

LEGAL NOTICE NO. 315

REPUBLIC OF TRINIDAD AND TOBAGO

THE REGULATED INDUSTRIES COMMISSION ACT, CHAP. 54:73

ORDER

MADE BY THE CHAIRMAN OF THE REGULATED INDUSTRIES COMMISSION
UNDER SECTION 6(1)(e) OF THE REGULATED INDUSTRIES
COMMISSION ACT

THE REGULATED INDUSTRIES COMMISSION ELECTRICITY
(TRANSMISSION AND DISTRIBUTION) ORDER, 2009

WHEREAS section 6(1)(e) of the Regulated Industries Commission Act ^{Preamble} (hereinafter referred to as “the Act”) provides that the Regulated Industries Commission (hereinafter referred to as “the Commission”) may have and exercise such functions, powers and duties as are imposed on it by this Act and in particular prescribing and publishing in the *Gazette* and in at least one daily newspaper circulating in Trinidad and Tobago, standards for service:

And whereas section 6(2) has provided that in the performance of its functions under section 6(1)(e), the Commission shall consult with service providers and representatives of consumer interest groups and any other parties it considers as having an interest in the matters before it:

And whereas the Commission invited public comment in January, 2008 and the Draft Standards were revised on the basis of the comments received and or discussions by the Commission with the Trinidad and Tobago Electricity Commission (hereinafter referred to as “T&TEC”) and the Ministry of Public Utilities with regard to the implementation of the standards:

Now, therefore, the Commission, in exercise of the powers conferred on it by section 6(1)(e) of the Act, orders as follows:

Citation 1. This Order may be cited as the Regulated Industries Commission Electricity (Transmission and Distribution) Order, 2009.

Interpretation 2. In this Order—
“Non-Residential” means customers classified by T&TEC as “Industrial”;
“Residential” means customers classified by T&TEC as “Domestic and General Rates A & B”.

Prescription of standards	3. The Quality of Service Standards for the Electricity Transmission and Distribution Sector prescribed by the Commission is listed in the first, second, third and fourth
First Schedule	columns of the First Schedule entitled “Guaranteed Electricity Standards (GES)” and the first, second and
Second Schedule	third columns of the Second Schedule entitled “Overall Electricity Standards (OES)”, respectively.
Standards of no effect during period of <i>force majeure</i>	4. The Standards will not be in effect during a period of <i>force majeure</i> , the period of which shall be determined by the Commission.

FIRST SCHEDULE

QUALITY OF SERVICE STANDARDS FOR THE ELECTRICITY TRANSMISSION AND DISTRIBUTION SECTOR

GUARANTEED ELECTRICITY STANDARDS (GES)

<i>Standard</i>	<i>Description</i>	<i>Required Performance Level</i>	<i>Penalty Payments</i>
GES1	Restoration of supply after unplanned outage on the distribution system	Within 10 hours	\$60 residential \$600 non-residential For each further 12-hour period— \$60 residential \$600 non-residential
GES2	Billing punctuality. Time for first bill to be mailed after service connection	Within 60 days residential Within 30 days non-residential	\$50 for both residential and non-residential
GES3	Reconnection of service after settling of overdue amounts or agreement on payment schedule	Within 24 hours	Refund of reconnection fee for both residential and non-residential
GES4	Making and keeping appointments	24 hours notice of inability to keep an appointment with customers	\$50 for both residential and non-residential
GES5	Investigation of voltage complaints	Visit within 24 hours Correct within 15 working days	\$50 residential \$600 non-residential
GES6	Responding to billing and payment queries	Substantive reply within 15 working days	\$50 residential and non-residential

GUARANTEED ELECTRICITY STANDARDS (GES)—*Continued*

<i>Standard</i>	<i>Description</i>	<i>Required Performance Level</i>	<i>Penalty Payments</i>
GES7	New connection of supply	Within 3 working days	\$50 for both residential and non-residential
GES8	Payments owed under guaranteed standards	Within 30 working days for non-residential and 60 days for residential	\$50 for both residential and non-residential

SECOND SCHEDULE

OVERALL ELECTRICITY STANDARDS (OES)

<i>Standard</i>	<i>Description</i>	<i>Performance Level</i>
OES1	Frequency of meter reading	(a) 90% of industrial meters read every month (b) 90% of residential and commercial meters read according to schedule
OES2	Billing punctuality Mailing of bills after meter reading	98% of the bills to be mailed within 10 working days after meter reading
OES3	Responding to meter problems	Visit or substantive reply within 10 working days 95% of the time
OES4	Prior notice of planned interruptions	3 days advance notice of planned outages 100% of the time
OES5	Street lights maintenance	Repair 100% of failed street lights with the exception of highway lighting within 7 working days. Repair 100% of failed highway lighting within 14 working days
OES6	Response to customer queries/requests (written)	Substantive response within 10 working days and communicating final position within 30 working days
OES7	Notifying customers of receipt of claim under guaranteed standard GES1	100% of customers to be notified of receipt of claim within 10 working days

Dated this 11th day of December, 2009.

I. WELCH
Chairman,
Regulated Industries Commission