

## 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><b>GES 1 – Restore supply after a fault on the customer's service (single customer)</b></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.  <b>Specific Exemption:</b> A fault on customer's equipment, eg: socket base, load ends, underground cable.</p>	<p>Within 12 hours of it being reported to the Company.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power</p> <p><b>See also Note 1 below</b></p>
<p><b>GES 2 – Restore supply after a fault on the electrical distribution system (multiple customers).</b></p> <p><b>Specific Exemptions:</b></p> <ul style="list-style-type: none"> <li>Where it would not have been reasonable for the Company to know that the customer's supply had been lost or that it had not been restored since the loss occurred.</li> <li>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.</li> </ul>	<p>Within 12 hours of it being reported to the Company.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power</p> <p><b>See also Note 1 below</b></p>
<p><b>GES 3 – Investigation of voltage complaints.</b></p> <p><b>Specific Exemptions:</b> Problems arising due to:</p> <ul style="list-style-type: none"> <li>A significant increase in a customer's electricity demand where the Company has not been properly notified.</li> <li>The inappropriate use of equipment (e.g. welding equipment, large motors) on a service not designed for such loads.</li> <li>Defects in the customer's installation in respect of grounding, wiring overload, unbalance, harmonics, or transient voltages.</li> <li>Delays, which may occur due to difficulties in obtaining the required permissions from property owners or the Town &amp; Country Development Planning Office for us to carry out the necessary work.</li> <li>A defect in the customer's appliances or equipment.</li> </ul>	<p>Visit the source of the problem within 3 working days and complete its investigation, correct and notify the customer within 3 months.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power</p>
<p><b>GES 4 - Provide a simple service connection (connection point within 30 metres).</b></p> <p>After signing the contract for connection and the presenting of a valid certificate of inspection from the Government Electrical Engineering Department (GEED) by the customer.</p>	<p>Within 12 working days.</p>	<p>Refund of Installation Fee.  <b>Automatic compensation</b></p>
<p><b>GES 5 - Provide a cost estimate for complex connection requiring a service visit.</b></p> <p><b>Specific Exemptions:</b></p> <ul style="list-style-type: none"> <li>Where the customer fails to provide information required to determine the estimated costs.</li> <li>Delays which may occur due to difficulties in obtaining required permissions from property owners or the Town &amp; Country Development Planning Office for us to carry out the necessary work.</li> </ul>	<p>Within 3 months of receipt of a customer request.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power</p>
<p><b>GES 6 – Connect or transfer a service to an existing installation.</b></p> <p>After signing the contract for connection, where there is a meter already installed on the premises.  <b>Specific Exemption:</b></p> <ul style="list-style-type: none"> <li>If the service is disconnected for more than 6 months and /or requires a valid certificate of inspection before it can be connected.</li> </ul>	<p>Within 2 working days.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power</p> <p><b>Automatic compensation</b></p>
<p><b>GES 7 – Reconnect a service on settling the bill after disconnection at the meter.</b></p> <ul style="list-style-type: none"> <li>Where the customer does not pay the reconnection fee</li> <li>Where the Company is not advised of payment reference from payment agency</li> </ul>	<p>Within 1 working day <b>after payment of the bill, inc. payment of the reconnection fee .</b></p>	<p>Refund of reconnection fee.</p>
<p><b>GES 8 – Response to billing complaints.</b></p>	<p>Within 15 working days where required.</p>	<p>\$45.00 - Domestic Service            \$90.00 - General Service            \$215.00 - Secondary Voltage Power / Large Power.</p>

The source of the problem may be on the customer's premises or on equipment difficulties on the Company's network

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.  
 Prorated on an hourly basis.

## 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 Exemptions:</b> 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. In these cases, the Company should write the customer to make them aware of the situation and seek to have the situation corrected.</p>	<p>a. 100% of Domestic / General Service customer meters read every two months.</p> <p>b. 100% of Secondary Voltage Power and Large Power customer meters to be read monthly.</p>
<p><b>OES 2 – Response to complaint of high/low voltage</b></p> <p><b>Specific Exemption:</b> Delays which may occur due to difficulties in obtaining required permissions from property owners or the Town &amp; Country Development Planning Office to carry out the work.</p>	95% of complaints to be responded to in 5 working days.
<p><b>OES 3 – Prior notice of outages</b></p> <p><b>Specific Exemptions:</b> Situations where urgent remedial work is planned but the timeframe is such that written notice is not practical. In such cases, the Company should place a notice on the radio for outages that may extend beyond 3 hours.</p>	All potentially affected customers to be notified of planned outage 48 hours before outage in 95% of instances where the outage is expected to exceed 3 hours.
<p><b>OES 4 – Response to written claims related to Standards of Service</b></p>	100% of written claims to BL&P for breaches of standards of service should be acknowledged by the Company within 10 working days of receipt of the claim.
<p><b>OES 5 – Billing and trouble centre calls answered by a customer representative</b></p> <p><b>Specific Exemption:</b> Calls received during the period of an outage of one or more feeders shall not be applicable under this category. The intent is to exclude instances of overloaded lines during unusual circumstances eg. major outages.</p>	85% of calls answered in 1 minute.

Also refer to General Exemptions, Other Exemptions and Conditions.



## General Exemptions

In certain conditions, the Company may be unable to meet the standards due to circumstances outside its control. 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 Company is requested by a public authority to provide emergency electricity supply to assist in emergency action and the provision of such services restricts the connection of a customer to a specified service or the rectification of a fault or service difficulty.
- The customer is required to pay a charge to the BL&P for connection to the service or for the use of the service and the Company has reasonable grounds to believe, based on the customer's prior debt service record, that the customer would be unwilling or unable to pay the charge as it becomes due.