

TABLE 1: GUARANTEED STANDARDS OF SERVICE

Compensation will be paid as a credit on customers’ bills

Domestic (D), General Service, (GS) Secondary Voltage Power (SVP), Large Power (LP)

STANDARD	SERVICE CATEGORY	PREVIOUS TARGET	UPDATED TARGET	PREVIOUS COMPENSATION	UPDATED COMPENSATION
GES1 (Revised)	<p>Fault Repair Customer’s Service</p> <p>This refers to the time it takes to restore supply after fault on customer’s service (single customer)</p>	Within 12 hours	Within 12 hours	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP)</p> <p>For each additional 24 hours Prorated on an hourly basis</p>	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP)</p> <p>For each additional 24 hours Prorated on an hourly basis</p> <p>Automatic Compensation</p>
GES2	<p>Fault Repair Distribution System</p> <p>This refers to the time it takes to restore supply after fault on the distribution system (multiple customers)</p>	Within 12 hours	Within 12 hours	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP)</p> <p>For each additional 24 hours Prorated on an hourly basis</p> <p>Manual Customer Claim</p>	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP)</p> <p>For each additional 24 hours Prorated on an hourly basis</p> <p>Manual Customer Claim</p>

STANDARD	SERVICE CATEGORY	PREVIOUS TARGET	UPDATED TARGET	PREVIOUS COMPENSATION	UPDATED COMPENSATION
GES3 (Revised)	Voltage Complaint This refers to the investigation of voltage complaints	Visit and correct within 3 working days of receipt of the complaint	Visit within 3 working days of receipt of the complaint	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		-	Provide assessment within 15 working days of receipt of complaint	-	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		Correct within 3 months of receipt of the complaint for those not corrected within 3 working days	Correct within 3 months of receipt of complaint	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
GES4	Simple Service Connection This refers to the time it takes to provide a simple service connection (connection point within 30 meters) after signing the contract for connection and the presentation of a valid certificate of inspection from the Government Electrical	Within 12 working days	Within 12 working days	Refund of installation fee Automatic Compensation	Refund of installation fee Automatic Compensation

STANDARD	SERVICE CATEGORY	PREVIOUS TARGET	UPDATED TARGET	PREVIOUS COMPENSATION	UPDATED COMPENSATION
	Engineering Department (GEED) by the customer				
GES5	<p>Complex Connection – Cost Estimate</p> <p>This refers to the time it takes to provide cost estimate for complex connection requiring a service visit</p>	Within 3 months	Within 3 months	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Manual Customer Claim	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Manual Customer Claim
GES6	<p>Connect or Transfer of Service</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 2 working days	Within 2 working days	\$45.00 (D) \$90.00(GS) \$215.00 (SVP/LP) Automatic Compensation	\$45.00 (D) \$90.00(GS) \$215.00 (SVP/LP) Automatic Compensation
GES7 (Revised)	<p>Reconnection</p> <p>This refers to the time for reconnection of service on settling the bill after disconnection at the meter</p>	Within 2 working day	Within 1 working day	Refund of reconnection fee Manual Customer Claim	Refund of reconnection fee Automatic Compensation

STANDARD	SERVICE CATEGORY	PREVIOUS TARGET	UPDATED TARGET	PREVIOUS COMPENSATION	UPDATED COMPENSATION
GES8	<p>Response to Billing Complaints</p> <p>This refers to the timeframe in which BL&P responds to customer billing complaints</p>	<p>Provide assessment within 15 working days of receipt of complaint if service visit is required; for other matters the company is to respond within 5 working days</p>	<p>Provide assessment within 15 working days of receipt of complaint if service visit is required; for other matters the company is to respond within 5 working days</p>	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>Manual Customer Claim</p>	<p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>Manual Customer Claim</p>