

Respondent No.5 - Draft Regulations on Tariff Setting Methodology

Section 29, sub section (4)- (a)

A **raising** block structure in the Domestic Service Class in order to introduce measures of relief applicable to low-income Consumers and to promote demand-side management practices; Should this read **“A rising” block tariff in the Domestic Service Class**. By this I assume the kW provision to lower income family will be greatly reduce, only allowing for the safe operation of lighting and one major appliance.

Section 29, sub section (4) - (c)

The establishment of a Hotel Service Class; The establishment of such is a great idea. However, consideration should be given to further division within this cost framework, and should be based on bed space grouping. i.e. (0 -100 beds) (101 – 200 beds) and 201+ beds. I don't consider its necessary to burden the smaller establishment with higher tariffs.

Section 29, sub section (4)-(f)

Examination and analysis of the feasibility, efficiency and practicality of introducing Time-of-Use (TOU) and interruptible rates; The introduction of a Peak and Off-Peak service is a good step forward and help focus minds on usage.

My Recommendation;

I would also like to recommend for consideration, the availability of consumers to pay their bills on a quarterly basis, in addition to the monthly period currently on offer.

Schedule 1, Part B, 2.3 (e)

Contribution to Social Fund. I believe that the current provider has its own social fund provision that has been in operation for a considerable period. I therefore see no reason to make amendments or collect any additional revenue in respect of this.

Schedule 2, Part B, 1.

Standards and Targets for Service Interruption, Connections, and Reconnections and Initial Consumer Invoicing;

1.1. You have a list of Service standard targets in which the Licensee is to achieve and maintain. For me I would refer to these as **Key Performance Indicators (KPI's)**. While these appear to be reasonable and achievable in the current climate, my concern and no doubt that of the wider public is the “payment of compensation to members of the public”.

There needs to be a compensation policy on payment to members of the public whereby services were wrongfully or unlawfully disconnected. As such causing consumers to lose meat and other stored items within their refrigerator and freezer. Currently there is a lack of clear policy on compensation payable by the Licensee.