

LEGAL NOTICE NO. 125

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, 2018

WHEREAS section 6(1)(e) of the Regulated Industries Commission Act <sup>Preamble</sup> (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 prescribe and publish 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 subsection (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 July, 2017 and the Draft Standards were revised on the basis of the comments received and discussions were held with the Trinidad and Tobago Electricity Commission (hereinafter referred to as “T&TEC”) 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:

1. This Order may be cited as the Regulated Industries <sup>Citation</sup> Commission (Electricity Transmission and Distribution) Order, 2018.

- Interpretation      2. In this Order—
- “Non-Residential” means customers classified by T&TEC as “Commercial” and “Industrial”; and
- “Residential” means customers classified by T&TEC as “Domestic Rate A”.
- Prescription of standards      3. The Quality of Service Standards for the Electricity Transmission and Distribution Sector prescribed by the Commission is listed in Part I of the Schedule entitled “Guaranteed Electricity Standards (GES)” and in Part II of the Schedule entitled “Overall Electricity Standards (OES)”, respectively.
- Standards of no effect during period of *force majeure*      4. The Standards shall not be in effect during a period of *force majeure*, the period of which shall be determined by the Commission.

SCHEDULE

QUALITY OF SERVICE STANDARDS FOR THE ELECTRICITY TRANSMISSION AND DISTRIBUTION SECTOR

PART I

GUARANTEED ELECTRICITY STANDARDS (GES)

<i>Standard</i>	<i>Service Description</i>	<i>Required Performance Level</i>	<i>Penalty Payments</i>
GES 1	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
GES 2	Billing punctuality. Time for first bill to be dispatched after service connection	Within 60 days residential Within 30 days non-residential	\$60 for both residential and non-residential
GES 3	Reconnection of service after settling of overdue amounts or agreement on a payment schedule	Within 24 hours	Refund of the reconnection fee for both residential and non-residential
GES 4	Making and keeping appointments	24 hours’ notice of inability to keep an appointment with customers	\$60 for both residential and non-residential

<b>Standard</b>	<b>Service Description</b>	<b>Required Performance Level</b>	<b>Penalty Payments</b>
GES 5	<p><b>Investigation of Voltage Complaints</b></p> <p><b>A. Single-Phase Voltage Supply outside of the Statutory Range.</b></p> <p>1. Evaluate the prevailing conditions. Where a visit to the customers' premises is not required, correct the problem and notify the customer of the corrective action or visit the customers' premises and make an assessment of the complaint.</p> <p>2. Execute corrective action (where necessary) and notify the customer accordingly.</p> <p><b>B. Variation between the phase voltages of a Three-Phase Voltage Supply that adversely affects the customer.</b></p> <p>1. Evaluate the prevailing conditions. Where a visit to the customer's premises is not required, correct the problem and notify the customer of the corrective action or visit the customer's premises and make an assessment of the complaint.</p> <p>2. Execute corrective action (where necessary) and notify the customer accordingly.</p>	<p>Within 24 hours of receiving the customer's voltage complaint</p> <p>Within 15 working days of receiving the customer's voltage complaint</p> <p>Within 24 hours of receiving the customer's voltage complaint</p> <p>Within the time mutually agreed with the customer</p>	<p>\$60 residential \$600 non-residential</p> <p>\$60 residential \$600 non-residential</p> <p>\$60 residential \$600 non-residential</p> <p>\$60 residential \$600 non-residential</p>
GES 6	<p>Responding to billing and payment queries.</p>	<p>Substantive reply within 15 working days</p>	<p>\$60 for both residential and non-residential</p>

*Regulated Industries Commission (Electricity Transmission and Distribution) Order, 2018*

