requiring supplies with utilization voltages other than the Commission's standard voltages declared in 3.1 (a), (b), (c), (d), and (e) above shall be supplied at one of the Commission's standard high voltages declared in 3.1 (e) and shall be required to provide their own transformer. The Commission shall supply a Consumer or a multiple occupied premise with only one of the voltages mentioned in 3.1 (a), (b), (c), (d) and (e).
3. The Commission reserves the right to change its system and its methods of distribution from time to time within the limits of the Trinidad and Tobago Electricity Commission Act Chapter 54:70 if it considers it necessary for a more economical and efficient supply to the public.
4. The Electricity Supply Rules made under Section 15 of the Electricity (Inspection) Act Chapter 54:72 provide for variations of six percent above or below the declared voltages.

INTERRUPTION OF SUPPLY:

- a) The Commission shall use all diligence in supplying a regular and uninterrupted supply and will not be liable for damage occasioned by the interruptions which the Commission could not reasonably have foreseen and guarded against or where such interruptions are necessary for repairs or changes in the Commission's generation, transmission or distribution equipment
- b) Consumers shall notify the Commission when their supply is interrupted or unsatisfactory.
- c) Consumers and the general public are requested to notify the Commission of any defects, trouble or accidents affecting the Commission's system or the supply of electricity



PART B. CUSTOMERS RIGHTS AND RESPONSIBILITIES:

- a) Customers are advised to provide adequate capacity in their Installation for reasonable use of appliances and equipment and in this respect proper planning of their installations is essential.

- b) In view of the ever-increasing use of electrical energy resulting in increasing load demands from consumers it is recommended that spare capacity of at least 20 to 25% should be provided whenever Installations are being rewired and new switches, panels, feeders and circuits are being installed.

- c) Electrical equipment must be used by Consumers in such a manner as not to cause unusual voltage fluctuation or other disturbances to the Commission's system. The Commission will require customers at their own expense to install suitable apparatus to limit such voltage fluctuations and disturbances. The Commission reserves the right to take whatever action it considers necessary to correct or prevent such disturbances from unduly affecting the quality of supply to other Consumers

- d) Customers shall be responsible for the Commission's equipment installed on their premises and in the event of any loss or damage to the property of the Commission caused by or arising out of carelessness, neglect, misuse or tampering by the customer or other unauthorized parties, the cost of making good such loss or repair shall be paid by the customer..

- e) The use of the Commission's poles, towers, structures or other facilities for the purpose of fastening or supporting any radio equipment or any wire, ropes, signs, banners or anything of any nature or the locating of same in such proximity to the Commission's Installations as to cause or be likely to cause interference with the supply of electricity is prohibited by the Commission and the Commission shall have the right to move such items without notice unless consent has been given by the Commission in writing.

- f) Customers shall permit identified and authorized employees of the Commission to enter their premises for purposes related to the supply of electricity.



- g) Employees of the Commission are forbidden to demand or accept from the public or any customer reward for services rendered or to make, modify or alter any rates, terms, conditions or contracts or to waive negotiated contracts, rules and regulations under the Act by which the Commission operates
- h) The Customer shall be charged for the use of electrical energy under the tariff which is most appropriate in relation to the use for which the customer requires the supply and/or the characteristics of the supply.
- i) Electrical energy purchased from the Commission shall be used only for the purpose specified in the applications and conditions for supply. Customers shall not retail or otherwise dispose of electrical energy except with the written consent of the Commission and/or through the obtaining of the necessary licences as required by the Trinidad and Tobago Electricity Commission Act Chapter 54:70
- j) If it is brought to T&TEC's attention that the supply was obtained by the production of false, incorrect or misleading information provided by the customer without which information T&TEC would not have given a supply, T&TEC shall be entitled to disconnect the supply forthwith
- k) The customer shall indemnify T&TEC against all actions including but not limited to, claims, demands, cost and expenses which may be brought against or incurred by T&TEC by reason of any damage, loss or expenses sustained or incurred by T&TEC by reason of the said false, misleading or incorrect information supplied by the customer
- l) Customers and/or their agents found tampering with the electricity supply will be prosecuted in accordance with Chapter 54:70 - Section 73 of the T&TEC Act.
- m) Any customer who is disconnected and not reconnected by T&TEC but found to be on supply, is liable under law to a fine and/or five (5) years imprisonment.



