



**REPORT ON THE STANDARDS OF SERVICE FOR THE
BARBADOS LIGHT & POWER COMPANY LIMITED**

ANNUAL REPORT

April 1, 2013 - March 31, 2014

Date: September 26, 2014

INTRODUCTION

This report is an assessment of the performance of the Barbados Light & Power Company Limited (BL&P) in relation to both the Guaranteed and Overall Standards of Service for the period April 01, 2013 to March 31, 2014. The performance of the BL&P is analysed based on the BL&P Standards of Service Decision, which was issued by the Fair Trading Commission on February 22, 2010.

The assessment is divided into two sections. Section 1 is the appraisal of the Company's performance under the Guaranteed Standards of Service for the period April 01, 2013 to March 31, 2014. These Standards of Service require that the BL&P make compensatory payment to each customer who is impacted by the Company's breach of any of the prescribed targets. Compensation, which is prorated on the basis of the duration of the breach exclusive of the grace period, is paid in the form of a credit to the individual customer's account and is reflected on the bill subsequent to the completion of the investigation of the claim. This section also provides information on the number of claims under the Guaranteed Standards of Service.

Section 2 summarises the performance of the Company with respect to the Overall Standards of Service for the similar period. Overall standards are applicable at the national level and there are no immediate penalties for non-compliance. However, the Commission may apply penalties where there are observed profound consistent breaches.

SECTION 1 - GUARANTEED STANDARDS OF SERVICE

The Guaranteed Standards of Service sets eight minimum performance targets in different aspects of service delivery. These standards are mandatory, and the Company incurs a penalty whenever it fails to meet the prescribed target, except under *force majeure* conditions. Failure by the Company to meet these standards requires compensatory payments in the form of credits to each affected customer's bill. However, affected consumers are required to manually claim compensation under all of the categories except two: Provide a Simple Service Connection (connection point within 30m) (GES4), and Connect or Transfer of Service to an Existing Installation (GES6). The Company automatically compensates affected customers for its breaches under these two standards. The following table (Table 1) provides a comparative assessment of the Company's performance over the past four years.

Table 1: Guaranteed Standards of Service 2011 - 2014

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 - MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 - MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 - MARCH 2014
GES1 Restoration of Supply on Customer's Service	Within 12 hrs	99.5	100.0	100.0
GES2 Restoration of Supply After Fault on Distribution System	Within 12 hrs	100	99.8	100.0
GES3 Investigation of Voltage Complaints	(a) Visit and correct within 3 working days	99.9	99.9	99.9
	(b) Correct within 3 months for those not corrected within	N/A	None Received	0% Only one case arose, and standard was

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 – MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 – MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 – MARCH 2014
	3 working days			breached
GES4 Provide a Simple Service Connection (connection point within 30m)	Within 12 working days	89.4	93.7	94.4
GES5 Provide Cost Estimate for Complex Connection Requiring Service Visit	Within 3 months	96.3	98.2	100.0
GES6 Connect or Transfer of Service to an Existing Installation	Within 2 working days	99.5	99.5	99.5
GES7 Reconnection of Service After Disconnection (due to unpaid bill)	Within 2 working days	99.9	99.9	100.0
GES8 Response to Billing Complaint	Provide assessment within 15 working days for those complaints which the Company deems require a service visit	96.8	98.2	96.3

GES1 - Restoration of Supply after Fault on Customer's Service

This standard refers to the restoration of supply after a fault that affects a single customer. This standard usually returns a high compliance rating and has upheld the trend with a perfect compliance record this year (100.0 %), i.e. the service of all 184 affected customers was restored within 12 hours.

GES2 - Restoration of Supply after Fault on Distribution System

This standard refers to the restoration of supply after fault that affects multiple customers. Compliance for this standard was 100.0% (538 of 538 customers) as compared to 99.8% for the previous year. The trend is compliance above 99%.

GES3 - Investigation of Voltage Complaints

This standard has two components and thus two targets. The target for the first part is correction within three working days. Under this component, 1756 of the 1757 affected customers with voltage issues were corrected within the stipulated target time, thus maintaining compliance at 99.9%. This level has held steady for the past three years.

With regard to the second part of this standard, only one instance arose where detailed investigations and correction was necessary. In that case the utility breached the allotted 3 month period for rectification. During the prior two reporting periods, no cases pertaining to this standard were reported.

GES4 - Provide a Simple Service Connection

This standard refers to the service installation where the connection point is within 30 metres. This year's performance under this standard has improved by 0.7% over last year's and is the best recorded level of compliance over the last 4 years, having met the target time in 621 out of 658 instances.

GES5 - Provide Cost Estimate for Complex Connection Requiring Service Visit

After having recorded a 1.9% improvement last year, this trend continued with a 1.8% improvement with a realised compliance of 100% (680 out of 680) this reporting period.

GES6 – Connect or Transfer of Service to an Existing Installation

The level of compliance with this standard over the past four years remained constant at 99.5%. This year 2875 cases arose, of which 2861 were completed on time.

GES7 – Reconnection of Service after Disconnection

This standard refers to the reconnection of service on settling of the bill after disconnection at the meter. Compliance for this standard remained high at 99.98% (6507 of 6508 cases were addressed within the target time).

GES8 – Response to Billing Complaint

The level of compliance with this standard has fluctuated, but has remained high over the years. The average of 96.8% achieved in 2010/2011 and in 2011/2012 was improved upon in 2012/2013, where an overall compliance rate of 98.2 was achieved. However the 2013/2014 period recorded a decline of 1.9% to reflect a compliance level of 96.3%. Four hundred and forty-five (445) of the 462 billing complaints were responded to within 15 working days.

