

**TABLE 1: THE BL&P OVERALL STANDARDS OF SERVICE**

STANDARD	DESCRIPTION	PREVIOUS TARGET	TARGET
<b>OES1</b> <b>(Amended)</b>	<b>Meter Reading</b>  Frequency of meter reading	(a) 100% of Domestic/General Service customer meters read every two months  (b) 100% of Secondary Voltage Power and Large Power customer meters to be read monthly	(a) 100% of Domestic/General Service customer meters read every two months  (b) 100% of Secondary Voltage Power and Large Power customer meters to be read monthly  BL&P to inform customers whenever its personnel have been unable to access premises to read the meters
<b>OES2</b>	<b>Voltage Complaints</b>  Response to Complaint of high/low voltage	95% of complaints to be responded to in five working days	95% of complaints to be responded to in five working days
<b>OES3</b>	<b>Outage Notice</b>  Prior notice of outages	All potentially affected customers to be notified of planned outages 48 hours before outage in 95% of instances	All potentially affected customers to be notified of planned outages 48 hours before outage in 95% of instances
<b>OES4</b>	<b>Response to Claims</b>		

STANDARD	DESCRIPTION	PREVIOUS TARGET	TARGET
	Response to Written Claims related to Standards of Service	100% of customers to receive acknowledgement of receipt of claim within 10 working days	100% of customers to receive acknowledgement of receipt of claim within 10 working days
OES5	<b>Call Centre Answering</b> Billing and Trouble Centre calls answered by a customer service representative	85% of calls to be answered in one minute	85% of calls to be answered in one minute
OES6 (New)	<b>Billing Period</b>  The period between two meter readings whether interim, estimated or actual	-	At least 95% of customers in each billing period shall be invoiced for no more than 33 days