

## Overall Standards (OES)

These do not have any direct penalties associated with them but will be monitored by the FTC, along with other reliability indices and voltage standards, to ensure that the desired level of service is provided to customers.

**Note: No monetary penalties apply to Overall Standards.**

Standard	Target
<p><b>OES 1 – Frequency of meter reading.</b></p> <p><b>Specific Exemption:</b></p> <ul style="list-style-type: none"> <li>Situations where, owing to restrictions on access to the premises, the meter is inaccessible to the meter reader, eg: the presence of dogs or fencing.</li> </ul>	Read all meters at least once every two months.
<p><b>OES 2 – Response to Voltage Complaints</b></p>	This Standard relates to GES3: Investigate 95% of voltage complaints within 5 working days.
<p><b>OES 3 — Prior notice of Planned Outages.</b></p>	Inform 95% of customers by written notice at least 48 hours before any planned interruption which is expected to exceed 3 hours.
<p><b>OES 4 – Reconnection after payment of overdue amount.</b></p>	This relates to Standard GES7: Reconnect 90% of customers by the end of the following working day after the bill is settled.
<p><b>OES 5 – Response to written claims for breach of Standard of Service</b></p>	Acknowledge 100% of written complaints within 10 working days.

Also refer to General Exemptions, Other Exemptions and Conditions.



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**LIGHT & POWER**  
COMPANY LIMITED