

Quality of Service Regulation- Standards

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Purpose

- Aim is to get energy enterprises (licensees) & other stakeholders views on, and to review the following:

Proposed Overall Standards

Proposed Minimum Standards

Proposed new Time & Percentage Targets to be set

Proposed new Failure Penalties to be set



Standards (I)

- Overall Standards

- ◆ covers areas where large number of customers are affected
- ◆ appropriate to ensure that the licensee will provide a predetermined minimum level of service
- ◆ covers areas of reliability, voltage quality & customer service concerns for the customer
- ◆ overall Standards apply to all customers



Standards (II)

- Minimum Standards

- ◆ covers areas where the impact on individual customers can be identified
- ◆ customer can get compensation if this “minimum standard” is not achieved by licensee
- ◆ covers areas of reliability and customer service concerns
- ◆ only apply to legal customers who are legally connected and pay for their electricity consumption
- ◆ Licensee has no obligation to an illegal customer to meet these standards
- ◆ also, used to ensure that average improvements in quality not achieved at unreasonable expense of particular groups of customers
- ◆ failure payments are not paid by the licensee to the illegal customer

Proposed Overall Quality Standards (I)

1. Advance notice of Planned Interruption:

Performance Indicator	Time Target	Performance Target
Minimum percentage of affected customers who must be given advanced notice prior to the start of the planned interruptions within a specified time period	72 Hours	100%

2. Supplies connected after faults/interruptions:

Performance Indicator	Time Target	Performance Target
Minimum percentage of supplies to be connected following faults/interruptions	10 Hours	80%
All supplies to be reconnected following faults	24 Hours	100%

Proposed Overall Quality Standards (II)

3. Correction of Voltage Faults:

Performance Indicator	Time Target	Performance Target
Minimum percentage of voltage faults to be corrected and repaired within a specified time	6 Months	100%

4. Connections:

Performance Indicator	Time Target	Performance Target
Minimum percentage of customers (sites) that are connected, upon request, to the system within a specified time period	30 Days (Domestic)	90%
	40 Days (non Domestic)	90%

Proposed Overall Quality Standards (III)

5. Reconnection after disconnection:

Performance Indicator	Time Target	Performance Target
Minimum percentage of customers who have been cut off for non-payment and who have subsequently paid to be reconnected within a specified time period	Within 24 hours of payment	90%

6. Dealing with Minimum percentage of Complaints (Rule on DSP)

7. Resolving minimum percentage of Complaints (Rule on DSP)

Proposed Minimum Quality Standards

1. Restoring Supplies after Unplanned Interruptions.
2. Connection to supply a simple connection within 30 meters.
3. Connection to supply a complex connection between 30-250 meters.
4. Reconnection after non-payments.
5. Making and Keeping Appointments.
6. Response to customers enquiries.
7. Notification of Tariff Rebate or Compensation payments.

RATIONALE: Time targets and failure payments will be set in Quality Standards working groups between ERO and Energy Enterprise (KEK)

Next Steps on Quality Standards

- Revise proposed Standards if necessary
- Develop Final set of Standards
- Promulgation of Standards into regulation
 - ◆ in Licence conditions
 - ◆ in separate Regulations
 - ◆ in combination of both