

## Overall Standards of Service for the BL&P

The Commission has also made the following determination on the Overall Standards of Service. The Standards are presented in Table 2, followed by a detailed definition for each Standard of Service and the applicable exemptions.

**Table 2: Overall Standards of Service for the BL&P**

STANDARDS	DESCRIPTION	TARGET
OES 1	<b>Meter Reading</b> Frequency of meter reading.	(a) 100% of Domestic/General Service customers' meters to be read every two months.
		(b) 100% of Secondary Voltage Power and Large Power customers' meters to be read monthly.
OES 2 (Amended)	<b>Voltage Complaints</b> Response to complaint of high/low voltage.	100% of complaints to be responded to within twenty-four (24) working hours of receipt.
OES 3 (Amended)	<b>Outage Notice</b> Prior notice of outages.	In 100% of instances of planned outages, all potentially affected customers are to be notified forty-eight (48) hours before the outage.
OES 4 (Amended)	<b>Response to Complaints and Claims</b> Response to written and oral complaints and claims related to Standards of Service.	100% of customers' complaints and claims to be acknowledged within five (5) working days of receipt.
OES 5	<b>Call Centre Answering</b> Billing and Trouble Centre Calls answered by a customer service representative.	85% of calls to be answered within one (1) minute.
OES 6	<b>Billing period</b> The period between two meter readings whether interim, estimated or actual.	At least 95% of customers in each billing period shall be invoiced for no more than thirty-three (33) days.
OES 7 (New)	<b>Response to Damage Claims</b> Acknowledgement and settlement of claims.	(a) Acknowledge 95% of damage claims immediately on receipt of oral claims and for written claims, within five (5) working days of receipt.
		(b) Settle 95% of damage claims within two (2) months of receipt of written or oral claim.

## **Overall Standards of Service Definitions and Specific Exemptions**

### **OES 1 – Meter Reading (Frequency of meter reading)**

#### Definition

The BL&P shall read all Domestic and General Service meters at least once every two (2) months. All Secondary Voltage Power and Large Power meters shall be read monthly.

#### Specific Exemptions:

- Where access to the customer's premises is restricted, resulting in the meter being inaccessible to the meter reader (e.g. aggressive/unrestrained animals or a locked gate). In these cases, the BL&P shall inform the customer of the situation and arrange to have the situation corrected; and
- Where adverse weather conditions exist or are imminent.

### **OES 2 – Voltage Complaints (Response to Complaint of high/low voltage) (Amended)**

#### Definition

All voltage complaints shall be responded to within twenty-four (24) working hours of receipt.

#### Specific Exemption:

- Where adverse weather conditions exist or are imminent.

### **OES 3 – Outage Notice (Prior notice of outages) (Amended)**

#### Definition

All potentially affected customers shall be notified of a planned outage at least forty-eight (48) hours before the outage is instituted.

### **OES 4 – Response to Complaints and Claims (Response to Written Claims related to Standards of Service) (Amended)**

### Definition

All written complaints and claims for breaches of the Standards of Service shall be acknowledged within five (5) working days of receipt of the claim.

### **OES 5 – Call Centre Answering (Billing and Trouble Centre calls answered by a customer service representative)**

#### Definition

At least 85% of all calls to the BL&P's Billing and Trouble Centre shall be answered within one (1) minute.

#### Specific Exemption:

- Where the volume of calls received during the period of an outage on one (1) or more feeders does not permit them to be answered within the required time (e.g. during major outages).

### **OES 6 – Billing Period (Period between two meter readings whether interim, estimated or actual)**

#### Definition

At least 95% of bills issued to customers in any billing period shall be invoiced for no more than thirty-three (33) days of service.

#### Specific Exemptions:

- Where access to the premises is restricted or the meter is inaccessible to the meter reader (e.g. aggressive/unrestrained animals or a locked gate). In these cases, the BL&P shall inform the customer of the situation and arrange to have the situation corrected; and
- Where adverse weather conditions exist or are imminent.

## **OES 7 - Response to Damage Claims (Acknowledgement and settlement of claims) (New)**

### **Definition**

The BL&P shall acknowledge 95% of damage claims immediately on receipt of oral claims and within five (5) working days for written claims. A minimum of 95% of the damage claims to be settled within two (2) months of receipt of written or oral claims.

### **Specific Exemption:**

- Where the lack of access to the customer's equipment hinders the BL&P's investigation. In such a case, the BL&P shall inform the customer of the situation and arrange to have it corrected.

## **4.3 System Reliability Indicators**

The Commission has determined that it is appropriate, at this time, to establish targets for the reliability indices. The institution of reliability targets allows for the creation of a benchmark against which reliability performance may be gauged. The Commission recognises that the assessment of the reliability performance of the BL&P can provide insights into the drivers<sup>1</sup> of such performance. The determined performance targets for the reliability measures are presented in Table 3, followed by their standard definitions.

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<sup>1</sup> Assessment of electricity reliability can highlight the factors impacting on reliability performance. These include the frequency of breakdown of distribution equipment.