

# **GUYANA POWER & LIGHT INC.**

## **SCHEDULE 2:**

### **CUSTOMER SERVICE STANDARDS 2011 - 2012**

**September 2010**



## Schedule 2 Customer Service Standards

### Definitions:

“Customer Service Standards”	Are the Standards as set out in this Schedule and as modified from time to time in accordance with this Schedule.
“Penalty”	Amount to be credited to the Account of a Customer following failure of the Company to achieve the relevant Standard.



## 1. Introduction

These Customer Service Standards which form Schedule 2 to the Licence, are to be achieved consistently by GPL. Failure results in the application of a penalty which requires the Company to credit the customer’s account with a specified sum within thirty (30) days.

GPL shall credit the “customer” as defined under ESRA. In cases where the penalty will be applied for each day that the breach is continuing, each day also implies part of a day.

Where reference is made to Commercial service, it includes all Tariffs except Residential and Street Lighting.

### Customer Service Standards

Days quoted are calendar days unless otherwise stated. All Standards assume that the customer is in full compliance with the Standard Terms and Conditions.

**While every effort will be made to coordinate activities with Consumers, where a Customer delays GPL in the discharge of its obligations under these Standards, then the period provided by the Standard will be extended concomitant with the delay.**

Category	Definition of Standard			
Connection of a new service.	These standards deal with new supplies. Where primary or secondary networks are required, the standards are seventy (70) days for provision of commercial service and eighty-four (84) days for a new residential sub-division (mains network only).			
	Where only a service line and meter are involved, fourteen (14) days is the standard for both commercial and residential cases.			
	All these times assume that the requirements of the Standard Terms and Conditions are met by the customer prior to work commencing and that the customer is ready for supply.			
		<b>2011</b>	<b>Q1</b>	<b>Penalty</b>
	Primary or secondary network required (period in days after ST&C conditions fulfilled)			
Commercial service	70	100%	\$4,000 for each day that the Standard is breached and continuing to a maximum of \$40,000.	
Residential subdivision	84	100%	\$2,000 for each day that the Standard is breached and continuing to a maximum of \$20,000.	
Primary or secondary network NOT required (period in days after ST&C conditions fulfilled)				



Category	Definition of Standard			
	Commercial service	14	42.71%	\$2,000 for each day that Standard is breached and continuing to a maximum of \$20,000.
	Residential services	14	29.07%	\$1,000 for each day that Standard is breached and continuing to a maximum of \$10,000.
There was a significant demand for electricity services during the month of January which rapidly exhausted the stock of communication cable that is required for the installation of pre paid meters. This shortage of cable impacted significantly on the company's efforts to comply with this standard.				
Reconnection of service after a Customer has rectified the reasons for which the service was disconnected.	The standard is to reconnect no later than two (2) days in Georgetown and three (3) days elsewhere following the day on which the customer meets the requirements of the Standard Terms and Conditions (ST&C) - where the service line and meter are in place and only a simple connection is necessary.			
	Where a service line and / or meter are required for re-connection, the standard is fifteen (15) days in both the commercial and residential case. This standard, in both cases, is based on the assumption that there is no requirement for additional capacity in which case it would be treated as a new supply.			
		<b>2011</b>	<b>Q1</b>	<b>Penalty</b>
	Reconnection, service and meter in place (days after ST&C requirements met)			
	In Georgetown	2	91.80%	Commercial - \$2,000 for first day, \$3,000 per day thereafter, to a maximum of \$8,000. Residential - \$1,000 first day, \$2,000 per day thereafter, to a maximum of \$5,000.
	Elsewhere	3	95.94%	Commercial - \$2,000 first day, \$3,000 per day thereafter to a maximum of \$8,000. Residential - \$1,000 first day, \$2,000 per day thereafter, to a maximum of \$5,000.
	Reconnection, service and meter not in place (days after ST&C requirements met)			
	Commercial	7	60.00%	\$2,000 first day, \$3,000 per day thereafter, to a maximum of \$8,000.
Residential	7	77.14%	\$1,000 first day, \$2,000 per day thereafter, to a maximum of \$5,000.	

