

LEGAL NOTICE NO. 64

REPUBLIC OF TRINIDAD AND TOBAGO

THE REGULATED INDUSTRIES ACT, 1998

ORDER

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

REGULATED INDUSTRIES COMMISSION ELECTRICITY  
(TRANSMISSION AND DISTRIBUTION) ORDER, 2004

WHEREAS section 6(1)(e) of the Regulated Industries Commission Act (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—

(e) 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 September, 2002 and the Draft Standards were revised on the basis of the comments received and discussions were held with T&TEC and the Ministry of Public Utilities and the Environment 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, 2004.

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|------------------------------|--|
| Interpre-<br>tation          | <p>2. In this Order—</p> <p style="padding-left: 40px;">“Non-Residential” means customers classified by T&amp;TEC as “Industrial”;</p> <p style="padding-left: 40px;">“Residential” means customers classified by T&amp;TEC as “Domestic and General Rates A &amp; B”.</p>   |
| Prescription<br>of standards | <p>3. The Quality of Service Standards for the Electricity Transmission and Distribution Sector prescribed by the Commission is listed in the first, second, third, fourth and fifth columns of the Schedule entitled “Guaranteed Electricity Standards (GES)” and the first, second and third columns entitled “Overall Electricity Standards (OES)”.</p> |
| Commence-<br>ment            | <p>4. This Order is deemed to have commenced on 31st January, 2004.</p>  |

SCHEDULE

QUALITY OF SERVICE STANDARDS FOR THE ELECTRICITY TRANSMISSION AND DISTRIBUTION  
SECTOR (RICS:E1/04)

**Guaranteed Electricity Standards (GES)**

<i>Code</i>	<i>Service Description</i>	<i>Performance Measure</i>	<i>Required Performance Units</i>	<i>Payment to each Customer</i>
GES 1	Response and restoration time after unplanned (forced) outages on the distribution system	Time for restoration of supply to affected customers	Within 12 hours	\$30 (residential) \$200 (non-residential)
			For each further 12-hour period	\$20
GES 2	Billing punctuality (new customers)	Time for first bill to be mailed after service connection:	Within:	
		(a) Residential	65 days	\$30 (residential)
		(b) Non-Residential	35 days	\$200 (non-residential)
GES 3	Reconnection after payment of overdue amounts or agreement on payment schedule	Time to restore supply after payment is made (All customers)	Within 24 hours	\$30 (residential) \$200 (non-residential)

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<i>Code</i>	<i>Service Description</i>	<i>Performance Measure</i>	<i>Required Performance Units</i>	<i>Payment to each Customer</i>
GES 4	Making and keeping appointments	Where required, appointments will be made on a morning or afternoon basis	Failure to give 24 hours notice of inability to keep the appointment	\$30 (residential) \$200 (non-residential)
GES 5	Compensatory payment	(i) Time to credit compensatory payment after non-compliance	Within 35 working days	\$30 (residential) \$200 (non-residential)
		(ii) Time to complete investigation, determine liability and make payment after receiving a claim	Within 35 working days	do.
GES 6	Connection to supply:			
	Under 30 metres	Service drop and meter to be installed:	Within 3 working days	\$30 (residential) \$200 (non-residential)
	30 to 100 metres	(a) Provision of estimate (subject to all documents being provided)	Within 5 working days	do.
	30 to 100 metres	(b) Complete construction (after payment is made)	Within 15 working days	do.
	100 to 250 metres	(a) Provision of estimate (subject to all documents being provided)	Within 7 working days	do.
	100 to 250 metres	(b) Complete construction (after payment is made)	Within 20 working days	do.

NOTE: The above standards will not be in effect during a period of *force majeure*.

**Overall Electricity Standards (OES)**

<i>Code</i>	<i>Description</i>	<i>Required Performance Units</i>
OES 1	Line faults repaired within a specified period (for line faults that result in customers being affected)	100% within 48 hours
OES 2	Billing punctuality ... ..	98% of all bills to be mailed within ten (10) working days after meter reading or estimation
OES 3	Frequency of meter testing ... ..	10% of non-residential customers' meters tested for accuracy annually
OES 4	Frequency of meter reading ... ..	(a) 90% of non-residential meters should be read every month (b) 90% of residential meters read according to schedule
OES 5	System revenue losses (difference between energy received and energy for which revenue is derived)	7.5% losses of total energy delivered to customers
OES 6	Response to customer queries/requests (written): (a) Time to respond after receipt of queries (b) Time to complete investigation and to communicate final position (c) Time to complete investigation and communicate final position if third party is involved (e.g. insurance claim)	Within 5 working days Within 15 working days of inquiry Within 30 working days after third party action is completed
OES 7	Number of complaints to T&TEC by type: (a) Billing queries  (b) Voltage Fluctuations /Damage  (c) Street Lights/Poles/Disconnections/Other	Not more than: (a) 500 telephone and/or written complaints per 10,000 customers per annum (b) 300 telephone and/or written complaints per 10,000 customers per annum (c) 1000 telephone and/or written complaints per 10,000 customers per annum

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<i>Code</i>	<i>Description</i>	<i>Required Performance</i>
OES 8	Prior Notice of planned outages	At least 72 hours (3 days) advance notice of planned outages 100% of the time
OES 9	Correction of Low/High Voltage complaints	All voltage complaints to be responded to within 24 hours and rectified within 15 working days

Dated this 7th day of April, 2004.

D. PANTIN  
*Chairman,*  
*Regulated Industries Commission*