

The Regulated Industries Commission (RIC) has set **7 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 service that affects all customers.

OVERALL ELECTRICITY STANDARDS

It's OUR Responsibility to...

OES 1

Read 90% of Industrial meters every month.
Read 90% of Residential and Commercial meters according to schedule.

OES 2

Mail 98% of electricity bills within 10 working days after meter reading.

OES 3

Visit or give a substantive reply when responding to meter problems within 10 working days, 95% of the time.

OES 4

Give 3 days advance notice of planned outages 100% of the time.

OES 5

Repair 100% of failed street lights, with the exception of highway lighting, within 7 working days.
Repair 100% of failed highway lighting within 14 working days.

OES 6

Give a substantive response to written customer queries/requests, within 10 working days and communicate final position within 30 working days.

OES 7

Notify 100% of customers of T&TEC's receipt of claim under **Guaranteed Standard GES1**, within 10 working days.



Providing Quality Customer Service



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