

GUYANA POWER & LIGHT INC.

SCHEDULE 2:

**CUSTOMER SERVICE STANDARDS
2015 - 2016**

July 2014



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.	<p>These standards deal with new supplies. New supplies refer to where</p> <ol style="list-style-type: none"> 1. Primary or secondary network required (period in days after ST&C conditions fulfilled) 2. Primary or secondary network NOT required (period in days after ST&C conditions fulfilled) <p>Primary Networks means 13.8, 11 or 4.16Kv network infrastructure including any transformer or transformers and their complement of protective equipment. Secondary Network means a single phase two wire network to supply 120 or 240V, a single phase three wire network to supply 120/240V or a three phase four wire network to supply 240, 415 or 480V between phases and 120, 240 or 277V between phase and neutral.</p> <p>Where primary or secondary networks are required, the standards are fifty (50) days for provision of commercial service and sixty (60) days for a new residential sub-division (mains network only).</p> <p>Where only a service line and meter are involved, twelve (12) 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>



Category	Definition of Standard			
		2015	2016	Penalty
	Primary or secondary network required (period in days after ST&C conditions fulfilled)			
	Commercial service	50	50	\$2,000 for each day that the Standard is breached and continuing to a maximum of \$80,000.
	Residential subdivision	60	60	\$1,000 for each day that the Standard is breached and continuing to a maximum of \$40,000.
	Primary or secondary network NOT required (period in days after ST&C conditions fulfilled)			
	Commercial service	12	12	\$4,000 for each day that Standard is breached and continuing to a maximum of \$80,000.
	Residential services	12	12	\$2,000 for each day that Standard is breached and continuing to a maximum of \$40,000.
	Reconnection of service after a Customer has rectified the reasons for which the service was disconnected.	<p>The time allocated in this Standard is premised on the most challenging cases to reconnect. In the vast majority of cases reconnection is completed within a day after the customer would have remedied the reason for the disconnection, meets the requirements of the Standard Terms and Conditions (ST&C) and where the service line and meter are in place and only a simple connection is necessary.</p> <p>Where a service line and / or meter are required for re-connection, the standard allows additional time as very often a new meter and service line has to be allocated. Again the clock starts the day following the day on which the customer rectifies the reason for the disconnection and meets the requirements of the Standard Terms and Conditions (ST&C). 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>		
		2015	2016	Penalty
Reconnection, service and meter in place (days after ST&C requirements met)				
In Georgetown		2	2	Commercial - \$2,000 per day until service is reconnected. Residential - \$1,000 per day until service is reconnected.
Elsewhere		3	3	Commercial - \$2,000 per day until service is reconnected. Residential - \$1,000 per day until service is reconnected.
Reconnection, service and meter not in place (days after ST&C requirements met)				
Commercial		7	7	\$2,000 per day, to a maximum of \$20,000.
Residential		7	7	\$1,000 first day, \$2,000 per day thereafter, to a maximum of \$20,000.



Category	Definition of Standard		
Response to repair calls	<p>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.</p> <p>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.</p>		
	2015	2016	Penalty
Residential	1	1	\$1,000 per day to maximum of \$10,000.
Commercial	1	1	\$2,000 per day to maximum of \$50,000.

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 to respond to inquiries received over the counter, via correspondence or by telephone assumes that only GPL's records have to be accessed to resolve the problem. These records may be electronic or hard copy with the time provided intended to cater for archived hard copy records. 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.</p> <p>The standard for acknowledgement of written inquiries / complaints assumes that no information to address the complaint will be provided.</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 assumes that hard copy memos may have to be sourced from our archives .</p> <p>If the complaint relates to a legal dispute and/or involving the Public Utilities Commission, the standard assumes that GPL may have to access archived hard copy documents, require a legal input and Senior Management review.</p>			
		2015	2016	Penalty
	Inquiries – written, OTC or telephone	7	5	\$500 per day to a maximum of \$3,500
	Acknowledge only	3	3	\$500 per day to a maximum of \$3,500
	Billing inquiries-No Site Visit	7	7	\$500 per day to a maximum of \$35,000
	Legal inquiries - No site visit	90% - 21 100% - 30	90% - 21 100% - 30	\$1,000 per day to a maximum of \$35,000
	All inquiries -Site Visit	30	30	\$1,000 per day to a maximum of \$5,000



Category	Definition of Standard			
Response to a written notice from a Customer that a meter may be improperly registering.	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.			
	If Customer agrees to Section 6.3 of the STC then the time provided in this Standard will begin to elapse.			
		2015	2016	Penalty
	Time to respond to written notification.	7	5	\$500 per day to a maximum of \$3,000.
	Time to complete test.	9	9	\$1,000 per day to a maximum of \$50,000.

Category	Definition of Standard			
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 testing of the meter and providing the Customer has rewired the meter interface, where necessary, to the current standard and has obtained an inspection certificate, assumes that GPL may not have a suitable replacement meter available in stock.			
	Av. Work Days	2015	2016	Penalty
	Commercial	55	55	\$1,000 per day to a maximum of \$5,000.
	Residential	55	55	\$500 a day to a maximum of \$2,500.