

## General Exemptions

In certain conditions, the BL&P may be unable to meet the standards due to circumstances outside the control of the Company. Under these conditions, the requirement to pay compensation for not meeting the Guaranteed Standard shall be waived. Below is a list of circumstances where such exemptions shall be applied.

- Acts of God • Riot • Civil Commotion • Strikes, lockouts and other industrial disturbances • Acts of terrorism • Wars
  - Blockades • Insurrections • Epidemics • Landslides • Hurricanes • Lightning • Earthquakes • Storms • Floods
  - Trade restrictions • Inability to obtain any requisite Government permits
- Breakdown of machinery or equipment or any other force or cause of similar nature not within the control of the Company and which by the exercise of diligence it is unable to avoid, prevent or mitigate.

## Other Exemptions and Conditions

Situations which might fall into this category may include, but are not limited to, the following:

- Inability to gain access to premises or the Company's facilities where needed.
- Where the customer's installation does not meet the Company's requirements for installation or is considered unfit for service. (The Company's installation requirements are published in its Information and Requirements booklet and on its website).
- Where the customer or his/her agent fails to fulfill his/her obligations.
- Where there are legal constraints that may prevent the Company from meeting the Standard.
- Where the customer informs the Company that he/she does not want further action to be taken on a matter.
- Where the customer requests the Company to take action at a later date than required by the Standard.
- Where the Company reasonably considers that the customer's request or complaint is frivolous or vexatious.
- Where an offence had been committed through interference with the Company's metering equipment.
- Where the customer's electricity account remains unpaid after the Company has given the customer notice of its intention to disconnect his/her supply for non-payment.



THE BARBADOS  
**LIGHT & POWER**  
COMPANY LIMITED