



FAIR TRADING COMMISSION

BARBADOS

NO. FTCUR/ORDSOS/BLPC-2022-12

ORDER

IN THE MATTER of the Fair Trading Commission Act, Cap. 326B of the Laws of Barbados;

AND IN THE MATTER of the Utilities Regulation Act, Cap. 282 of the Laws of Barbados;

AND IN THE MATTER of the Utilities Regulation (Procedural) Rules, 2003 and the Utilities Regulation (Procedural) (Amendment) Rules, 2009;

AND IN THE MATTER of the Review of the Standards of Service for the Barbados Light and Power Company Limited pursuant to Section 3(1)(d) of the Utilities Regulation Act, CAP. 282 of the Laws of Barbados.

BEFORE:

Ruan Martinez
Ankie Scott-Joseph
Samuel Wallerson
John Griffith

Commissioner
Commissioner
Commissioner
Commissioner

ORDER

ORDER

This Order is made pursuant to Section 38(c)(ii) of the Utilities Regulations Act CAP. 282 of the Laws of Barbados;

WHEREAS in recognition of the issues that have been considered and determined throughout the Fair Trading Commission's (the "Commission") review of the Standards of Service for the Barbados Light and Power Company Limited (the "BLPC");

AND UPON READING AND CONSIDERING the written submissions of the BLPC in response to the Commission's public consultation (by way of a Consultation Paper for the Determination and Applicability of the Standards of Service for the BLPC, dated May 25, 2021);

AND UPON READING AND CONSIDERING the respective written submissions and evidence of the BLPC and the Barbados Renewable Energy Association, intervenor, submitted during the Commission's public written hearing which commenced on June 8, 2022, and the Commission's own research;

IT IS HEREBY ORDERED THAT:-

1. The BLPC shall comply with the prescribed Standards of Service and Reliability Indicators set out at Table 1, 2 and Table 3 of the attached Schedule subject to the exemptions set out in the Standards of Service Decision dated the 22nd day of December, 2022 (the "Decision");
2. The BLPC shall pay the prescribed amounts set out at Table 1 of the attached Schedule to any person who is affected by its failure to provide the utility service in accordance with the prescribed Standards of Service and in the manner set out in the Decision;
3. This Order shall take effect on the 1st day of January 2023;

4. The Standards of Service set out in the Decision and Order shall remain in effect for a period of three (3) years from the date of their implementation; and
5. The Commission shall be at liberty to extend the validity of the Standards of Service set out in the Decision and Order for a further period of no more than two (2) years.

Dated this 22nd day of December 2022

Original signed by

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Ruan Martinez

Commissioner

Original signed by

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Ankie Scott-Joseph

Commissioner

Original signed by

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Samuel Wallerson

Commissioner

Original signed by

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John Griffith

Commissioner

SCHEDULE

Table 1. Guaranteed Standards of Services for BLPC

Key: D - Domestic; GS - General Service; SVP - Secondary Voltage Power; LP - Large Power

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GES 1	<p>Fault Repair - Customer's Service</p> <p>Description: This refers to the time it takes to restore supply after fault on a consumer's service (single customer).</p>	Within eight (8) hours of receipt of complaint.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>For each additional eight (8) hours Prorated on an hourly basis.</p> <p>Automatic compensation¹</p>
GES 2 (Amended)	<p>Fault Repair - Distribution System</p> <p>Description: This refers to the time it takes to restore supply after a fault occurs on any part of the network that manifests itself on the distribution system (multiple customers).</p>	Within eight (8) hours of service loss.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>For each additional eight (8) hours Prorated on an hourly basis.</p> <p>Automatic compensation.</p>
GES 3	<p>Voltage Complaint</p> <p>Description: This refers to the investigation and correction of voltage complaints.</p>	<p>(a) Visit within twenty-four (24) working hours² of receipt of the complaint.</p> <p>b) Provide an assessment within five (5) working days³ of receipt of complaint.</p> <p>(c) Correct within thirty (30) working days of receipt of complaint.</p>	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>Automatic compensation.</p>
GES 4	<p>a) Simple Service Connection</p> <p>Description: This refers to the time it takes to provide a simple</p>	Within twelve (12) working days of receipt of request.	<p>Refund/Credit of installation fee</p> <p>Automatic</p>

¹ Automatic Compensation refers to the initiation of the compensation process by the BL&P where a breach has occurred. It is administered on confirmation of the breach, as a credit on the customer's bill for the following month.

² "Working hours" are between 8:00 a.m. and 4:00 p.m. on a working day.

