

ST HELENA UTILITIES REGULATORY AUTHORITY



2013/14

REPORT ON THE QUALITY OF SERVICES PROVIDED BY
CONNECT SAINT HELENA LTD

PART 1 – OVERVIEW

1.1 UTILITY SERVICES ORDINANCE 2013

On 1st April 2013 the Utility Services Ordinance 2013 came into force. This Ordinance established the Utilities Regulatory Authority and created a legal framework to facilitate the private sector provision of licensed public utility services.

These services are —

- (a) The generation, distribution and supply of electricity;
- (b) The collection, storage, treatment and distribution of water; and
- (c) The disposal of waste water.

1.2 UTILITIES REGULATORY AUTHORITY

The members of the Authority are the Chief Magistrate (as Chairman), Mr Stedson Francis BEM and Mr Paul Hickling. The Judicial Services Manager* is the Secretary to the Authority, to whom any communication should be made. The Authority, and any person acting under its authority, act entirely independently and are not subject to the direction or control of the Governor, the Executive Council, Legislative Council or any other person or authority. *(judicial.manager@sainthelena.gov.sh)

1.3 OBJECTIVE OF AUTHORITY

The objective of the Authority is to regulate the development and provision of public utility services in a manner which—

- (a) Ensures that users of such services are protected from both unreasonable prices and unreasonably low levels of service;
- (b) Ensures (so far as is consistent with paragraphs (d) and (e)) that the prices charged for such services do not create unreasonable hardships for households or unreasonable hindrance to commercial and economic development in St Helena;
- (c) Motivates Utilities Providers to improve the quality of the services they provide;**
- (d) Ensures stability and predictability in the public utilities industry in the medium and long terms;
- (e) Supports a progressive reduction in levels of subsidy from public funds; and
- (f) has regard to such other regulatory objectives (if any) as may be prescribed.

1.4 DUTIES OF AUTHORITY

It is the duty of the Authority, **having regard to its objectives**, to carry out its functions and to ensure that Utilities Providers comply with—

- (a) Ordinances, regulations and directives issued thereunder, regulating public utility services; and
- (b) The conditions of their licence.

1.5 POWERS OF THE AUTHORITY

The Authority may, for the purpose of performing its duties, issue Directives to a Utilities Provider in connection with the provision of any public utility service; and, without prejudice to that generality, such Directives may impose requirements concerning;

- (a) The quality or standard of service which the Utilities Provider must deliver to its customers;
- (b) Payments of compensation (or abatement of charges) to compensate customers when the service provided does not meet the standards so set;
- (c) The maximum charges or fees to be levied by a Utilities Provider for providing the public utility service**;
- (d) The terms and conditions on which public utility services are to be provided; and
- (e) Such other matters (if any) as may be prescribed.

**(Direction for Maximum Electricity and Water Tariffs issued in Gazette Notice No. 21 of 26 March 2014).

1.6 PENALTIES BY THE AUTHORITY

If the Authority is satisfied that a Utilities Provider has failed to comply with a Directive, or with a condition of its licence, the Authority **may** order the Utilities Provider to pay a penalty not exceeding the sum of £100,000.

A licence may be revoked by the Governor in Council upon recommendation of the Authority, where the Utilities Provider is in substantial and continuing breach of—

- (a) Any of the provisions of the licence;
- (b) Any Directives issued by the Authority; or
- (c) Any other obligations under the Ordinance.

1.7 UTILITIES PROVIDER- CONNECT SAINT HELENA LTD

With effect from 1st April 2013 Connect Saint Helena Ltd (“Connect”) were licenced by the Governor in Council to provide all said public utility services in St Helena. The Authority was instrumental in the drafting of such a licence. The licence contains a considerable number of conditions relative to the quality of the services to be provided by Connect.

Connect is a private limited company which is wholly owned by the St Helena Government (“SHG”). The Board of Directors consist of a non-executive Chair, two further non-executive directors and two executive directors. The executive directors are the CEO and Operations Director of Connect.

1.8 CONNECT SAINT HELENA LTD AS A NEW ENTERPRISE

The Authority recognises that Connect are a new company who were specifically formed by SHG to remove the provision of public utility services from directly under the SHG operational umbrella. As such there was during this first review year a considerable amount of work performed by Connect in establishing systems and processes required by the Authority.

