



**REPORT ON THE STANDARDS OF SERVICE FOR THE  
BARBADOS LIGHT & POWER CO. LTD.**

*April 1, 2010 - March 31, 2011*

Date: December 2011

## 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, 2010 to March 31, 2011. The performance of BL&P is analysed based on the revised 2010 Standards of Service.

The assessment is divided into two sections. Section 1 is the assessment of the Guaranteed Standards of Service. These Standards of Service require that the BL&P make compensatory payment to each individual customer who is impacted by the Company’s breach of any of the prescribed targets. This section also provides information on the number of claims under the Guaranteed Standards of Service. Compensation, which is prorated to allow for recompense for 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 shown as a credit on bills, usually in the months following the processing of the claim by the BL&P.

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

## SECTION 1 - GUARANTEED STANDARDS OF SERVICE

STANDARD	TARGET	AVG. % COMPLIANCE APRIL 2008 - MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010	AVG. % COMPLIANCE APRIL 2010 - MARCH 2011
<b><u>GES 1</u></b>  Restore Supply after Fault on Customer's Service (single customer affected)	Within 12 hrs.	99.7	99.6	97.8
<b><u>GES 2</u></b>  Restore Supply after Fault on Distribution System (multiple customers affected)	Within 12 hrs.	99.9	100	99.7
<b><u>GES 3</u></b> Investigation of Voltage Complaints	(a) Visit and correct within 3 working days	98.8	99.6	96.6
	(b) Correct within 3 months for those not corrected within 3 working days	100	100	71.4
<b><u>GES 4</u></b> Provide a Simple Service Connection (connection point within 30m)	Within 12 working days	86.5	90.4	92.6
<b><u>GES 5</u></b>  Provide Cost Estimate for Complex Connection Requiring a Service Visit	Within 3 months	99.8	99.8	99.5

STANDARD	TARGET	AVG. % COMPLIANCE APRIL 2008 - MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010	AVG. % COMPLIANCE APRIL 2010 - MARCH 2011
<b><u>GES 6</u></b> <b>Connect or Transfer of Service to an Existing Installation</b>	Within 2 working days	93.9	98.4	99.5
<b><u>GES 7</u></b> <b>Reconnection of Service on Settling the Bill after Disconnection At the Meter</b>	Within 2 working days	99.9	99.9	100
<b><u>GES 8</u></b> <b>Response to Billing Complaint</b>	Provide assessment within 15 working days for those complaints which the Company deems require a service visit	92.4	99.6	96.8

**Table 1: Guaranteed Standards of Service for 2008 - 2011**

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, GES 4, Provide a Simple Service Connection (connection point within 30m), and GES 6, Connect or Transfer of Service to an Existing Installation. In the case of the latter two Standards of Service, the compensation is automatically attributed to the customer's account as a credit.

### **GES 1 - 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. Compliance with this standard has declined over the 2010 to 2011 reporting period. The prior three-year trend reflected compliance above 99%.

### **GES 2 - 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 99.7% compared to 100% for 2009/2010 and 99.9% for the 2008/2009 year. The trend is compliance above 99%.

### **GES 3 - Investigation of Voltage Complaint**

The target for the first part of this standard is correction within three working days. Compliance stood at 96.6% compared to the previous year when there was a slight decline in compliance.

With regard to the second part of this standard GES 3b, compliance with the target of correction in three months showed perfect compliance for the prior two reporting periods. This year's compliance is 71.4%, a decline due to breaches of the target time in 2 of 7 instances where further corrective work was necessary.

### **GES 4 - Provide a Simple Service Connection**

This standard refers to the service installation where the connection point is within 30m. Compliance with this standard has improved over the last three years to 92.6%.

### **GES 5 - Provide Cost Estimate for Complex Connection Requiring Service Visit**

Compliance for this standard continues to be above 99%.

### **GES 6 - Connect or Transfer of Service to an Existing Installation**

Compliance with this standard was measured at 99.5% during the 2010/2011 year, representing an improvement over the previous two years.

### **GES 7 - Reconnection of Service**

This standard refers to the reconnection of service on settling the bill after disconnection at the meter. Compliance for this standard averaged 100% for the 2010/2011 year and 99.9% for the previous years.

### **GES 8 - Response to Billing Complaint**

The level of compliance with this standard has fluctuated over the years. This year it averaged 96.8%.

