

## SCHEDULE

**Table 1. Guaranteed Standards of Services for BLPC**

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

| STANDARD               | SERVICE CATEGORY   | TARGET  | COMPENSATION   |
|------------------------|--|---|--|
| <b>GES 1</b>           | <b>Fault Repair - Customer's Service</b><br><br><b>Description:</b> This refers to the time it takes to restore supply after fault on a consumer's service (single customer).  | <b>Within eight (8) hours</b> of receipt of complaint.  | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>For each additional eight (8) hours Prorated on an hourly basis.</b><br><br><b>Automatic compensation<sup>1</sup></b> |
| <b>GES 2 (Amended)</b> | <b>Fault Repair - Distribution System</b><br><br><b>Description:</b> This refers to the time it takes to restore supply after a fault occurs on any part of the network that manifests itself on the distribution system (multiple customers). | <b>Within eight (8) hours</b> of service loss.  | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>For each additional eight (8) hours Prorated on an hourly basis.</b><br><br><b>Automatic compensation.</b>            |
| <b>GES 3</b>           | <b>Voltage Complaint</b><br><br><b>Description:</b> This refers to the investigation and correction of voltage complaints.   | (a) Visit <b>within twenty-four (24) working hours<sup>2</sup></b> of receipt of the complaint.<br>(b) Provide an assessment <b>within five (5) working days<sup>3</sup></b> of | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>Automatic compensation.</b>   |

<sup>1</sup> Automatic Compensation refers to the initiation of the compensation process by the BL&P where a breach has occurred. It is administered on confirmation of the breach, as a credit on the customer's bill for the following month.

<sup>2</sup> "Working hours" are between 8:00 a.m. and 4:00 p.m. on a working day.

<sup>3</sup> "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.

|                        |   |  |   |
|------------------------|---|--|---|
|                        |   | receipt of complaint.  |   |
|                        |   | (c) Correct <b>within thirty (30) working days</b> of receipt of complaint.  |   |
| <b>GES 4</b>           | <b>a) Simple Service Connection</b><br><br><b>Description:</b> 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 the required information as identified on BLPC's website. | <b>Within twelve (12) working days</b> of receipt of request.  | Refund/Credit of installation fee<br><br><b>Automatic compensation</b>                |
| <b>GES 5 (Amended)</b> | <b>Complex Connection – Cost Estimate</b><br><br><b>Description:</b> This refers to the time it takes to provide a cost estimate for a complex connection requiring a service visit. Time begins to run when the customer has furnished BLPC with the minimum information required to provide the estimate.     | <b>Within twenty-five (25) working days</b> of the submission of the minimum information required to provide the estimate. | Refund/Credit of application fee<br><br><b>Automatic compensation</b>                 |
| <b>GES 6</b>           | <b>Connect or Transfer of Service</b><br><br><b>Description:</b> This refers to the time it takes to connect or transfer service from one location to another location which has an existing installation.  | <b>Within twelve (12) working hours</b> of receipt of request.   | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>Automatic compensation</b> |

|                            |  |   |  |
|----------------------------|--|---|--|
| <b>GES 7<br/>(Amended)</b> | <b>Reconnection</b><br><br><b>Description:</b> This refers to the time for reconnection of service on settling the bill after disconnection at the meter, as verified by BLPC. | Customers with <b>AMI meters</b> should be <b>reconnected within two (2) working hours of verification of payment.</b> Other customers should be reconnected <b>within six (6) working hours of verification of payment.</b><br><br><b>Customers are required to notify BLPC of payment, and must present a receipt number as evidence of payment, where the payment is made through an entity other than BLPC.</b> | Credit of reconnection fee<br><br><b>Automatic compensation</b>                                  |
| <b>GES 8<br/>(Amended)</b> | <b>Response to Billing Complaints</b><br><br><b>Description:</b> This refers to the timeframe in which the BLPC responds to customers' billing complaints.                     | a) Where a service visit is required, provide an assessment and resolution <b>within eight (8) working days</b> of receipt of complaint.  | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>Customer initiated claim required</b> |
|                            |  | b) For all other matters not requiring a service visit, BLPC is required to resolve these <b>within three (3) working days</b> of receipt of complaint.   |  |
| <b>GES 9</b>               | <b>Timely Payment of Compensation</b><br><br><b>Description:</b> This refers to the time in which BLPC shall apply a credit to a customer's account on acceptance of a claim.  | (a) All credits/refunds to be issued to customers should be completed <b>within two (2) months</b> of the occurrence of a breach or the   | \$45.00 (D)<br>\$90.00 (GS)<br>\$215.00 (SVP/LP)<br><br><b>Automatic compensation</b>            |

|  |  |                        |  |
|--|--|------------------------|--|
|  |  | submission of a claim. |  |
|--|--|------------------------|--|

**Table 3. System Reliability Indicators for BLPC**

| <b>RELIABILITY INDICATOR</b>  | <b>TARGET</b>  |
|---|----------------|
| <b>System Average Interruption Duration Index (SAIDI)</b><br><b>(Outage hours per year per customer)</b>                        | <b>3.68</b>    |
| <b>System Average Interruption Frequency Index (SAIFI)</b><br><b>(Outages per year per customer)</b>                            | <b>5.84</b>    |
| <b>Customer Average Interruption Duration Index (CAIDI)</b><br><b>(Average Duration (in hours) of each outage per customer)</b> | <b>0.63</b>    |
| <b>Average System Availability Index (ASAI)</b><br><b>(Percentage System Availability per year)</b>                             | <b>99.958%</b> |