Customer Claims Summary

Table 2: Customer Claims Summary 2011 - 2014

CATEGORY	2011/2012	2012/2013	2013/2014
Persons eligible for compensation	200	111	71
Number of claims received			50*
Persons actually receiving compensation	140 automatic	77 automatic	36
Percentage of eligible customers receiving compensation	70% Only automatic compensation was paid	69.4%	50.7% Only automatic compensation was paid

*All claims received were under GES4 and GES6, which are automatic

SECTION 2 - OVERALL STANDARDS OF SERVICE

Overall Standards of Service measure the overall efficiency of the Company in the provision of its fixed line services. Breaches of these standards do not require compensation to customers as required under the Guaranteed Standards.

Table 3: Overall Standards 2011 - 2014

STANDARD	TARGET	AVERAGE % COMPLIANCE APRIL 2011 - MARCH 2012	AVERAGE % COMPLIANCE APRIL 2012 - MARCH 2013	AVERAGE % COMPLIANCE APRIL 2013 - MARCH 2014
OES1 Frequency of meter reading	100% of customers' meters to be read every two months	95.7	96.5	96.6
	100% of Secondary Voltage Power and Large Power customers' meters to be read monthly	96.9	97.2	97.3
OES2 Response to high/low voltage complaint	95% of complaints to be responded to within 5 working days	100.0	100.0	99.9
OES3 Prior notice of outages	95% of customers to be notified of planned outages 48 hours before	99.5	100.0	100.0
OES4 Response to written claims related to Standards of Service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	None Received	None Received	None Received
		AVERAGE %	AVERAGE %	AVERAGE %

STANDARD	TARGET	COMPLIANCE APRIL 2011 - MARCH 2012	COMPLIANCE APRIL 2012 - MARCH 2013	COMPLIANCE APRIL 2013 - MARCH 2014
OES5 Answering of billing and trouble calls	85% of calls answered by a representative within 1 minute	56.2	68.3	81.1

The Company, as shown in Table 3, continues to fail to meet the objective of reading each domestic meter every other month (OES1) - they were compliant in 715,221 of 740,359 instances. With respect to the target of reading the meters of secondary voltage and large power customers monthly, the Company was compliant in 55,739 of 57,308 instances. Answering of Billing and Trouble Calls (OES 5) recorded a compliance of 81.1% (87,251 of the 107,598 calls were answered within one minute), marginally below the targeted 85%. This was however the second recorded improvement in a row, with 12.8% recorded for the current reporting period.

The targets for OES 2, Response to High/Low Voltage Complaint, and OES 3, Prior Notice of Outages, were again exceeded. One thousand nine hundred and thirty-seven (1937) of the 1938 voltage complaints were responded to within 5 working days; while at least 95% of customers were notified of pending outages in all of the 136 reported occasions. No claims were received under OES 4, Responses to Written Claims Related to Standards of Service.

System Reliability Indicator Indices

The System Reliability Indicator Indices are used to gauge the reliability and availability of the electricity service. The System Average Interruption Duration Index (SAIDI) gives an indication of the average duration of interruptions per customer while the System Average Interruption Frequency Index (SAIFI) indicates, on average, how often a customer experiences service interruptions. These readings are done monthly. The CAIDI indicator, which is the Customer Interruption Duration Index, measures the average time that the BL&P takes to restore service.

Table 4: System Reliability Indicators 2011 - 2014

Year	System Reliability Indicators		
	SAIDI	SAIFI	CAIDI
2013/2014	4.82	6.50	0.74
2012/2013	4.99	8.06	0.62
2011/2012	6.35	10.39	0.61

Table 4 shows the performance of the three system reliability indicators over the past four years. Compared to the immediate past reporting period, the average duration of a service interruption per customer (SAIDI) in 2013/2014 improved, recording an average reduction of 3.41% in the duration of an interruption. Customers also experienced service interruptions less frequently (19.35% less) than the previous year. Over the past four years, CAIDI peaked in 2013/2014 (0.74), indicating an increase in the average time taken to restore service.

SUMMARY

The BL&P's 2013/2014 compliance with the Guaranteed Standards of Service again averaged above 95% in all of the eight standards except GES4, which speaks to the provision of a simple service connection. However, the Company's performance under this category this year was the best recorded over the four year period. Four service categories - Restoration of Supply after a Fault on Distribution System (GES2); Provision of a Simple Service Connection (GES4); Provision of Cost Estimate for Complex Connection Requiring a Site Visit (GES5); and Reconnection of Service after Disconnection (GES7) all recorded compliance levels which improved over the previous year.

Restoration of Supply on a Customer's Service (GES1), Restoration of Supply after a Fault on Distribution System (GES2), Provision of Cost Estimate for Complex Connection Requiring Service Visit (GES5), and Reconnection of Service after Disconnection (GES7) all recorded perfect compliance. The compliance level for

GES3A, Investigation of Voltage Complaint - Visit and Correct within Three Working Days, and GES6, Connect or Transfer of Service to an Existing Installation, maintained the same level of compliance as the previous year. GES8, Response to Billing Complaints, declined relative to the previous year.

With regard to the Overall Standards of Service, the Company again exceeded the targets for OES2 and OES3 (Response to High/Low Voltage Complaints and Prior Notice of Outages). The 100% target for OES1 and 85% target for OES5 were not met, but marginal improvements were recorded for OES1 and a more significant one was observed for OES5, over the prior year. Again, no claims were made under OES4.

Analysis of all the system reliability indices for 2013/2014 suggests an improvement in SAIDI and SAIFI, but a decline in CAIDI.