

Guaranteed Standards of Service for the BL&P

The determination on the Guaranteed Standards of Service for the BL&P is summarised and presented in Table 1, followed by a more detailed definition for each Standard of Service and the applicable exemptions. The term ‘compensation’ herein refers to a credit to the customer’s account.

Table 1: Guaranteed Standards of Service for the BL&P

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GES 1 (Amended)	Fault Repair - Customer’s Service This refers to the time it takes to restore supply after fault on a consumer’s service (single customer).	Within eight (8) hours of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) For each additional eight (8) hours Prorated on an hourly basis Automatic Compensation¹
GES 2 (Amended)	Fault Repair - Distribution System This refers to the time it takes to restore supply after fault on the distribution system (multiple customers).	Within eight (8) hours of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) For each additional eight (8) hours Prorated on an hourly basis Customer Initiated Claim Required²

¹ Automatic Compensation refers to the initiation of the compensation process by the BL&P where a breach has occurred and is granted on confirmation of the breach by the BL&P. It is administered as a credit on the customer’s bill for the following month.

² For Compensation which requires customer initiated claims, customers must fill out a claim form and submit it to the BL&P in order to receive any credit which is due.

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GES 3 (Amended)	Voltage Complaint This refers to the investigation and correction of voltage complaints.	(a) Visit within twenty-four (24) working hours of receipt of the complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		(b) Provide an assessment within five (5) working days ³ of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
		(c) Correct within thirty (30) working days of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
GES 4	Simple Service Connection This refers to the time it takes to provide a simple service connection (connection point within thirty (30) metres) after the customer signs the contract for connection and presents a valid certificate of inspection from the Government Electrical Engineering Department (GEED).	Within twelve (12) working days of receipt of request.	Credit of installation fee Automatic Compensation
GES 5 (Amended)	Complex Connection – Cost Estimate This refers to the time it takes to provide a cost estimate for a complex connection requiring a service visit from the time of provision of all the requisite information.	Within thirty (30) workings days of receipt of request.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Customer Initiated Claim Required

³ “Working Days” refers to Mondays to Fridays from 8:00 a.m. to 4:00 p.m. only and excludes public holidays and weekends. In measuring the response time for targets expressed in terms of working days, the day the complaint is made is excluded. Any other reference to days means calendar days.

STANDARD	SERVICE CATEGORY	TARGET	COMPENSATION
GES 6 (Amended)	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.	Within twelve (12) working hours ⁴ of receipt of request.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation
GES 7 (Amended)	Reconnection This refers to the time for reconnection of service on settling the bill after disconnection at the meter, as verified by the BL&P.	Within six (6) working hours of receipt of payment.	Credit of reconnection fee Automatic Compensation
GES 8 (Amended)	Response to Billing Complaints This refers to the timeframe in which the BL&P responds to customers' billing complaints.	(a) Where a service visit is required, provide an assessment and resolution within ten (10) working days of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Customer Initiated Claim Required
		(b) For all other matters not requiring a service visit, the BL&P is required to resolve these within three (3) working days of receipt of complaint.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Customer Initiated Claim Required
GES 9 (New)	Timely Payment of Compensation This refers to the time in which the BL&P shall apply a credit to a customer's account on acceptance of a claim.	(a) All credits to be applied to the customers' accounts within two (2) months of occurrence of a breach where automatic compensation is applicable and within two (2) months of acceptance of a Customer Initiated Claim, where applicable.	\$45.00 (D) \$90.00 (GS) \$215.00 (SVP/LP) Automatic Compensation

Key: D - Domestic; GS - General Service; SVP - Secondary Voltage Power; LP - Large Power

⁴ "Working hours" are between 8:00 a.m. and 4:00 p.m. on a working day.

Guaranteed Standards of Service Definition and Specific Exemptions

GES 1 – Fault Repair – Customer Service (Restore supply after a fault on the customer’s service) (Amended)

Definition

The BL&P shall restore the electricity supply within eight (8) hours of a fault being reported on an individual customer’s service. The qualifying fault events include but are not limited to problems or defects at the metering point, broken or defective service wires.

Where the BL&P breaches the fault repair target, it shall credit the affected customer’s account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP). Thereafter, the same level of compensation is applicable for each additional eight (8) hours the customer remains without service or prorated on an hourly basis where appropriate.

Specific Exemptions:

- Where it is discovered that the customer’s equipment is defective, e.g. defective meter socket base, load ends, underground cables; and
- Where adverse weather conditions exist or are imminent.

GES 2 – Fault Repair – Distribution System (Restore supply after fault on the electrical distribution system (multiple customers) (Amended)

Definition

Where a fault on a distribution system affects multiple customers, the BL&P shall restore the electricity supply within eight (8) hours of receipt of the report.

Where the BL&P breaches the target for the restoration of supply, it shall credit each affected customer’s account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP). Thereafter, the same level of compensation is applicable for each additional eight (8) hours the customer remains without service or prorated on an hourly basis where appropriate.

