

Guaranteed Standards (GES)

These are minimum standards, which we are committed to achieving. If we fail to meet any of these, affected customers can make a claim for compensation. On acceptance of the claim, the customer's electricity account will be credited with the amount of the compensation stipulated, except the GES 5 standard, where a cheque will be sent to you if this is not related to an existing electricity account.

Standard	Target	Compensation
<p>GES 1 – Restore supply after a fault on the customer's service</p> <p>This includes problems/defects at the metering point, broken or defective service wires, low or high voltage conditions arising from service connections, which cause the interruption of supply to a single customer.</p> <p>Specific Exemption:</p> <ul style="list-style-type: none"> A fault on customer's equipment, eg: socket base, load ends, underground cable. 	Within 12 hours of it being reported to the Company.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large Power See also Note 1 below
<p>GES 2 – Restore supply after a fault on the electrical distribution system (multiple customers).</p> <p>Specific Exemptions:</p> <ul style="list-style-type: none"> Where it would not have been reasonable for the BL&P to know that the customer's supply had been lost or that it had not been restored since loss occurred. Where the outage is due to a fault on an underground cable and the prevailing conditions are such that it is not practical for the Company to be able to locate, excavate and repair the fault within the stipulated time frame. 	Within 12 hours of it being reported to the Company.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large See also Note 1 below
<p>GES 3 – Investigation of voltage complaint.</p> <p>Specific Exemptions: Problems arising due to:</p> <ul style="list-style-type: none"> A significant increase in a customer's electricity demand where the Company has not been properly notified. The inappropriate use of equipment (e.g. welding equipment, large motors) on a service not designed for such loads. Defects in the customer's installation in respect of grounding, wiring overload, unbalance, harmonics, or transient voltages. Delays, which may occur due to difficulties in obtaining the required permissions from property owners or the Town & Country Development Planning Office for us to carry out the necessary work. 	Visit within 3 working days. Complete the investigation, correct and notify the customer within 3 months.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large Power
<p>GES 4 - Provide a simple service connection (connection point within 30 metres).</p> <p>After signing the contract for connection and the presenting of a valid certificate of inspection.</p>	Within 12 working days.	Refund of Installation Fee.
<p>GES 5 - Provide a cost estimate for complex connection requiring a service visit.</p> <p>Specific Exemptions:</p> <ul style="list-style-type: none"> Where the customer fails to provide information required to determine the estimated costs. Delays which may occur due to difficulties in obtaining required permissions from property owners or the Town & Country Development Planning Office for us to carry out the necessary work. 	Within 3 months of receipt of a customer request.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large Power
<p>GES 6 – Connect or Transfer a service to an existing installation.</p> <p>Where there is a meter already installed on the premises.</p> <p>Specific Exemption:</p> <ul style="list-style-type: none"> If the service is disconnected for more than 6 months and /or requires a valid certificate of inspection before it can be connected. 	Within 2 working days.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large Power
<p>GES 7 – Reconnect a service on settling the bill after disconnection at the meter.</p>	Within 2 working days.	Refund of Reconnection Fee.
<p>GES 8 – Response to billing complaints.</p>	Within 15 working days where required.	\$45.00 - Domestic Service \$90.00 - General Service \$215.00 - Secondary Voltage Power / Large Power.

Also refer to General Exemptions, Other Exemptions and Conditions.

Note 1: Additional compensation of the same amount for every 24 hours that service is not restored.



THE BARBADOS
LIGHT & POWER
 COMPANY LIMITED