## OPERATIONS

Category	Definition of Standard		
Response to repair calls	This is the time in days taken for GPL to respond to a repair call, in good faith to ensure that faults are corrected expeditiously as the circumstances permit. While a Customer would be able to verify GPL's response to a fault at their home, business, etc, they may not be able to verify GPL's response to one fault affecting a number of consumers, which in some cases can be remote to the affected area. GPL's records will be used in these cases.		
	The Customer must have filed a report with one of GPL's emergency Call Centers and must have received a reference number. The reference number is a serial number assigned to every call received by each Call Center. The time starts to elapse after GPL would have received the call and an adequate and accurate address has been provided.		
	<b>2011</b>	<b>2012</b>	<b>Penalty</b>



Residential	1.5	1.5	\$3,000 one off.
Commercial	1	1	\$15,000 one off.

Category	Definition of Standard			
Billing, service complaints and inquiries	<p>For clarity, the times mentioned in this standard to respond, provide or acknowledge refers to the maximum period by which the relevant correspondence is posted.</p> <p>The standard is ten (10) days to respond for queries received over the counter, via correspondence or by telephone. For inquiries received via telephone the Customer will be provided with a reference number which must be provided if a claim is being made under this Standard. The standard for acknowledgement of written inquiries / complaints would be five (5) days.</p> <p>If the complaint relates to a billing anomaly and does not require a site visit to resolve, the standard to provide an explanation would be seven (7) days of receipt of the original complaint.</p> <p>If the complaint relates to a legal dispute and/or involving the Public Utilities Commission, the standard is 90% will be responded to by twenty-one (21) days and 100% by forty (40) days of receipt of the original complaint where no site visit is required and fifty (50) days where a site visit is required.</p>			
		<b>2011</b>	<b>Q1</b>	<b>Penalty</b>
	Inquiries – written, OTC or telephone	10	77.22%	\$500 per day to a maximum of \$3,000
	Acknowledge only	5	100.00%	\$500 per day to a maximum of \$3,000
	Billing inquiries-No Site Visit	7	33.33%	\$500 per day to a maximum of \$3,000
	Legal inquiries-No Site Visit	90% - 21 100% - 40	100.00%	\$1,000 per day to a maximum of \$5,000
	All queries -Site Visit	50	44.44%	\$1,000 per day to a maximum of \$5,000

Note: One out of three General Inquiries was responded to within the stipulated time frame. Our Bird Dog Analysers (Mobile Meter Test Equipment) were sent out to the U.S.A. for calibration and certification during the last quarter of 2011. The absence of this equipment prevented the company from expeditiously conducting site visits and responding to queries of this nature.

Category	Definition of Standard			
Response to a written notice from a Customer that a meter may be improperly registering.	<p>The standard for responding to a written notice from a Customer that a meter may be improperly registering would necessitate a perusal of GPL's records and dispatching a written response to the Customer sharing pertinent details and advising the Customer of the provisions of the STC for meter testing.</p> <p>If Customer agrees to Section 6.3 of the STC then GPL will undertake the testing of the meter. Until June 30<sup>th</sup> 2012, GPL will complete the test by 30 days and thereafter, until December 31<sup>st</sup>, 2012, by 21days.</p>			
		<b>2011</b>	<b>2012</b>	<b>Penalty</b>
	Time to respond to written notification.	7	7	\$500 per day to a maximum of \$3,000.
	Time to complete test.	30	30 – June 21 – July - December	\$1,000 per day to a maximum of \$5,000.

Note: There were no recorded written notices from customers for meter tests during this quarter.



## Loss Reduction

Category	Definition of Target				
Replacement of an improperly registering meter after the improper registration has been confirmed.	The standard for replacing an individual Customer's meter, once the company has determined this to be necessary following a complaint and providing the Customer has rewired the meter interface, where necessary, to the current standard and has obtained an inspection certificate, is sixty (60) days in all cases.				
	Av. Work Days		<b>2011</b>	<b>2012</b>	<b>Penalty</b>
	Commercial		60	60	\$1,000 per day to a maximum of \$5,000.
	Residential		60	60	\$500 a day to a maximum of \$2,500.