



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

April 1, 2009 - March 31, 2010

Date: November 1, 2010

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, 2009 to March 31, 2010. New BL&P Standards of Service Decision¹ will take effect from April 01, 2010, and will be in force until March 31, 2013.

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 affected by the Company’s failure to meet the defined target for the relevant standard. This section also provides information on the number of claims under the Guaranteed Standards of Service. Compensation 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 is the assessment of the Overall Standards of Service. These standards are designed to reflect the overall performance of the Company. There is no compensation to customers for the BL&P’s failure to meet overall standards.

¹ See Commission Website:
http://www.ftc.gov.bb/library/2010-02-22_commission_decision_standards_of_service_cable_and_wireless_barbados_limited.pdf

SECTION 1 - GUARANTEED STANDARDS OF SERVICE

STANDARD	TARGET	AVG. % COMPLIANCE APRIL 2007- MARCH 2008	AVG. % COMPLIANCE APRIL 2008- MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010
<u>GES 1</u> Restore supply after fault on customer's service (single customer affected)	Within 12 hrs	99.2	99.7	99.6
<u>GES 2</u> Restore supply after fault on distribution system (multiple customers affected)	Within 12 hrs	99.6	99.9	100
<u>GES 3</u> Investigation of voltage complaints	(a) Visit and correct within 3 working days	98.7	98.8	99.6
	(b) Correct within 3 months for those not corrected within 3 working days	92.3	100	100
<u>GES 4</u> Provide a simple service connection (connection point within 30m)	Within 12 working days	95.6	86.5	90.4
<u>GES 5</u> Provide cost estimate for complex connection requiring a service visit	Within 3 months	99.9	99.8	99.8

STANDARD	TARGET	AVG. % COMPLIANCE APRIL 2007-MARCH 2008	AVG. % COMPLIANCE APRIL 2008-MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010
GES 6 Connect or transfer of service to an existing installation	Within 2 working days	99.3	93.9	98.4
GES 7 Reconnection of service on settling the bill after disconnection at the meter	Within 2 working days	99.9	99.9	99.9
GES 8 Response to billing complaint	Provide assessment within 15 working days for those complaints which the Company deems require a service visit	98.7	92.4	99.6

Table 1: Guaranteed Standards of Service for April 2007 - March 2010

The Guaranteed Standards of Service measure the performance of the Company in providing its services to its individual consumers. Failure by the Company to meet these standards requires compensatory payments in the form of credits to their individual bills. However, consumers must lodge a complaint with the BL&P in order to be eligible for such compensation.

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 for this standard was sound as the average compliance for the period was 99.6% compared to 99.7%. The three-year trend in compliance indicates that compliance was above 99% over the period.

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 100% compared to the 99.9% for the 2008/2009 year. The three - year trend in compliance showed improvement over the period moving from 99.6% in 2007/2008 to 99.9% in 2008/2009.

GES 3 - Investigation of Voltage Complaint

The target for the first part of this standard is correction within three working days. Compliance stood at 99.6% compared to 98.8% for the previous year. The three-year trend shows marginal improvements in performance.

With regard to the second part of this standard, compliance with the target of correction in three months showed perfect compliance. 100% compliance was also recorded for the 2008/2009 year. The three-year trend indicated improved performance over that period.

GES 4 - Provide a Simple Service Connection

This standard refers to the service installation where the connection point is within 30m. Compliance for this standard was 90.4% compared to 86.5% for the previous year. The three -year trend showed fluctuation in performance but the overall movement was toward improved performance.

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

Compliance for this standard was 99.9% compared to 99% for the previous year. Compliance for the three-year trend has always been above 99%.

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

Compliance with this standard was measured at 98.4% during the 2009/2010 year, representing an improvement over the previous year which averaged 93.9%.

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 99% for the 2009/2010 year and also for the previous years.

GES 8 - Response to Billing Complaint

Compliance for this standard averaged 99.6% representing an improvement over the previous year which averaged 92.4%.

Customer Claims Summary

	2007/2008	2008/2009	2009/2010
	NUMBER OF CUSTOMERS	NUMBER OF CUSTOMERS	NUMBER OF CUSTOMERS
Eligible for Compensation	197	488	258
Actual Compensation (Claims)	0	0	0
Percentage of eligible customers receiving compensation	0%	0%	0%

Table 2: Customer Claims Summary

Under the Guaranteed Standards of Service customers are eligible for monetary compensation for breaches of these standards. However, customers must first submit a claim to the Company. The low claims rate indicated above continues to be a source of concern. However, the number of possible claims fell from 488 in 2008/2009 to 258 for 2009/2010. The Commission will continue to educate the public about their rights and responsibilities under Standards of Service.

SECTION 2 - OVERALL STANDARDS OF SERVICE

STANDARD	TARGET	AVG. % COMPLIANCE JUNE 2007-MAY 2008	AVG. % COMPLIANCE APRIL 2008 - MARCH 2009	AVG. % COMPLIANCE APRIL 2009 - MARCH 2010
<u>OES1</u> Frequency of meter reading	100% of customers' meters to be read every two months	93.8 Data only available for 6 months	94.4	97.2
<u>OES2</u> Response to high/low voltage complaint	95% of complaints to be responded to within 5 working days	99.4	99.4	99.8
<u>OES3</u> Prior notice of outages	95% of customers to be notified of planned outages 48 hours before	99.1	99.3	99.3
<u>OES4</u> Reconnection after payment of overdue amount	90% of customers to be reconnected by end of next working day	99.9	99.6	99.8
<u>OES5</u> Response to written claims related to standards of service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	One claim received	100	None received

Table 3: Overall Standards, June 2007 to March 2010

The Company continues to fall short of the target of being able to read each domestic and commercial meter every other month, but has improved compliance to 97.2% compared to 94.4% for the previous year. The previous system of recording meter readings which did not allow for the exclusion of “attempted meter readings” from the totals has now been improved to correctly capture the data. All other targets for overall standards of service were exceeded.

System Reliability Indicator Indices

Year	System Reliability Indicators		
	SAIDI	SAIFI	CAIDI
2009/2010	2.593	6.61	0.392
2008/2009	12.504	10.339	1.209
2007/2008	3.594	7.13	0.504

Table 4: System Reliability Indicators, 2007 - 2010

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.

Table 4 shows the performance of the three system reliability indicators over the past three years. The SAIDI index moved from 12.504 hours in 2008/2009 to 2.593 hours for 2009/2010, a significant improvement over the previous year. A similar performance is noted for the SAIFI index which was 10.339 in 2008/2009 but declined to 6.61 in 2009/2010. The CAIDI index also showed a similar performance, decreasing from 1.209 in 2008/2009 to 0.392 for 2009/2010, indicating an overall improvement in reducing electricity service interruptions.

SUMMARY

The BL&P's, performance for the year has been good. Compliance in all of the Guaranteed Standards of Service averaged 98.6%. Compliance with the guaranteed standards during the April 2009 to March 2010 period was generally within the acceptable range. Three service categories namely: Provide Simple Service Connection (GES 4); Connect or Transfer of Service to an Existing Installation (GES 6); and Response to Billing Complaints (GES 8) recorded compliance levels which improved over the previous year. The category Investigation of a Voltage Complaint and Correct within 3 Months (GES 3b) recorded full compliance, while GES 4 - Provide a Simple Service Connection (connection point within 30m) reflected a compliance rate of 90.4%, the lowest of all the guaranteed standards of service.

With regard to the Overall Standards of Service, compliance was also quite high, approaching 100% in four out of the five categories. System reliability indicators also showed significant improvement over the previous year.