³ "Working Days" refers to Mondays to Fridays from 8:00 a.m. to 4:00 p.m. only and excludes public holidays and weekends. In measuring the response time for targets expressed in terms of working days, the day the complaint is made is excluded. Any other reference to days means calendar days.

	service connection (connection point within thirty (30) metres) after the customer signs the contract for connection and presents the required information as identified on BLPC's website.		compensation
GES 5 (Amended)	Complex Connection - Cost Estimate Description: This refers to the time it takes to provide a cost estimate for a complex connection requiring a service visit. Time begins to run when the customer has furnished BLPC with the minimum information required to provide the estimate.	Within twenty-five (25) working days of the submission of the minimum information required to provide the estimate.	Refund/Credit of application fee Automatic compensation
GES 6	Connect or Transfer of Service Description: This refers to the time it takes to connect or transfer service from one location to another location which has an existing installation.	Within twelve (12) working hours of receipt of request.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic compensation
GES 7 (Amended)	Reconnection Description: This refers to the time for reconnection of service on settling the bill after disconnection at the meter, as verified by BLPC.	Customers with AMI meters should be reconnected within two (2) working hours of verification of payment . Other customers should be reconnected within six (6) working hours of verification of payment. Customers are required to notify BLPC of payment, and must present a receipt number as evidence of payment, where the payment is made through an entity other than BLPC.	Credit of reconnection fee Automatic compensation
GES 8 (Amended)	Response to Billing Complaints Description: This refers to the timeframe in which the BLPC responds to customers' billing complaints.	a) Where a service visit is required, provide an assessment and resolution within eight (8) working days of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Customer initiated claim required

		b) For all other matters not requiring a service visit, BLPC is required to resolve these within three (3) working days of receipt of complaint.	
GES 9	Timely Payment of Compensation Description: This refers to the time in which BLPC shall apply a credit to a customer's account on acceptance of a claim.	(a) All credits/refunds to be issued to customers should be completed within two (2) months of the occurrence of a breach or the submission of a claim.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic compensation

Table 2. Overall Standards of Service for BLPC

STANDARD	DESCRIPTION	TARGET
OES 1 (Amended)	Meter Reading Frequency and Accuracy of meter reading.	a) 100% of Domestic/General Service customers' AMI meters to be read monthly ; Domestic/General Service customers with non-AMI meters, shall have their meters accurately read every two months .
		b) 100% of Secondary Voltage Power and Large Power customers' meters to be read monthly .
		c) 100% of AMI meter readings to be verified monthly for all customer classes, ensuring that ALL meter readings reflect accurate customer consumption.
OES 2	Voltage Complaints Response to complaint of high/low voltage.	100% of complaints to be responded to within twenty-four (24) working hours of receipt of complaint.
OES 3	Outage Notice Prior notice of outages.	In 100% of instances of planned outages, all potentially affected customers are to be appropriately notified forty-eight (48) hours before commencement of the outage
OES 4	Response to Complaints and Claims Response to written and oral complaints and claims related to Standards of Service.	100% of customers' complaints and claims to be acknowledged within five (5) working days of receipt.
OES 5	Call Centre Answering Billing and Trouble Centre Calls answered by a customer service representative.	85% of calls to be answered within one (1) minute .
OES 6	Billing period	100% of customers with AMI meters shall be

(Amended)	The period between two meter readings whether interim, estimated or actual.	invoiced for no more than thirty-one (31) calendar days in a billing period. Non-AMI customers shall be invoiced for no more than thirty-three (33) calendar days in a billing period.
OES 7	Response to Damage Claims Acknowledgement and settlement of claims.	a) Acknowledge 95% of damage claims immediately on receipt of oral claims and for written claims, within five (5) working days of receipt. b) Settle 95% of damage claims within two (2) months of receipt of written or oral claim.
OES 8 (New)	Technician's Inspection Receipt Issuance of Duplicate Receipt to customers upon technician inspection.	Technician Inspection Receipts (TIRs) issued in 100% of inspections at customer's premises.

Table 3. System Reliability Indicators for BLPC

RELIABILITY INDICATOR	TARGET
System Average Interruption Duration Index (SAIDI) (Outage hours per year per customer)	3.68
System Average Interruption Frequency Index (SAIFI) (Outages per year per customer)	5.84
Customer Average Interruption Duration Index (CAIDI) (Average Duration (in hours) of each outage per customer)	0.63
Average System Availability Index (ASAI) (Percentage System Availability per year)	99.958%