



# FAIR TRADING COMMISSION

STANDARD OF SERVICE REPORT ON THE PERFORMANCE  
OF THE BARBADOS LIGHT & POWER COMPANY LIMITED

*June 1, 2006 to May 31, 2007*

*Date: November 27, 2007*

**Report on the Standards of Service Barbados Light & Power Company Limited**  
*June 2006- May 2007*

The Fair Trading Commission, by way of its decision dated February 28, 2006, implemented standards of service for the Barbados Light & Power Company Limited (BL&P) effective June 1, 2006. These standards established the minimum levels of service to be provided to consumers in Barbados.

Standards of service are categorized as either guaranteed or overall. Under the guaranteed standards scheme the utility is required to make a prescribed compensatory payment to each individual customer who is affected by the utility's failure to meet the defined target for a particular standard. Comparatively, overall standards are designed to reflect the general performance of the utility and are not defined by the service an individual customer receives. No compensation is associated with this category of standards.

The aforementioned decision mandates the Commission to publicly disclose the utility's level of compliance.

The tables below show the level of compliance as reported by the BL&P for Guaranteed and Overall Standards June 2006 - May 2007. A discussion on issues relevant to the standards follows.

**Table 1 Guaranteed Standards**

Standard	Description	Target	Compensatory Payments (Domestic Customers)	No. of Instances	Number of times target met	% Compliance
<b>GES1</b>	Restore supply after fault on customer's service (single customer)	Within 12 hours	\$45.00 \$45.00 for each additional 24 hours.	345	343	<b>99.4</b>
<b>GES 2</b>	Restore supply after fault on the distribution system (multiple customers)	Within 12 hours	\$45.00 \$45.00 for each additional 24 hours.	848	846	<b>99.8</b>
<b>GES 3</b>	Investigation of voltage complaints	(a) Visit and correct within 3 working days ,	\$45.00	2,082	2,066	<b>99.2</b>
		(b) Correct within 3 months for those not corrected within 3 days	\$45.00	24	20	<b>83.3</b>
<b>GES 4</b>	Provide a simple service connection (connection point within 30m)	Within 12 working days	Refund of installation fee	2,939	2,726	<b>92.8</b>
<b>GES 5</b>	Provide cost estimate for complex connection requiring a service visit	Within 3 months	\$45.00	1,002	990	<b>98.8</b>
<b>GES 6</b>	Connect or transfer of service to an	Within 2 working days	\$45.00	4,443	4,372	<b>98.4</b>

Standard	Description	Target	Compensatory Payments (Domestic Customers)	No. of Instances	Number of times target met	% Compliance
	existing installation					
<b>GES 7</b>	Reconnection of service on settling the bill after disconnection at the meter	Within 2 Working days	\$45.00	9,045	9,031	<b>99.8</b>
<b>GES 8</b>	Response to billing complaints	Provide assessment within 15 working days for those complaints which the Company deems require a service visit.	\$45.00	581	576	<b>99.1</b>

**Table 2**

**Quarterly Trends % Compliance Guaranteed Standards Jun 2006- May 2007**

	Jun- Aug 2006	Sep- Nov 2006	Dec 2006- Feb 2007	Mar – May 2007
<b>GES 1</b>	100 %	98.8%	99.2%	100%
<b>GES 2</b>	99.2%	99.6%	99.7%	100%
<b>GES 3 (a)</b>	99.0%	99.1%	99.1%	99.8%
<b>(b)</b>	88.9%	88.9%	81.8%	100%
<b>GES 4</b>	83.7%	88.1%	89.1%	98.4%
<b>GES 5</b>	97.4%	97.9%	98.5%	99.6%
<b>GES 6</b>	98.2%	98.0%	98.0%	99.7%
<b>GES 7</b>	100%	99.8%	99.8%	99.8%
<b>GES 8</b>	99.4%	99.3%	98.9%	99.1%

## Guaranteed Standards

Compliance was over 99% with regards to fault repair and reconnections standards (GES 1, 2 & 7). The lowest levels of compliance (83.3% and 92.8%) were recorded in the areas of voltage complaints (GES 3) and providing a simple service connection (GES 4) respectively.

Regarding (GES 3), the figure for “corrected within 3 months” refers only to those voltage complaints that took more than three days to correct. This accounts for the relatively low percentage level (83.3%) of compliance displayed. Voltage complaints which required over three days to complete were 24 out of a total of 2106.

The BL&P has reported that figures for (GES 4) included exemption conditions and this would have affected the recorded number of times where the target was met. Following discussions with the Commission, the Company has committed to putting measures in place which will enable more accurate reporting in future.

**Table 3 Overall Standards**

Standard	Description	Target	No. of Persons Affected	No. of times Target met	% Compliance
OES 1	Frequency of meter reading	100% of customers' meters to be read every two months	*Not Available		93.8
OES 2	Response to Complaint high/low voltage	95 % of complaints to be responded to in 5 working days	2,082	2,076	99.7
OES 3	Prior notice of outages	95% of customers to be notified of planned outages 48 hours before	31,333	29,980	95.7
OES 4	Reconnection after payment of overdue amount	90 % of customers to be reconnected by the end of next	9,045	9,017	99.7

Standard	Description	Target	No. of Persons Affected	No. of times Target met	% Compliance
		working day.			
<b>OES 5</b>	Response to Written Claims related to Standards of Service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	0	0	No claims received

\* The figures submitted by BL&P do not indicate total numbers, but each month approximately half of residential and business customers' meters should be read. The percentage used in calculation is based on the number of meters due to be read each month.

**Table 4 Quarterly Trends % Compliance Overall Standards Jun 2006- May 2007**

	Jun- Aug 2006	Sep- Nov 2006	Dec 2006- Feb 2007	Mar – May 2007
<b>OES 1</b>	94.5%	93.9%	93.1%	94.6%
<b>OES 2</b>	99.3%	99.6%	100 %	100%
<b>OES 3</b>	94.7%	96.2%	97.3%	94.9%
<b>OES 4</b>	99.8%	99.4%	99.7%	99.9%
<b>OES 5</b>	Not Applicable	Not Applicable	Not Applicable	Not Applicable

### Overall Standards

The Company achieved the targets each month for the standards regarding reconnection after payment of overdue amount and response to voltage complaints (OES2 & OES 4). The company has, however, not been able to reach the target of reading every customer's meter once every two months (OES1). In some cases the inability to read a customer's meter was due to conditions outside the control of the company such as restriction of access to property and presence of dogs. The current Customer Information System (C.I.S) used by the company does not allow for exemption conditions to be separated from the totals. The company is in the process

of replacing this C.I.S and it is expected that the new system will be able to separate the exemption events from the totals.

There has been difficulty in the achievement of the target for prior notice of outages (OES 3) in some months, compliance ranged from 83.6 in December 2006 to 100% in June and August 2007. BL&P has given assurances that it will strive to meet the target in each month during the coming year.

### **Customer Claims**

The Commission is concerned that during the year no claims were made under the guaranteed standards of service. The Commission recognizes that even though the compliance rate was high and opportunities for compensation were few, there were 339 instances where customers who were eligible for compensation did not make a claim. The Commission recognizes the need for further awareness in this area. We will continue to monitor the standards of service to ensure compliance as well as educate and inform the public of their rights and responsibilities.