



**REPORT ON THE STANDARDS OF SERVICE FOR THE  
BARBADOS LIGHT & POWER COMPANY LIMITED**

**ANNUAL REPORT**

*April 1, 2012 - March 31, 2013*

Date: October 18, 2013

## INTRODUCTION

This report is an assessment of the performance of the Barbados Light & Power Company Limited (BL&P) with respect to both the Guaranteed and Overall Standards of Service for the period April 01, 2012 to March 31, 2013. The performance of the BL&P is analysed based on the BL&P Standards of Service Decision which was issued by the Fair Trading Commission on February 22, 2010.

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 on the basis of the duration of the breach exclusive of the target period, is paid in the form of a credit to the individual customer's account and is shown on a bill subsequent to the completion of the investigation of the claim.

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 on the Company where there are observed profound consistent breaches.

## SECTION 1 - GUARANTEED STANDARDS OF SERVICE

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, GES4, Provide a Simple Service Connection (connection point within 30m), and GES6, Connect or Transfer of Service to an Existing Installation.

**Table 1: Guaranteed Standards of Service for 2010 - 2013**

STANDARD	TARGET	AVERAGE % COMPLIANCE APR. 2010 - MAR. 2011	AVERAGE % COMPLIANCE APR. 2011 - MAR. 2012	AVERAGE % COMPLIANCE APR. 2012 - MAR. 2013
<b>GES1 Restoration of Supply on Customer's Service</b>	Within 12 hrs	97.8	99.5	100
<b>GES2 Restoration of Supply After Fault on Distribution System</b>	Within 12 hrs	99.7	100	99.8
<b>GES3 Investigation of Voltage Complaints</b>	(a) Visit and correct within 3 working days	96.6	99.9	99.9
	(b) Correct within 3 months for those not corrected within 3 working days	71.4	N/A	None Received

<b>STANDARD</b>	<b>TARGET</b>	<b>AVERAGE % COMPLIANCE APR. 2010 - MAR. 2011</b>	<b>AVERAGE % COMPLIANCE APR. 2011 - MAR. 2012</b>	<b>AVERAGE % COMPLIANCE APR. 2012 - MAR. 2013</b>
<b>GES4 Provide a Simple Service Connection (connection point within 30m)</b>	Within 12 working days	92.6	89.4	93.7
<b>GES5 Provide Cost Estimate for Complex Connection Requiring Service Visit</b>	Within 3 months	99.5	96.3	98.2
<b>GES6 Connect or Transfer of Service to an Existing Installation</b>	Within 2 working days	99.5	99.5	99.5
<b>GES7 Reconnection of Service After Disconnection (due to unpaid bill)</b>	Within 2 working days	100	99.9	99.9
<b>GES8 Response to Billing Complaint</b>	Provide assessment within 15 working days for those complaints which the Company deems require a service visit	96.8	96.8	98.2

### **GES1 – 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. This standard usually returns a high compliance rating and has upheld the trend this year with a perfect compliance record (100%).

### **GES2 – Restoration of Supply after Fault on Distribution System**

This standard refers to the restoration of supply after a fault that affects multiple customers. Compliance for this standard was 99.8% compared to 100% for the previous year.

### **GES3 – Investigation of Voltage Complaints**

This standard has two components and thus two targets. The target for the first part is correction within three working days. Under this component compliance was maintained at 99.9%. Over the past three years compliance has averaged 99%.

With regard to the second part of this standard, no instances arose where detailed investigations and correction took more than three months.

### **GES4 – Provide a Simple Service Connection**

This standard refers to the service installation where the connection point is within 30 metres. Having declined last year, this year recorded an improvement of 4.6% to reflect 93.7% compliance, the highest level within the last three years.

### **GES5 – Provide Cost Estimate for Complex Connection Requiring Service Visit**

A 1.9% improvement in compliance was recorded for this standard over that realised for the last reporting period, bringing the compliance level to 98.2% this year.

### **GES6 – Connect or Transfer of Service to an Existing Installation**

Similar to the 2010/2011 and 2011/2012 periods, compliance with this standard remained at 99.5%.

### **GES7 – Reconnection of Service after Disconnection**

This standard refers to the reconnection of service on settling the bill after disconnection at the meter. Compliance for this standard remained high at 99.9%.

### **GES8 – Response to Billing Complaint**

The level of compliance with this standard has fluctuated, but remained high over the years. The average of 96.8% achieved in 2010/2011 and in 2011/2012 was improved upon in 2012/2013 where an overall compliance rate of 98.2% was achieved.