Connect acknowledge that in the initial months of this review year Connect did not have sufficiently qualified financial personnel to meet the significant demands of a multi-million pound business. The acquisition of an appropriately qualified Finance Manager and related support has led to a significantly improved financial system being in operation by the end of this review year.

The early months of trading were also considerably complicated by a severe water shortage. This, in particular, threatened the security of the water supply from the Redhill Works. A comprehensive system, providing for the detailed monitoring of raw water reserves, has now been created which will enable more immediate action to be taken to mitigate against the effects of a water shortage on this scale in the future.

Connect have now installed connections between some water reserves therefore providing a greater capacity for the transferring of such water reserves form one part of the island to another.

1.9 SUBSIDIES BY SHG

In 2013/14 SHG paid £809,878 by way of subsidy to Connect. This enabled a reduction in the tariffs which would otherwise require to be paid by customers to enable Connect to financially break even. SHG also paid capital grants of (1) At or about £2,000,000 to enable the installation of a further 480kW of wind generation capacity and some smaller scale solar installations. This will contribute to reducing the effect on consumers of increases in fuel prices, (2) At or about £1,500,000 to enable all four water treatment works at Hutts Gate, Jamestown, Levelwood, and Redhill to undergo extensive refurbishment, resulting in a generally improved quality and reliability of the water supply and (3) At or about £150,000 for sewerage works improvements.

1.10 EFFECT OF CONTINUING SUBSIDY ON EXERCISE OF POWERS BY AUTHORITY

It is important to note that in performing said duties and in exercising said powers the Authority must have regard to ensuring the stability and predictability of the provision of public utility services. At this early stage in the development of such private sector provision, any penalty imposed on Connect by the Authority would require to be reintroduced to Connect by way of increased subsidy or alternatively tariff increases to customers. The use of such penalty powers by the Authority would however become practical were such provider to commence making a financial profit and in doing so not meet the targets and expectations which could reasonably be expected of the Utilities Provider at that time.

1.11 PURPOSE OF REPORT

This report is principally concerned with motivating the sole Utilities Provider to improve the quality of the services they provide. The Authority has a duty to adopt a reasonable approach in setting targets and expectations in these early stages of its regulation. Progressive targets and expectations have therefore been set, as it would be unreasonable to expect an instantaneous improvement to the levels which the Authority will ultimately endeavour to motivate the Utilities Provider to achieve.

The additional purpose of this report is to inform the public on the level of services being delivered by Connect. In doing so it is hoped to motivate Connect to improve the quality of the services they provide. Connect are aware that such services are being monitored, scrutinised and will be publically reported upon by the Authority. It should be emphasised that this report relates to the period from 1st April 2013 to 31 March 2014 and as such should be referred to as the 2013/14 Report.

PART 2 – PUBLIC UTILITIES DEVELOPMENT PLAN

2.1 PUDP

The Public Utilities Development Plan (“PUDP”) was agreed, after extensive discussions, between Connect and the Authority. This provides for a planned improvement to the reliability and quality of public utility services over the three year period from 2013-2016. The plan requires the collation of performance indicators to assist in determining if such improvements are being achieved by Connect. Such performance indicators are measured against the “Benchmark” year of 2012/13, namely the year prior to the commencement of the Connect operation as a private limited company. An extract of the PUDP is contained in Appendix 1.

2.2 RELIABILITY OF ELECTRICITY DISTRIBUTION NETWORK

Disruptions to the Electricity Distribution Network (“EDN”) may be High Voltage “HV” affecting a large number of consumers or Low Voltage “LV” generally affecting a small number of consumers. In the “Benchmark” year 2012/13 the EDN had in total 134 disruptions. From this total there were 68 HV and 66 LV disruptions. The Authority set a target of reducing the total disruptions by approximately 10% to 121 for the review year of 2013/14. Connect in fact reduced the number of total disruptions to 93.

This is a total reduction in disruptions of 31%. See Appendix 2.

2.3 ANALYSIS OF REASONS FOR DISRUPTIONS

The Authority has analysed the recorded reasons for such disruptions. From the 2013/14 total there were 50 HV and 43 LV disruptions. The proportion of HV/LV disruptions for 2012/13 and 2013/14 remained relatively similar at 49%/51% and 46%/54% respectively. See Appendices 3.1 and 3.2.