Specific Exemptions:

- Where the loss of the customer's supply is unknown to the BL&P subsequent to restoring the supply at the distribution level;
- 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 BL&P to be able to locate, excavate and repair the fault within the stipulated time frame; and
- Where adverse weather conditions exist or are imminent.

GES 3 – Voltage Complaint (Investigation of voltage complaint) (Amended)

Definition

The BL&P shall investigate voltage issues within twenty-four (24) working hours of receipt of the report. Where the voltage supplied to the customer is discovered to be outside of the permitted power quality standard ($\pm 6.0\%$) of nominal voltage and cannot be rectified immediately, the BL&P is required to provide an assessment of the problem within five (5) working days. The BL&P shall rectify the problem within thirty (30) working days of receipt of the original complaint.

Failure of the BL&P to investigate, provide assessment and resolve voltage complaints within the times specified will require the BL&P to credit the affected customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP) in each instance.

Specific Exemptions:

- Where the customer's electricity demand has increased significantly and was not made known to the BL&P;
- Where it is discovered that a customer on the local feeder is operating heavy equipment (e.g. welding equipment, large motors) on a service for which it was not designed;
- Where defects exist in the customer's installation (e.g. grounding, wiring, unbalanced loads, harmonics or transient voltages);

- Where defects in the customer's equipment exist; and
- Where work delays may result due to obtaining permission from the property owners or the Town and Country Development Planning Office.

GES 4 – Simple Service Connection (Provide a simple service connection – connection point within 30 metres)

Definition

The BL&P shall connect all new services, which are within thirty (30) metres of an existing circuit, within twelve (12) working days of a customer signing the contract for connection and presenting a valid certificate of inspection from the GEED.

Where the BL&P fails to connect the customer within the time specified, it shall credit that customer's account with the applicable installation fee.

Specific Exemptions:

- Where adverse weather conditions exist or are imminent; and
- Where the incorrect address/directions are given.

GES 5 – Cost Estimate (Provide a cost estimate for complex connections requiring a service visit) (Amended)

Definition

The BL&P shall provide a cost estimate for a new or altered supply within thirty (30) working days of a customer's request. Where the BL&P breaches this target, it shall credit the affected customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP).

Specific Exemptions:

- Where the customer fails to provide the requisite information for the determination of the estimated costs; and

- Where delays occur due to difficulties in obtaining the required permissions from property owners and/or the Town and Country Development Planning Office.

GES 6 – Connect or Transfer of Service (Connect or transfer of a service to an existing installation) (Amended)

Definition

The BL&P shall connect or transfer an electricity service where there is a meter already installed on the premises, within twelve (12) working hours of the customer signing the requisite service contract.

Where the BL&P breaches the target, it shall credit the customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP).

Specific Exemptions:

- Where the service has been disconnected for more than six (6) months and/or requires a valid certificate of inspection from the GEED before it can be connected; and
- Where adverse weather conditions exist or are imminent.

GES 7 – Reconnection (Reconnection of service on settling the bill after disconnection at the meter) (Amended)

Definition

The BL&P shall reconnect the electricity service within six (6) working hours after payment of the bill and the reconnection fee at the BL&P's office. Where payments are made at an external agency after working hours, the customer must notify the BL&P's customer service department and provide proof of payment (receipt number for the bill payment and reconnection fee), in order to benefit from the six (6) working hour target.

Where the BL&P fails to reconnect a customer within the time allocated, it shall credit the customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP).

Specific Exemptions:

- Where a customer fails to provide proof of payment to the BL&P; and
- Where adverse weather conditions exist or are imminent.

GES 8 – Response to Billing Complaints (The time frame in which the BL&P responds to customer billing complaints) (Amended)

Definition

The BL&P shall provide resolution to written or emailed billing complaints within three (3) working days of receipt of complaint. Where the BL&P considers that a service visit is required, the BL&P shall provide an assessment and resolution within ten (10) working days of receipt of the complaint. A response is deemed to have been provided when the BL&P communicates its findings to the customer orally, in writing or electronically. The findings of the investigation shall include what provisions are being made to rectify the problem and a time frame for rectification. A tracking number shall be issued to each complainant for ease of reference.

Where the BL&P breaches the target for resolution of written or emailed billing complaints or fails to visit the customer where appropriate, it shall credit the customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP) in each instance.

Specific Exemptions:

- Where access to the customer's premises is restricted, e.g. locked gate, aggressive/unrestrained animals, etc.; and
- Where adverse weather conditions exist or are imminent.

GES 9 – Timely Payment of Compensation (New)

Definition

This refers to the timely payment of compensation for breaches. Where the BL&P is in breach of the Guaranteed Standards of Service and automatic compensation is required, the assigned compensation shall be credited to the customer's account within two (2) months of confirmation of the breach. Where the breach requires the affected customer to initiate a claim, the BL&P shall credit the customer's account within two (2) months of acceptance of the claim.

Where the BL&P breaches the applicable target, it shall credit the affected customer's account \$45.00 (D), \$90.00 (GS) or \$215.00 (SVP/LP).

Specific Exemption:

- Where a circumstance exists, beyond the control of the BL&P that prevents/inhibits the timely processing of the claim.