

**Table 2. Overall Standards of Service for BLPC**

STANDARD	DESCRIPTION	TARGET
OES 1 (Amended)	<b>Meter Reading</b>  Frequency and Accuracy of meter reading.	a) 100% of Domestic/General Service customers' <b>AMI meters to be read monthly;</b> Domestic/General Service customers with nonAMI meters, shall have their <b>meters accurately read every two months.</b>
		b) 100% of Secondary Voltage Power and Large Power customers' <b>meters to be read monthly.</b>
		c) 100% of AMI meter readings to be <b>verified monthly</b> for all customer classes, ensuring that ALL meter readings reflect accurate customer consumption.
OES 2	<b>Voltage Complaints</b>  Response to complaint of high/low voltage.	100% of complaints to be responded to <b>within twenty-four (24) working hours</b> of receipt of complaint.
OES 3	<b>Outage Notice</b>  Prior notice of outages.	In 100% of instances of planned outages, all potentially affected customers are to be appropriately <b>notified forty-eight (48) hours before</b> commencement of the outage
OES 4	<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 <b>acknowledged within five (5) working days</b> 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 <b>within one (1) minute.</b>
OES 6 (Amended)	<b>Billing period</b> The period between two meter readings whether interim, estimated or actual.	100% of customers with AMI meters shall be <b>invoiced for no more than thirty-one (31) calendar days</b> in a billing period. Non-AMI customers shall be <b>invoiced for</b>

		<b>no more than thirty-three (33) calendar days</b> in a billing period.
<b>OES 7</b>	<b>Response to Damage Claims</b>  Acknowledgement and settlement of claims.	a) Acknowledge 95% of damage claims <b>immediately</b> on receipt of oral claims and for written claims, <b>within five (5) working days</b> of receipt. b) Settle 95% of damage claims <b>within two (2) months</b> of receipt of written or oral claim.
<b>OES 8 (New)</b>	<b>Technician's Inspection Receipt</b>  Issuance of Duplicate Receipt to customers upon technician inspection.	Technician Inspection Receipts (TIRs) issued in 100% of inspections at customer's premises.