PART C. POLICIES AND PROCEDURES:

1. REQUEST FOR SERVICE:

- a) Application for supply should be made well in advance of the date the supply is required. Such "Request for Supply" shall be made at any of the Commission's offices or service centers.
- b) Consumers are advised not to commit themselves to the wiring of their premises before their "Request for Supply" has been considered by the Commission. This is essential if their premises are located more than 30.5m from the low voltage distribution mains of the Commission and more so if the request is for 3 phase or high voltage supplies.
- c) In all cases requiring mains extensions, the customer will be required to grant the Commission all the necessary easements for the construction of such mains as well as any extension thereof to supply other consumers. Such mains with associated equipment shall be and will remain the property of the Commission to operate, maintain and to be utilized as the Commission may decide.
- d) A customer requiring a supply for a period less than 12 months shall be required to pay the full cost of installing and removing all mains and equipment required to provide such a supply together with a percentage of the cost of the reusable materials as determined by the Commission. **THIS TOTAL PAYMENT SHALL BE MADE IN ADVANCE.**
- e) Charges for energy consumed shall be in accordance with the Commission's standard tariffs and the customer may be required to deposit payment in advance for anticipated energy consumed for a period to be determined by the Commission.



2. INSPECTION OF CUSTOMER'S INSTALLATION:

- a) The Customer 's Installation shall conform to the appropriate regulations of the Electricity (Inspections) Act Chapter 54.72 and other rules or regulations having the force of statute and of any modification applicable to the taking and/or use of electricity within the customer's premises
- b) Before any Installation can be connected to its system, the Commission shall be presented with an Inspection Certificate of Approval for the Installation. This Certificate is to be obtained from the Chief Electrical Inspector, Electrical Inspectorate Division.
- c) The Commission reserves the right to withhold or discontinue its supply whenever it considers that any Installation is likely to affect the quality of the supply to other Consumers, and the Chief Electrical Inspector shall be notified.
- d) The Commission can inspect an Installation for purposes related to the supply of electricity and can refuse to supply an Installation if it does not meet the requirements of the Commission and or the Chief Electrical Inspector.
- e) An electrical Installation which has been disconnected from the Commission's system for a period of more than three months shall be re-inspected and approved by the Chief Electrical Inspector before the Commission re-connects that installation to its system.
- f) The Commission shall not be responsible for damage resulting from defects in the Customer's Installation. The Customer is advised to obtain the services of a Licensed Electrical Wireman to repair the Installation and obtain an Inspection Certificate of Approval for the work undertaken by the Licensed Electrical Wireman. A defective Installation disconnected from the system by the Commission shall not be reconnected until the Inspection Certificate of Approval has been presented to the Commission.



3. POINT OF SUPPLY:

(The point on the distribution main at which the Commission supplies energy to an Installation serving one or more Customers)

- a) The Customer or his representative is advised to consult the Commission to determine the location of the Point of Supply for a new Installation or an Installation which is to be modified.
- b) The Point of Supply for an Installation supplied at 115/230 or 230/400 volts shall be the Customer's Terminals which connect with the Commission's Service Line and should be located on or near the face of the building nearest to the Commission's distribution pole on which the appropriate voltage supply is available, except in the case where the appropriate voltage supply is available, or the Customer provides an underground Entrance Cable.
- c) In the case where it is necessary for the Commission to install transformers on the Customer's premises to supply the Customer at 115/230 or 230/400 volts the secondary terminals of the transformers shall be the Point of Supply.
- d) The Point of Supply for a Customer's installation supplied at high voltage shall be either the Customer's Terminals which connect with the Service Line or the Terminals of the Commission's disconnecting means or such other point as negotiated between the Customer and the Commission.

4. SERVICE LINE:

(Any electric line through which energy may be supplied by the Commission to a Customer either from any Main or directly from the premises of the Commission.)

- a) The Commission shall provide only one Service Line to supply a building, which shall be considered as any structure under one roof.
- b) The Commission shall install an overhead Service Line to connect to the Point of Supply.
- c) The overhead line service conductors shall be connected at a minimum height of 3.7 m above finished grade level or at such greater height as it is necessary to maintain a minimum height of 6.1 meters for clearance of the Commission's overhead Service Line over roads.



5. METERING:

- a) In general all electrical energy supplied to a Customer at a single location shall be metered by a single meter.
- b) The Commission shall furnish, install, connect and maintain meter(s) required for the measurement of electrical energy and maximum demand for billing purposes. These meters shall remain the property of the Commission.
- c) Meters shall be accessible for reading and testing at all times and located so that the tops of the meters are not over 1.8 m or less than 1.5 m above floor or finished grade. A clear space of at least 0.9 m in front of all meters shall be available at all times.
- d) Only authorized employees of the Commission and Government Electrical Inspectors are permitted to break meter seals to carry out inspection or testing of the meter and/or installation. All other persons are forbidden to interfere with metering and associated equipment.
- e) If any metering equipment installed at the customer's premises shall be lost, destroyed, or damaged whether by fire or otherwise, the customer shall pay to T&TEC the cost of repairing or replacing the same or otherwise making good the damage.