During the benchmark year of 2012/13 the HV Disruptions were attributable to 17 hardware faults (25%), 13 trees falling onto power lines (19%) and 38 trees touching power lines (56%). During 2013/14 HV Disruptions were attributable to 18 hardware faults (36%), 16 trees falling onto power lines (32%) and 16 trees touching power lines (32%). The 26% reduction in HV Disruptions appears to be principally attributable to a reduction in trees touching power lines.

2.4 ANALYSIS OF REASONS FOR DISRUPTIONS CONT.

During 2012/13 LV Disruptions were attributable to 56 hardware faults (85%) and 10 trees falling onto power lines (15%). During 2013/14 the LV Disruptions were attributable to 32 hardware faults (74%) and 11 trees falling onto power lines (26%). The 35% reduction in LV Disruptions appears to be principally attributable to a reduction in hardware faults. Connect attribute this dramatic improvement in EDN reliability to their now operating a proactive maintenance programme with a regular review of priorities at Board and management level and targeting interventions based on performance data now being collected and analysed.

2.5 RELIABILITY OF THE WATER DISTRIBUTION NETWORK

In 2012/13 the Water Distribution Network (“WDN”) had in total 1,582 leakages. The Authority set a target of reducing the total leakages by approximately 10% to 1424 for the following year 2013/14. Connect in fact reduced the number of total leakages to 689, namely a total reduction of leakages by 56%.

The WDN infrastructure is dated and for some decades prior to 2008 was not maintained to the levels now presently required. There has however been significant capital investment in such infrastructure during 2013/14 as stated in paragraph 1.9 above. Connect attribute this dramatic improvement in the reliability of the WDN to the implementation of a 20 year water resources plan supplemented with a proactive maintenance programme with a regular review of priorities at Board and management level and targeting interventions based on performance data.

2.6 APPEARANCE OF TREATED WATER AT TREATMENT WORKS

In 2012/13 treated water tested at treatment works appeared clear in 100% of the samples taken. The Authority set a target of maintaining this for the following year 2013/14. Connect did in fact maintain this. Connect attribute this to the said implementation of a 20 year water resources plan supplemented as aforesaid.

2.7 APPEARANCE OF TREATED WATER AT CONSUMER PREMISES

In 2012/13 treated water tested at consumer premises appeared clear in 98% of the samples taken. The Authority set a target of maintaining this for the following year 2013/14. Connect did not maintain this, in that water samples appeared clear in only 95.3% of those taken.

Connect attribute the failure to reach this target to the said severe water shortage. At this time water resources were so stretched as to have necessitated the use of water of lesser visual quality than would ordinarily be the case. Connect advise that the infrastructure upgrades and monitoring systems now in place and the construction of additional infrastructure should mitigate against the reoccurrence of such an issue in the future.

2.8 MICROBIOLOGICAL INTEGRITY OF TREATED WATER AT TREATMENT WORKS

At treatment works samples of water are taken by Connect and analysed by a UKAS accredited laboratory. Such a laboratory test for the presence of bacteria which may be an indicator of contamination. In 2012/13 treated water tested at treatment works failed such stringent microbiological testing in 3.5% of samples taken. The Authority had set a target of decreasing this by approximately 2% to 1.5%. Connect attained such a target in that the same was decreased to 1.3%. Notwithstanding the said targets the Authority is concerned as to the presence of any potential contamination in the water supply and DIRECTS the revisal of the target for the year 2015/16 in the PUDP to 0% of such samples failing such microbiological testing.

2.9 MICROBIOLOGICAL INTEGRITY OF TREATED WATER AT CONSUMER PREMISES

At customer's premises samples of water are taken by environmental health officers. In 2012/13 treated water tested at consumer premises failed such stringent microbiological testing in 13% of samples taken. The Authority set a target of decreasing this by approximately 1% to 12% for the following year 2013/14. Connect did not attain such a target in that the same increased to 21%. As set out above the Authority is concerned as to the presence of any potential contamination in the water supply and DIRECTS the revisal of the target for the year 2015/16 to 0% of such samples failing such microbiological testing.

