



## FAIR TRADING COMMISSION

---

BARBADOS

NO. FTC/ORDSOSB/2017-02

---

### 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 (Barbados)

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

**BEFORE:**

Mr. Jefferson Cumberbatch  
Dr. Philmore Alleyne  
Mr. Dawood Pandor  
Mr. Andrew Willoughby

Chairman  
Commissioner  
Commissioner  
Commissioner

**THIS ORDER** is made pursuant to **Section 38(c)(ii)** of the **Utilities Regulation Act, CAP. 282** of the Laws of Barbados

**WHEREAS** in recognition of the issues that have been considered and determined throughout the consultation and review of the Standards of Service for the Barbados Light & Power Company Limited (Barbados Light & Power) also referred to herein as the BL&P

**AND UPON CONSIDERING** the submissions of the Barbados Light & Power on the Consultation Paper for the Standards of Service for the Barbados Light & Power dated April 3, 2017

**IT IS HEREBY ORDERED THAT:-**

1. The Barbados Light & Power shall comply with the prescribed Standards of Service and Reliability Performance Targets set out at Table 1, Table 2 and Table 3 of the Schedule attached hereto and the exemptions set out in the Standards of Service Decision 2018 - 2020.
2. The Barbados Light & Power shall credit the prescribed sums as set out in Table 1 of the said Schedule to any customer who is affected by its failure to provide the utility service in accordance with and in the manner set out in the Standards of Service Decision 2018 - 2020.
3. This Order shall take effect from **January 1, 2018** and continue until **December 31, 2020** or until such time as a new Standards of Service Decision is issued.

Dated this 27<sup>th</sup> day of September, 2017

*Original signed by*

.....

Jefferson Cumberbatch  
Chairman

*Original signed by*

.....

Philmore Alleyne  
Commissioner

*Original signed by*

.....

Dawood Pandor  
Commissioner

*original signed*

.....

Andrew Willoughby  
Commissioner

## SCHEDULE

**Table 1: Guaranteed Standards of Service for Barbados Light & Power (BL&P)**

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

<sup>1</sup> Automatic compensation refers to the initiation of the compensation process by the BL&P where a breach has occurred.

<sup>2</sup> "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.

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
	connection (connection point within thirty (30) metres) after the customer signs the contract for connection and presents a valid certificate of inspection from the Government Electrical Engineering Department (GEED).		
<b>GES 5 (Amended)</b>	<p><b>Complex Connection - Cost Estimate</b></p> <p>This refers to the time it takes to provide a cost estimate for a complex connection requiring a service visit from the time of provision of all the requisite information.</p>	Within thirty (30) workings days of receipt of request.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p><b>Customer Initiated Claim required</b></p>
<b>GES 6 (Amended)</b>	<p><b>Connect or Transfer of Service</b></p> <p>This refers to the time it takes to connect or transfer service from one location to another location which has an existing installation.</p>	Within twelve (12) working hours <sup>3</sup> of receipt of request.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p><b>Automatic Compensation</b></p>
<b>GES 7 (Amended)</b>	<p><b>Reconnection</b></p> <p>This refers to the time for reconnection of service on settling the bill after disconnection at the meter, as verified by the BL&amp;P.</p>	Within six (6) working hours of receipt of payment.	<p>Refund of reconnection fee</p> <p><b>Automatic Compensation</b></p>
<b>GES 8 (Amended)</b>	<p><b>Response to Billing Complaints</b></p> <p>This refers to the timeframe in which the BL&amp;P responds to customers' billing complaints.</p>	(a) Where a service visit is required, provide an assessment and resolution within ten (10) working days of receipt of complaint.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p><b>Customer Initiated Claim required</b></p>
		(b) For all other matters not requiring a service visit, the BL&P is required to resolve	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p>

<sup>3</sup> "Working hours" are between 8:00 a.m. and 4:00 p.m. on a working day.

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
		these within three (3) working days of receipt of complaint.	<b>Customer Initiated Claim required</b>
GES 9 (New)	<p><b>Timely Payment of Compensation</b></p> <p>This refers to the time in which the BL&amp;P shall apply compensation to a customer's account on acceptance of a claim.</p>	(a) All credits to be applied to the customers' accounts within two (2) months of occurrence of a breach where automatic compensation is applicable and within two (2) months of acceptance of a Customer Initiated Claim, where applicable.	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p><b>Automatic Compensation</b></p>

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

**Table 2: Overall Standards of Service for Barbados Light & Power (BL&P)**

STANDARDS	DESCRIPTION	TARGET
OES 1	<p><b>Meter Reading</b></p> <p>Frequency of meter reading.</p>	<p>(a) 100% of Domestic/General Service customers' meters to be read every two months.</p> <p>(b) 100% of Secondary Voltage Power and Large Power customers' meters to be read monthly.</p>
OES 2 (Amended)	<p><b>Voltage Complaints</b></p> <p>Response to complaint of high/low voltage.</p>	<p>100% of complaints to be responded to within twenty-four (24) working hours of receipt.</p>
OES 3 (Amended)	<p><b>Outage Notice</b></p> <p>Prior notice of outages.</p>	<p>In 100% of instances of planned outages, all potentially affected customers are to be notified forty-eight (48) hours before the outage.</p>
OES 4 (Amended)	<p><b>Response to Complaints and Claims</b></p> <p>Response to written and oral complaints and claims related to Standards of Service.</p>	<p>100% of customers' complaints and claims to be acknowledged within five (5) working days of receipt.</p>
OES 5	<p><b>Call Centre Answering</b></p> <p>Billing and Trouble Centre Calls answered by a customer service representative.</p>	<p>85% of calls to be answered within one (1) minute.</p>
OES 6	<p><b>Billing period</b></p> <p>The period between two meter readings whether interim, estimated or actual.</p>	<p>At least 95% of customers in each billing period shall be invoiced for no more than thirty-three (33) days.</p>
OES 7 (New)	<p><b>Response to Damage Claims</b></p> <p>Acknowledgement and settlement of claims.</p>	<p>(a) Acknowledge 95% of damage claims immediately on receipt of oral claims and for written claims, within five (5) working days of receipt.</p> <p>(b) Settle 95% of damage claims within two (2) months of receipt of written or oral claim.</p>

**Table 3: The BL&P's Reliability Performance Targets**

<b>METRIC</b>	<b>TARGETS</b>
SAIDI (Hours per year per customer)	3.68
SAIFI (Outages per year per customer)	5.84
CAIDI (Hours per year per customer)	0.63
ASAI (Percentage System Availability per year)	99.958