### **Customer Claims Summary**

**Table 2: Customer Claims Summary 2010 – 2013**

<b>CATEGORY</b>	<b>2010/2011</b>	<b>2011/2012</b>	<b>2012/2013</b>
Persons eligible for compensation	218	200	111
Persons actually receiving compensation	106	140 automatic	77 automatic
Percentage of eligible customers receiving compensation	39.4%	70% Only automatic compensation was paid	69.4%

Under the Guaranteed Standards of Service affected customers are eligible for monetary compensation for breaches of the specified targets. However, customers must first submit a claim to the Company for six of the eight standards. The Commission continues to observe that consumers are not optimally utilising the guaranteed standards of service scheme, as they are not manually claiming for

breaches. In the instances where consumers receive compensation it was either a result of GES4 or GES6 where compensation is automatic. The Commission will continue to educate the public about their rights and responsibilities under the Standards of Service.

## **SECTION 2 - OVERALL STANDARDS OF SERVICE**

The Company continues to fail to meet the OES1 Standard of reading Domestic and General Service meters every other month and reading the Secondary Voltage Power and Large Power meters monthly. Answering of Billing and Trouble Calls (OES5), recorded compliance of 68.3%, well below the targeted 85% but an improvement of 17.7% over the previous year. The targets for OES2, Response to High/Low Voltage complaint, and OES3, Prior Notice of Outages, were again exceeded while no claims were received under OES4, Responses to Written Claims related to Standards of Service.

**Table 3: Overall Standards, 2010-2013**

<b>STANDARD</b>	<b>TARGET</b>	<b>AVERAGE % COMPLIANCE APR. 2010 - MAR. 2011</b>	<b>AVERAGE % COMPLIANCE APR. 2011 - MAR. 2012</b>	<b>AVERAGE % COMPLIANCE APR. 2012 - MAR. 2013</b>
<b>OES1</b> Frequency of Meter Reading	100% of customers' meters to be read every two months	94.7	95.7	96.5
	100% of Secondary Voltage Power and Large Power customers' meters to be read monthly	97.9	96.9	97.2
<b>OES2</b> Response to High/Low Voltage Complaint	95% of complaints to be responded to within 5 working days	97.8	100	100
<b>OES3</b> Prior Notice of Outages	95% of customers to be notified of planned outages 48 hours before	98.7	99.5	100



STANDARD	TARGET	AVERAGE % COMPLIANCE APR. 2010 - MAR. 2011	AVERAGE % COMPLIANCE APR. 2011 - MAR. 2012	AVERAGE % COMPLIANCE APR. 2012 - MAR. 2013
<b>OES4</b> Response to Written Claims Related to Standards of Service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	None Received	None Received	None Received
<b>OES5</b> Answering of Billing and Trouble Calls	85% of calls answered by a representative within 1 minute	80.6	56.2	68.3

### System Reliability Indicator Indices

**Table 4: System Reliability Indicators, 2010 - 2013**

Year	System Reliability Indicators		
	SAIDI	SAIFI	CAIDI
2012/2013	4.99	8.06	0.62
2011/2012	6.35	10.39	0.61
2010/2011	3.40	6.16	0.55

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. Compared to the 2011/2012 period, the average duration of a service interruption per customer in 2012/2013 declined by 21.4%, and customers experienced service interruptions less frequently (22.4% less) than the previous year. CAIDI has remained relatively constant over the past two years.

## SUMMARY

The BL&P's 2012/2013 compliance with the Guaranteed Standards of Service averaged above 95% in all of the eight standards except GES4 which speaks to the provision of a simple service connection. This is similar to what occurred in 2011/2012. Four service categories, Restoration of Supply after a Fault on Customer's Service (GES1), Provide a Simple Service Connection (GES4), Provision of Cost Estimate for Complex Connection Requiring a Site Visit (GES5), and Response to Billing Complaint (GES8) all recorded compliance levels which improved over the previous year. Only GES1, Restoration of Supply after a Fault on Customer's Service recorded perfect compliance. The compliance level for GES2, Restoration of Supply After a Fault on the Distribution System, declined slightly relative to the previous year. Investigation of a Voltage Complaint (GES3), Connection or Transfer of Service to an Existing Installation (GES6), and Reconnection of Service After Disconnection (GES7), all maintained the same level of compliance as the previous year.

With regard to the Overall Standards of Service, the Company again exceeded the targets for Response to High/Low Voltage Complaints (OES2) and Prior Notice of Outages (OES3). The 100% target for OES1 and 85% target for OES5 were not met. No claims were made under OES4.

Analysis of all the system reliability indices for 2012/2013 suggests an improvement in the level of service offered relative to the last reporting period.

The Standards of Service programme is currently being reviewed. The Commission will shortly issue a consultation paper which proposes changes to the 2010 standards of service. The Commission encourages the consuming public to participate in the review by sharing on how the standards of service thus far have impacted the quality of service delivery and by offering comments and suggestions on the proposals.