### **Customer Claims Summary**

<b>CATEGORY</b>	<b>NUMBER OF CUSTOMERS 2008/2009</b>	<b>NUMBER OF CUSTOMERS 2009/2010</b>	<b>NUMBER OF CUSTOMERS 2010/2011</b>
No. Of Customers Eligible for Compensation	488	258	218
Actual Compensation (Claims)	0	0	106
Percentage of eligible customers receiving compensation	0%	0%	39.4%

**Table 2: Customer Claims Summary, 2008 - 2011**

Under the Guaranteed Standards of Service affected customers are eligible for monetary compensation for breaches of the associated targets. However, customers must first submit a claim to the Company for six of the eight standards. The Commission continues to observe that customers are not optimally utilising the guaranteed standards of service scheme, as they are not claiming for breaches. In the instances where consumers receive compensation it is either a result of GES 4 or GES 6 where compensation is initiated by the company as is required in the Revised 2010 Standards of Service Decision. The Commission will continue to educate the public about their rights and responsibilities under the Standards of Service.

## SECTION 2 - OVERALL STANDARDS OF SERVICE

STANDARD	TARGET	AVG. % COMPLIANCE APRIL 2008 - MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010	AVG. % COMPLIANCE APRIL 2010 - MARCH 2011
<b><u>OES 1</u> Frequency of Meter Reading</b>	100% of residential customers' meters to be read every two months	94.4	97.2	94.7
	100% of Secondary Voltage Power and Large Power customers' meters to be read monthly	N/A	N/A	97.9
<b><u>OES 2</u> Response to High/Low Voltage Complaints</b>	95% of complaints to be responded to within 5 working days	99.4	99.8	97.8
<b><u>OES 3</u> Prior Notice of Outages</b>	95% of customers to be notified of planned outages 48 hours before	99.3	99.3	98.7
<b><u>OES 4</u> Response to Written Claims Related to Standards of Service</b>	100% of customers to receive acknowledgement of receipt of claim within 10 working days	100	None received	None Received
<b><u>OES 5</u> Answering of Billing and Trouble Calls</b>	85% of calls answered by a representative within 1 minute	N/A	N/A	80.6

**Table 3: Overall Standards, 2008 - 2011**

The Company continues to fall short of the target of being able to read each domestic meter every other month. The newly instituted OES 1 standard to read commercial meters was also breached. Answering of billing and trouble calls (OES 5), fell below the targeted 85%, however, there were extenuating conditions. Tropical Storm Tomas on October 30, 2010 resulted in significant damage to the network which prompted the call centre to be inundated with calls from customers seeking restoration of their service. The targets for OES 2, Response to High/Low Voltage Complaint, and OES 3, Prior Notice of Outages, were exceeded while no claims were received under OES 4.

**System Reliability Indicator Indices**

Year	System Reliability Indicators		
	SAIDI	SAIFI	CAIDI
2010/2011	3.40	6.16	0.55
2009/2010	2.59	6.61	0.39
2008/2009	12.50	10.34	1.21
2007/2008	3.59	7.13	0.50

**Table 4: System Reliability Indicators, 2007 - 2011**

Table 4 shows the performance of the three system reliability indicators over the past four years. Compared to the 2009/2010 period, the average duration of a service interruption per customer in 2010/2011 increased, however on average BL&P customers experienced service interruptions less frequently than the previous year. Like SAIDI, the CAIDI index also increased in 2010/2011, indicating an overall slower average restoration time.

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 interruption per customer and 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.

### SUMMARY

The BL&P's 2010/2011 compliance with the guaranteed standards averaged above 90% in all of the eight standards except GES 3b which speaks to the correction of challenging voltage complaints within three months. Three service categories, Provide Simple Service Connection (GES 4), Connect or Transfer of Service to an Existing Installation (GES 6), and Reconnection of Service on Settling the Bill after Disconnection at the Meter (GES 7) recorded compliance levels which improved over the previous year. Only GES 7 Reconnection of Service, recorded perfect compliance. At 70.9% GES 3b recorded the poorest performance to date of all the standards.

With regard to the Overall Standards of Service, the Company exceeded the targets for OES 2 and OES 3, Response to High/Low Voltage Complaints and Prior Notice of Outages. The 100% target for OES 1, Frequency of Meter Reading was not met. In 2010/2011 electricity customers experienced service interruptions less often than in 2009/2010 but when interruptions occurred they were of longer duration on average.

The Commission will continue to encourage customers to become more familiar with the Standards of Service so that they will exercise their right by submitting claims to the company where these standards are not met.