

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 | TARGET | COMPENSATION |
|-------------------|---|---|---|
| GES1 (Revised) | Fault Repair Customer's Service This refers to the time it takes to restore supply after fault on customer's service (single customer) | Within 12 hours | \$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP) |
| | | | For each additional 24 hours Prorated on an hourly basis |
| | | | Automatic Compensation |
| GES2 | Fault Repair Distribution System This refers to the time it takes to restore supply after fault on the distribution system (multiple customers) | Within 12 hours | \$45.00 (D) \$90.00 (GS) \$215.00 (SVP/ LP) |
| | | | For each additional 24 hours Prorated on an hourly basis |
| | | | Manual Customer Claim |
| GES3 (Revised) | Voltage Complaint This refers to the investigation of voltage complaints | Visit within 3 working days of receipt of the complaint | \$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) |
| | | Provide assessment within 15 working days of receipt of complaint | \$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) |
| | | Correct within 3 months of receipt of complaint | \$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) |
| | | | Automatic Compensation |

| STANDARD | SERVICE CATEGORY | TARGET | COMPENSATION |
|-------------------|--|---|---|
| GES4 | <p>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 Engineering Department (GEED) by the customer</p> | Within 12 working days | <p>Refund of installation fee</p> <p>Automatic Compensation</p> |
| GES5 | <p>Complex Connection – Cost Estimate This refers to the time it takes to provide cost estimate for complex connection requiring a service visit</p> | Within 3 months | <p>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>Manual Customer Claim</p> |
| GES6 | <p>Connect or Transfer of Service 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 | <p>\$45.00 (D) \$90.00(GS) \$215.00 (SVP/LP)</p> <p>Automatic Compensation</p> |
| GES7 (Revised) | <p>Reconnection This refers to the time for reconnection of service on settling the bill after disconnection at the meter</p> | Within 1 working day | <p>Refund of reconnection fee</p> <p>Automatic Compensation</p> |
| GES8 | <p>Response to Billing Complaints This refers to the timeframe in which BL&P responds to customer billing complaints</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>\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP)</p> <p>Manual Customer Claim</p> |

Table 2 The BL&P Overall Standards of Service

| STANDARD | DESCRIPTION | TARGET |
|---------------------------|--|--|
| OES1 (Amended) | Meter Reading 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 BL&P to inform customers whenever its personnel have been unable to access premises to read the meters |
| OES2 | Voltage Complaints Response to Complaint of high/low voltage | 95% of complaints to be responded to in five working days |
| OES3 | Outage Notice Prior notice of outages | All potentially affected customers to be notified of planned outages 48 hours before outage in 95% of instances |
| OES4 | Response to Claims Response to Written Claims related to Standards of Service | 100% of customers to receive acknowledgement of receipt of claim within 10 working days |
| OES5 | Call Centre Answering Billing and Trouble Centre calls answered by a customer service representative | 85% of calls to be answered in one minute |
| OES6 (New) | Billing Period 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 |