<i>Standard</i>	<i>Service Description</i>	<i>Required Performance Level</i>	<i>Penalty Payments</i>
GES 7	<b>Execution of capital works and new connection of supply</b>		
	<b>A. Within 30 metres.</b> (Where no construction works on the part of the service provider are required.)		
	1. Completion of preliminary survey.	Within 3 working days of request	\$60 residential \$600 non-residential
	2. Service drop and meter to be installed.	Within 3 working days*	\$60 residential \$600 non-residential
	<b>B. Within 100 metres.</b> (Where construction works on the part of the service provider are required.)		
	1. Completion of preliminary survey.	Within 3 working days of request	\$60 residential \$600 non-residential
	2. Provision of estimate.	Within 5 working days of the completed survey, provided that the customer has submitted all necessary documents	\$60 residential \$600 non-residential
	3. Completion of construction works.	Within 15 working days of the provision of the estimate and the submission of any required payments and agreements signed by the customer	\$60 residential \$600 non-residential
	4. Meter to be installed.	Within 3 working days after the completion of construction works and the submission of all payments and documentation*	\$60 residential \$600 non-residential
	<b>C. Greater than 100 metres.</b> (Where construction works on the part of the service provider are required.)		
	1. Completion of preliminary survey.	Within 3 working days of request	\$60 residential \$600 non-residential

<i>Standard</i>	<i>Service Description</i>	<i>Required Performance Level</i>	<i>Penalty Payments</i>
GES 7	<b>C. Greater than 100 metres.</b> (Where construction works on the part of the service provider are required.)		
	2. Provision of estimate	Within 7 working days of the completed survey, provided that the customer has submitted all necessary documents	\$60 residential \$600 non-residential
	3. Completion of construction works	Within the time-frame mutually agreed to by the customer up to a maximum of 30 working days of the provision of the estimate and the submission of any required payments and agreements signed by the customer	\$60 residential \$600 non-residential
	4. Meter to be installed	Within 3 working days after the completion of construction works and the submission of all payments and documentation*	\$60 residential \$600 non-residential
	<b>D. Industrial</b>		
	1. Completion of preliminary survey	Within the time frame mutually agreed to by the customer up to a maximum of 15 working days of the request	\$600
	2. Provision of estimate	Within 15 working days of the completion survey, provided that the customer has submitted all necessary documents	\$600
	3. Completion of construction works	Within the time mutually agreed with the customer after the provision of the estimate and the submission of any required payments and agreements signed by the customer	\$600

*Regulated Industries Commission (Electricity Transmission and Distribution) Order, 2018*

<b>Standard</b>	<b>Service Description</b>	<b>Required Performance Level</b>	<b>Penalty Payments</b>
GES 7	D. Industrial 4. Meter to be installed.	Within 5 working days after the completion of construction works and the submission of all payments and documentation*	\$600
GES 8	Payments owed under guaranteed standards.	Within 30 working days for non-residential and 60 working days for residential	\$60 for both residential and non-residential

**\*The requirements under GES7 A.2; B.4; C.4; and D.4 can also apply from a date mutually agreed upon between the service provider and the customer that is beyond the stipulated number of working days.**

PART II

OVERALL ELECTRICITY STANDARDS (OES)

<b>Standard</b>	<b>Service Description</b>	<b>Required Performance Level</b>
OES 1	Network Reliability	Maintain the yearly network reliability metrics for planned and unplanned outages on the distribution network (excluding <i>force majeure</i> events) of each Distribution Area to within the set limits which will be reviewed and adjusted on an annual basis. Initial targets are: SAIDI to within 400 minutes; and SAIFI to within 4.8.
OES 2	Responding to Meter Problems	Visit or provide a substantive response to the customer within ten (10) working days 95% of the time.
OES 3	Prior Notice of Planned Interruptions	Provide at least 3 days advance notice of planned outages 100% of the time.
OES 4	Street Light 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.
OES 5	Response to Customer's Complaints/Requests (Written)	Respond after receipt of written complaints/requests within 5 working days.  Complete investigation, resolve issue and communicate final position within 15 working days following receipt of the written complaints/requests.

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<i>Standard</i>	<i>Service Description</i>	<i>Required Performance Level</i>
OES 5	Response to Customer's Complaints/Requests (Written)	Complete investigation, resolve issue and communicate final position, if third party is involved (e.g., Insurance claim) within 30 working days following receipt of the written complaints/requests.
OES 6	Acknowledgement of receipt of claim under the Guaranteed Standards	Notify 100% of customers of receipt of a claim submitted for compensatory payment within 5 working days.

Dated this 22nd day of August, 2018.

H. GUY  
*Chairman*  
*Regulated Industries Commission*