ACCOUNT TRANSACTIONS:

OPENING AN ACCOUNT

Residential Customers require:

- Proof of ownership: e.g. Title Deed, Certificate of Title, Deed of Assent, Deed of Gift, Deed of Mortgage, Deed of Lease.
- \$95.00 representing a Refundable Service Deposit for each meter.
- Drivers Permit, a Contact Name/Address/Telephone Number.
- An Inspection Certificate of Approval (available from the Government Electrical Inspectorate)

In addition to the above, if you are a tenant, a letter would be required from the owner or his/her authorized agent, authorizing the electricity account in his/her name and stating the effective date of occupancy.



Companies require:

- Proof of ownership of premises to be connected: e.g. Title, Deed of Assent, Deed of Gift, Deed of Mortgage, Deed of Lease.
- \$95.00 representing a Refundable Service Deposit for each meter.
- An Inspection Certificate of Approval (available from the Government Electrical Inspectorate).
- The Registration Certificate of the Company.
- A letter from the Company authorizing the bearer to sign on its behalf.
- The Identification of the Signatory: e.g. Identification Card, Passport or Driver's Permit.
- The Company Seal or rubber stamp.
- If the Company is not registered, a Light and Power Account must be opened in the name of an individual associated with the Company. This individual would be held responsible for the settlement of related debts.

In addition to the above, if the Company is a tenant, a letter would be required from the owner or his/her authorized agent, authorizing the electricity account in his/her name and stating the effective date of occupancy.

CLOSING AN ACCOUNT:

Domestic and General Accounts:

If you are moving/vacating premises, it is essential that you close any account still in your name, since a subsequent occupant may incur charges for which you will be held liable. The request must be made in writing, even if a personal visit is made to our offices. Such communication should include:

- The Consumer Number.
- The Meter Number
- A Meter Reading and Date, as near as possible to the closure date.
- A copy of your Identification Card, Passport or Driver's Permit.
- A Forwarding Address/Telephone Number.
- A Contact Name/Address/Telephone & the name/address/telephone number of the next occupant, if available.



TRANSFERRING AN ACCOUNT:

Residential Customers:

Where proof of ownership is not on record, a copy of the “proof of ownership” document would be required for the update of our files, as well as:

- ***\$95.00 representing a Refundable Service Deposit for each meter.***
- ***The Meter Number***
- ***A Meter Reading and Date, as near as possible to the date of transfer.***
- ***An Identification Card, Passport or Drier’s Permit and a Contact Name/Address/Telephone Number.***
- ***An Inspection Certificate of Approval (available from the Government Electrical Inspectorate) if the property was without a supply for more than three months.***

In addition to the above, if you are a tenant, a letter from the owner or his/her authorized agent, requesting the transfer of the account and stating the effective date of occupancy would be required.

Companies:

Where proof of ownership of the premises to be connected is not on record, a copy of the “proof of ownership” document would be required for the update of our files, as well as:

- ***\$95.00 representing a Refundable Service Deposit for each meter***
- ***The Meter Number***
- ***A Meter Reading and Date as near as possible to the date of transfer.***
- ***An Inspection Certificate of Approval (available from the Government Electrical Inspectorate) if the property was without a supply for more than three months.***
- ***The Registration Certificate of the Company***
- ***A Letter from the Company authorizing the bearer to sign on its behalf.***



- The Company Seal of rubber stamp.
- If the Company is not registered, a Light and Power Account must be opened in the name of an individual associated with the Company. This individual would be held responsible for the settlement of related debts.

In addition to the above, If the Company is a tenant, a letter from the owner or his/her authorized agent, requesting the transfer of the account and stating the effective date of occupancy would be required.

TRANSFERRING AN ACCOUNT

FOLLOWING THE DEATH OF A CUSTOMER

This transaction requires:

- Proof of ownership: e.g. Title Deed, Certificate of Title, Deed of Lease.
- An Identification Card, Passport or Driver's Permit.
- A Letter from an Attorney-at-Law confirming that Letters of Administration/Probate have been applied for and that the applicant is the Administrator/Executor of the Estate.
- A Statutory Declaration stating that the applicant is the Administrator/Executor of the Estate, and that the Account would be transferred to the beneficiary on presentation of the Deed of Assent without any further recourse to the Administration/Executor.
- \$95.00 representing a Refundable Service deposit for each meter.
- The Meter Number and a Meter Reading and Date as near as possible to the date of the transfer.
- An Arrangement for the settlement of balances in the name of the deceased would be offered depending on the circumstances.



RECONNECTING AN ACCOUNT

Reconnection of an account disconnected for over three months requires:

- An Inspection Certificate of Approval (available from the Government Electrical Inspectorate).
- A new Request For Supply is to be signed including payment of a Refundable Service Deposit of \$95.00.
- Payment of \$236.00 plus VAT for reconnection, if the account was disconnected for non-payment or payment of \$194.00 plus VAT if the account was disconnected on request.
- Liquidation of all arrears.

