

## Quality of Supply Standards

Category	Analysis and Projections		
Customer Interruptions	Targets for System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI) proposed for 2010 - 2014 are:		
	SAIFI = $\frac{\text{Total Number of Customer Interruptions}}{\text{Total Customers Served}}$		
	SAIDI = $\frac{\text{Total Customer Hours of Interruptions}}{\text{Total Customers Served}}$		
		2010	January – June (Status)
	SAIFI	135	86.8
	SAIDI	200	90.42

Voltage Regulation	The nominal voltage and frequency levels are indicated in paragraph 3.6 of the Standard Terms & Conditions.		
	GPL will seek to maintain, in stable conditions voltages, of $\pm 5\%$ of the nominal voltage and $\pm 10\%$ following a system disturbance. Since it is difficult to monitor the voltage delivered to each customer the Standard is based on number of voltage complaints. These voltage complaints are understood to include cases where there are no network faults and the delivered voltage is outside of the Standard.		
	The Standard relating to voltage complaints which arise out of network and service connection defects and unsuitable transformer tap position, relate to the maximum time allowed to resolve these.		
	The Standard relating to other issues which could cause voltage problems such as transformer and network capacity issues, etc would require that equipment and materials be procured from overseas in some cases. Vegetation related problems are included in this Standard as permission is needed in Georgetown from the M&CC to trim trees in most of the City. In rural areas residents have to be contacted in many cases before trees can be trimmed.		
		2010	January – June (Status)
	Number of voltage customer complaints received in the period	1500	690
	100% of voltage customer complaints due to connection problems & unsuitable tap position resolved within:	24 hrs	100%
	100% of other voltage customer complaints due to network reconfiguration, vegetation, upgrade of lines, additional transformer, etc.	90 days	100%



## Customer Service Standards

Days quoted are working days unless otherwise stated. All Standards assume that the customer has met all the requirements of the Standard Terms and Conditions prior to work starting.

Category	Definition of Standard			
New Connections	<p>These standards deal with new supplies.</p> <p>Where primary or secondary networks are required, the standards are ten (10) weeks for provision of commercial service and twelve (12) weeks for a new residential subdivision (mains network only).</p> <p>Where only a service and meter is involved, ten (10) working days is the standard for both commercial and residential cases.</p> <p>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.</p> <p>Due to cash constraints and timing, the company, from time to time, may not have all materials available when required to provide supply. In these situations, the ability to achieve these standards may be affected. The company will inform customers in such cases and advise when supply is likely to be provided.</p>			
		2010	January – June (Status)	
	Primary or secondary network required (period in weeks after ST&C conditions fulfilled)			
	Comm. service	-	10	Standard was achieved in 99% of cases.
	Residential subdivision	-	12	Standard was achieved in 100% of cases.
	Primary or secondary network NOT required (period in days after ST&C conditions fulfilled)			
	Comm. service	-	10	Standard was achieved in 81% of cases.
	Residential services	-	10	Standard was achieved in 92% of cases.
Reconnections	<p>The standard is to reconnect no later than one (1) full working day in Georgetown and two (2) full working days elsewhere following the day on which the customer meets the requirements of the Standard Terms and Conditions (ST&amp;C) - where the service and meter is in place and only a simple connection is necessary.</p> <p>Where a service and / or meter is required for re-connection, the target is ten (10) working 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.</p> <p>Due to cash constraints and timing, the company, from time to time, may not have all materials available when required to provide supply. In these situations, the ability to achieve these targets may be affected. The company will inform customers in such cases and advise when supply is likely to be provided.</p>			
		2010	January – June (Status)	

Category	Definition of Standard		
	Reconnection, service and meter in place (days after ST&C requirements met)		
	In G'town	1	Standard was achieved in 61% of cases.
	Elsewhere	2	Target was achieved in 79.6% of cases.
	Reconnection, service line and meter not in place (days after ST&C requirements met)		
	Commercial	10	Standard would be tracked from Q4
	Residential	10	Standard would be tracked from Q4

