



DECISION

Standards of Service for the Barbados Light & Power Company Limited (July 1, 2014 – March

The Fair Trading Commission has issued its decision on the Guaranteed and Overall Standards of Service for the **Barbados Light & Power Company Limited (BL&P)** for the period July 1, 2014 until March 31, 2017. Guaranteed Standards of Service require that the BL&P make a compensatory payment to each individual customer who is affected by the company's failure to meet the defined target for the relevant standard. Overall Standards of Service are designed to reflect the overall performance of the company and are not defined by the service which an individual customer receives. There is no compensation to customers for failure to meet Overall Standards. Following is a summary of the Guaranteed Standards of Service for the BL&P.

GUARANTEED STANDARDS OF SERVICE

Domestic (D); General Service (GS); Secondary Voltage Power (SVP); Large Power (LP)

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GES1 (Revised)	Fault Repair Customer's Service This refers to the time it takes to restore supply after fault on customer's service (single customer)	Within 12 hours	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP) For each additional 24 hours prorated on an hourly basis Automatic Compensation
GES2	Fault Repair Distribution System This refers to the time it takes to restore supply after fault on the distribution system (multiple customers)	Within 12 hours	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) For each additional 24 hours prorated on an hourly basis Manual Customer Claim
GES3 (Revised)	Voltage Complaint This refers to the investigation of voltage complaints	Visit within 3 working days of receipt of the complaint	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		Provide assessment within 15 working days of receipt of complaint	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		Correct within 3 months of receipt of complaint	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
GES4	Simple Service Connection This refers to the time it takes to provide a simple service connection (connection point within 30 meters) after signing the contract for connection and the presentation of a valid certificate of inspection from the Government Electrical Engineering Department by the customer	Within 12 working days	Refund of installation fee Automatic Compensation
GES5	Complex Connection – Cost Estimate This refers to the time it takes to provide a cost estimate for complex connection requiring a service visit	Within 3 months	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Manual Customer Claim
GES6	Connect or Transfer of Service This refers to the time it takes to connect or transfer service from one location to location which has an existing installation	Within 2 working days	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
GES7 (Revised)	Reconnection This refers to the time for reconnection of service on settling the bill after disconnection at the meter	Within 1 working day	Refund of reconnection fee Automatic Compensation
GES8	Response to Billing Complaints This refers to the time frame in which the BL&P responds to customers' billing complaints	Provide assessment within 15 working days of receipt of complaint if service visit is required; for other matters the company is to respond within 5 working days	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Manual Customer Claim

Note: Compensation will be paid as a credit on customers' bills

For further information please visit the Commission's website www.ftc.gov.bb or office at Good Hope, Green Hill, St. Michael. (Telephone 424-0260).

Dated this 9th day of May, 2014

Peggy Griffith, Chief Executive Officer, Fair Trading Commission