Where proof of ownership of the premises to be connected is not on record, a copy of the "proof of ownership" documentation would be required for the update of our files.

PART D. DISCLOSURE OF INFORMATION

1. BILLING

The Commission shall provide its customers with information pertaining to its:

- a. Rates and Tariff Structures
- b. Characters of Service
- c. Meter Reading Practice
- d. Composition of the Light Bill
- e. Procedures for Opening a New Account
- f. Procedures for Transferring an Account
- g. Procedures for Closing an Account



2. SAFETY PRACTICES

The Commission shall provide its Customers with general descriptive information concerning the safe use of its service as follows:

- a. Electrical Safety Practices for its plant and installations
- b. Electrical Safety Practices for the use of domestic appliances
- c. Electrical safety Practices for outdoor games and activities
- d. Electrical Surge Protectors
- e. Motor protection Guidelines

3. STANDARDS OF ELECTRICITY SERVICE

The Commission shall provide its customers with information regarding the stipulated standards of service it is required to supply as well as the claims relating to the breach of those standards. The Commission shall make available to each customer a listing of these standards, as follows:

- a. Guaranteed Electricity Standards
- b. Overall Electricity Standards
- c. Compensation for Breach Standards
- d. Compensation for Damaged Appliances
- e. Customers Rights and Responsibilities



4. REPORTING SYSTEM FAULTS

The commission shall provide its customers with information, which will enable them to make fault reports in the event of an interruption in the supply of electricity.

This will include information on:

- a. Procedure for making a fault report
- b. Knowing your pole number
- c. Knowing the relevant operating centres and their telephone numbers
- d. How to use electricity in times of Load Shedding

5. DEMAND SIDE MANAGEMENT STRATEGIES AND SERVICES

The Commission shall provide its customers and prospective customers with information, which will allow them to modify the demand for electricity so as to benefit from attractive low-peak rates. To this end, the Commission shall sensitize its customers in the following areas:

- a. Benefits of Demand Side Management (DSM) both to the Customer and the Commission.
- b. Strategies for customers to take advantage of Demand Side Management (DSM)
- c. Comparative figures highlighting customers bills before and after DSM
- d. Ways of Conserving the use of electricity



PART E: CHANNELS OF COMMUNICATION

The Commission shall utilize the full spectra of communication channels available in its effort to reach its extensive customer base and nation-wide consumer population. To this end, a combination of the following four media should be utilized in conducting its Public Information Campaigns.

1. FACE-TO-FACE COMMUNICATION:

- a. Television Interviews and Presentations
- b. Meetings with Customers; Chambers of Commerce; Professional Bodies; Village Organisations; Students; Community Based Organisations, etc.
- c. On-site Visits; Energy Service Audits and Workshops
- d. Collaboration with suppliers, appliance dealers, contractors, etc.
- e. Trade Exhibitions; Career Guidance Seminars; Science Exhibitions, etc.

2. WRITTEN COMMUNICATION:

- a. Newspaper Advertisements, Notices and feature Articles
- b. Inserts in T&TEC Light Bills
- c. Brochures and leaflets available at points of sale and points of service
- d. Letters; Mail-shots and e-mail communiqués

3. VISUAL COMMUNICATION:

- a. Television Advertisements, Interviews and Presentations
- b. Posters
- c. Bill Boards
- d. Electronic Display Units

Website Displays at www.ttec.co.tt



4. ORAL COMMUNICATION:

- a. Radio Interviews and Call-in Programmes
- b. Interviews with customers; Opinion Leaders; Representatives of Customer Interest Groups, etc
- c. Telecommunication mass media vehicles

PART F: UPDATE OF INFORMATION AND CHANNELS:

The Commission shall consistently monitor the relevance and accuracy of information supplied to its customers. Additionally the Commission shall seek to keep up to date with the information technology available to communicate with its large customer base. This will be achieved through the following approaches.

- a. Daily monitoring of the mass media of newspapers, radio and television and websites.
- b. Conduct of annual surveys to measure changes in the levels of customer knowledge; customer awareness; customer apathy; customer hostility; etc.
- c. Conduct research on DSM strategies
- d. Collaboration with sister utilities; Caribbean Electric Utilities (CARILEC); Association of Public Power Authorities (APPA). The Southern Company, OLADE, etc.

CONCLUSION:

The Commission shall ensure that its internal customers i.e. its Board of Commission, Executive, Management and Staff are well informed and kept up to date on its services. The Commission shall ensure that its advertising and promotional programmes are in no way deceptive or misleading.