Billing Complaints and Inquiries	<p>The current standard is to respond within seven (7) working days for queries over the counter or via correspondence. All written query / complaint should be acknowledged within five (3) working days.</p> <p>If the complaint relates to a billing anomaly and does not require a site visit to resolve, an explanation should be provided within seven (7) working days of receipt of the original complaint.</p> <p>If the complaint relates to a legal dispute and/or involving the Public Utilities Commission, an explanation should be provided within twenty-eight (28) working days of receipt of the original complaint where no site visit is required and thirty-five (35) days where a site visit is required.</p>		
		2010	January – June (Status)
	Acknowledge	3	System in place to track compliance from Q4
	Billing inquiries-No Site Visit	7	Achieved in 92% of cases.
	Legal inquiries-No Site Visit	28	Standard would be tracked from Q4
	All queries -Site Visit	35	Achieved in 52.9% of cases.
Customer Notification	<p>Where there are charges to accounts resulting from credit or debit adjustments, changes to tariffs or the application of any surcharges, the company will notify all or a category of customers by publishing notices in a daily newspaper of wide circulation, identifying the reason for the adjustment and the methodology for determining the impact on individual accounts, at least ten (10) working days before the bill issue</p> <p>For individual customers, the company will dispatch a detailed explanation regarding the justification and computation of any adjustment to their accounts, within seven (7) working days following the bill issue date.</p>		
		2010	January – June (Status)
	All Customer Adjustments	10	Standard would be tracked from Q4
	Individual Customer Adjustments	7	Standard would be tracked from Q4

### 3 Performance Targets

Benchmark targets against which progress can be monitored are outlined below.

#### Performance Targets

Category	Definition of Target		
Meter Replacement	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 to the current standard and has obtained an inspection certificate, is seven (7) working days on average for a commercial meter and eight (8) working days on average for a residential meter.		
	Due to cash constraints and timing, the company, from time to time, may not have all materials available when required to provide supply. As such, the ability to achieve these targets may be affected. The company will inform customers in such cases and advise when supply is likely to be provided.		
		2010	January – June (Status)
	Commercial	7	9
Residential	8	10	

Category	Definition of Target		
Meter Readings	<b>Large Consumers – Maximum Demand Consumers</b> Produce Ninety-Seven percent (97%) of Maximum Demand Bills based on actual meter readings		
	<b>Domestic and Small Business Consumers</b> Produce Eighty-Seven percent (87%) of non Maximum Demand Bills based on actual meter readings.		
		2010	January – June (Status)
	Max. Demand Customers	97%	92%
Non Max Demand customers	87%	89.5%	

Category	Definition of Target		
Issuing of bills	Issue Non Maximum Demand Bills within twelve (12) days of meter reading		
	Issue Maximum Demand Bills within seven (7) days of meter reading		
		2010	January – June (Status)
	Non MD	12	24
MD	7	5	

Category	Definition of Target		
Accounts Receivable	The status of GPL accounts receivable is stated in its audited annual financial statements. The quoted figures are net of provision for doubtful debts. Unlike the figures in the financial statements the receivables as per the billing system include GEC's receivables.		
		2010	January – June
	Days	60	54
Accounts Payable	While most of GPL's Creditors offer 30 days credit some of the largest ones actually offer up to sixty days. The determination of this target is from the invoice date.		
		2010	January – June
	Days	35	38
Bad Debt Expense	Consultant's recommendation: <i>This standard should be suspended until a review programme of bad debts has been completed and then should be re-introduced as the actual amount of bad debt written-off in the year.</i>		
		2010	
	Days		

Losses	The level of losses at Dec. 2009 was 34.3% of dispatched power. The total projected losses as a percent of dispatched power are included below: The Company expects to achieve these targets in the end of the last quarter of the respective years.		
		2010	June
	%	29.3	33.5
Average Availability	Availability is defined as the ratio of declared capacity and available hours to installed capacity and hours in the period.		
	This change in definition more accurately reflects the availability of generators as compared to the previous definition which disregards declared capacity.		
	$\text{Availability} = \frac{\text{Available hours} \times \text{declared capacity}}{\text{Installed capacity} \times \text{hours in period}}$		
		2010	January - June
	Availability (%)	80	63.6