



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

*April 1, 2008 - March 31, 2009*

Date: November 27, 2009

## INTRODUCTION

In June 2006 the Fair Trading Commission implemented Guaranteed and Overall Standards of Service for the Barbados Light & Power Company Limited (BL&P). Under the guaranteed standards each customer that is affected by the Company's breach of a particular target is eligible for compensation. Overall standards are not associated with compensatory payments as they are intended to assess the performance of the Company on a country-wide basis.

The BL&P is required to provide the Commission with statistics quarterly and annually, indicating the level of compliance in reaching the targets of each service category as it relates to both guaranteed and overall standards.

The tables which follow detail the level of compliance as reported by the BL&P for guaranteed and overall standards for the period April 2008 to March 2009. Figures for the inaugural period June 2006 to May 2007 and April 2007 to March 2008 are included for comparison.

**Table 1: Guaranteed Standards**

<b>Standard</b>	<b>Target</b>	<b>Compensation (Domestic customers)</b>	<b>Avg. % Compliance June 2006- May 2007</b>	<b>Avg. % Compliance April 2007- March 2008</b>	<b>Avg. % Compliance April 2008 - March 2009</b>
<b><u>GES 1</u></b> Restore supply after fault on customer's service (single customer affected)	Within 12 hrs	\$45.00  \$45.00 for each additional 24 hrs	99.4	99.2	99.7
<b><u>GES 2</u></b> Restore supply after fault on distribution system (multiple customers affected)	Within 12 hrs	\$45.00  \$45.00 for each additional 24 hrs	99.8	99.6	99.9
<b><u>GES 3</u></b> Investigation of voltage complaints	(a) Visit and correct within 3 working days	\$45.00	99.2	98.7	98.8
	(b) Correct within 3 months for those not corrected within 3 working days	\$45.00	83.3	92.3	100
<b><u>GES 4</u></b> Provide a simple service connection (connection point within 30m)	Within 12 working days	Refund of installation fee	92.8	95.6	86.5

<b>Standard</b>	<b>Target</b>	<b>Compensation (Domestic customers)</b>	<b>Avg. % Compliance June 2006- May 2007</b>	<b>Avg. % Compliance April 2007- March 2008</b>	<b>Avg. % Compliance April 2008 - March 2009</b>
<b><u>GES 5</u></b> Provide cost estimate for complex connection requiring a service visit	Within 3 months	\$45.00	98.8	99.9	99.8
<b><u>GES 6</u></b> Connect or transfer of service to an existing installation	Within 2 working days	\$45.00	98.4	99.3	93.9
<b><u>GES 7</u></b> Reconnection of service on settling the bill after disconnection at the meter	Within 2 working days	\$45.00	99.8	99.9	99.9
<b><u>GES 8</u></b> Response to billing complaint	Provide assessment within 15 working days for those complaints which the company deems require a service visit	\$45.00	99.1	98.7	92.4

## **GUARANTEED STANDARDS OF SERVICE**

Compliance with the guaranteed standards during the April 2008 to March 2009 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 below what was observed for the prior two reporting periods. 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 86.5%, the lowest of all the guaranteed standards.

**Table 2: Overall Standards**

<b>Standard</b>	<b>Target</b>	<b>Avg. % Compliance June 2006-May 2007</b>	<b>Avg. % Compliance June 2007-May 2008</b>	<b>Avg. % Compliance April 2008 - March 2009</b>
<b><u>OES1</u></b> Frequency of meter reading	100% of customers' meters to be read every two months	93.8	93.8 Data only available for 6 months	94.4
<b><u>OES2</u></b> Response to high/low voltage complaint	95% of complaints to be responded to within 5 working days	99.7	99.4	99.4
<b><u>OES3</u></b> Prior notice of outages	95% of customers to be notified of planned outages 48 hours before	95.7	99.1	99.3
<b><u>OES4</u></b> Reconnection after payment of overdue amount	90% of customers to be reconnected by end of next working day	99.7	99.9	99.6
<b><u>OES5</u></b> Response to written claims related to standards of service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	No claims received	One claims received	100

## **OVERALL STANDARDS OF SERVICE**

The Company continues to fall short of the target of being able to read each domestic and commercial meter every other month. There was some concern that the old system of recording meter readings did not allow for the exclusion of 'attempted meter readings' from the totals. The current statistics continue to reflect this however this should no longer be an issue going forward as the new customer information system addresses this issue. All other targets for overall standards were exceeded.

One claim was received (OES 5) and a response was issued within the timeframe stipulated, thus the 100% compliance. The low claims rate is a source of concern as 448 legitimate claims were possible. The Commission will continue to educate the public as to their rights and responsibilities under the standards of service scheme.

## **SYSTEM RELIABILITY INDICATOR INDICES**

The System Reliability Indicator Indices (SAIFI) give an indication of the average duration of interruption per customer and the SAIFI indicates on average how often a customer experiences service interruptions. These readings are done monthly. Of interest to customers would be the average time that the BL&P takes to restore service. The CAIDI Indicator measures this.