2.10 EVIDENCE FROM EHS ETC.

The Authority took evidence from the Environmental Health Section (“EHS”) and Pathology Department of SHG. Some comfort was derived from the testing of water by EHS at customer premises showing levels of chlorine making any microbiological contamination impossible. The Authority was however initially concerned to obtain a specific explanation as to why any potential contamination should be indicated in such samples and at such a frequency. The EHS were able to confirm, supported by an analysis of the sample data, that the predominance of such failed samples took place at the same time as the said severe water shortage during the period from June to September 2013. The Authority was assured that the consequences of such a water shortage were such that more organic material became invariably mixed with the water supply from the muddier bottoms of the reservoirs.

Most importantly EHS and Connect had identified this issue at the time, recognised that chlorination alone could not guarantee non-contamination, and accordingly Connect had issued public “Boil Water Notices” on 12th June and 5th July 2013 relating to the affected Redhill and Levelwood supplies respectively. See Appendix 4.

2.11 IMPROVED TESTING OF TREATED WATER AT CONSUMER PREMISES

The Authority understands that a potential source of contamination may arise from customer’s sinks and/or taps rather than the water supply. The Authority therefore considered that an additional sampling regime was necessary to more accurately identify the specific source of any potential contamination indicators found at customer’s premises. The Authority noted that the placement of lockable sampling taps before the water supply enters the customer’s premises was feasible. The Authority further noted that such sample taps were of sufficient high grade (unlike necessarily domestic taps, to be heated such as to kill off bacteria thereon. This would ensure that it is the water that is being sampled and not in addition the tap itself. EHS undertook to endeavour to agree five sites for such sampling taps on each of the four water networks by the middle of January 2015.

EHS will continue their overall sampling regime in furtherance of their statutory duties on behalf of the Health Protection Board. EHS would however not necessarily have the resources to perform this required additional sampling regime which is considered necessary by the Authority. Accordingly, in addition to the existing EHS sampling regime the Authority considers that it is necessary for Connect to extend its own more intensive sampling regime, by sampling water at 4 of such new sample taps on the network, each week.

2.12 TIME TAKEN TO PERFORM ELECTRICITY CONNECTION

In 2012/13 the time taken to perform an electricity connection was on average 50 days. The Authority set a target of reducing this by 10% to 45 days for the following year 2013/14. Connect in fact reduced the number of days to 44 days, namely a total reduction of 12%. Connect attribute this to more efficient working practices.

2.13 TIME TAKEN TO PERFORM WATER CONNECTION

In 2012/13 the time taken to perform a water connection was on average 90 days. The Authority set a target of reducing this by 10% to 81 days for the following year 2013/14. Connect in fact increased the number of days to 91 days, namely a total increase of days of 1%. Connect attribute this failure to inefficient working practices. Monitoring systems are now in place which Connect believe will enable it to achieve the 2014/15 target.

2.14 TIME TAKEN TO DEAL WITH FORMAL COMPLAINTS

There was no “Benchmark” for the year 2012/13 as Connect were not in operation as such. Acknowledging that Connect are a new business, the Authority set a target of achieving 90% of complaint procedure targets for 2013/14. The Authority were not satisfied that there was an effective monitoring system such as to adequately demonstrate compliance with the time limits for dealing with such complaints. Connect have now put in place remedial measures by creating and operating such a monitoring system.

A table detailing the Authorities findings in this Part 2 is attached as Appendix 5.

PART 3 – CODES OF PRACTICE

3.1 TARGETS

Codes of Practice were agreed, after extensive discussions, between Connect and the Authority. These make provision for compliance with the undernoted Conditions 23 to 30 of the Utilities Provider Licence, drafted by the Authority and issued by the Governor in Council to Connect. The Authority set targets of 100% compliance in respect of all of such Codes of Practice as more particularly detailed in Appendix 6.

3.2 ACCESS TO PREMISES - CONDITION 23

This condition requires that all employees (a) possess the skills necessary to perform their required duties, (b) are readily identifiable by the public, (c) are appropriate people to visit and enter a customer's premises and (d) in a position to advise customers of a contact point for help and advice if required. The Authority found no evidence of non-compliance.

3.3 PAYMENT OF BILLS – CONDITION 24

This condition requires that appropriate advice is available to customers on payment of bills, in particular those who may have difficulty in making such payments. The Authority found no evidence of non-compliance. Indeed the Authority noted that a reduction in debtors of approximately £50,000 had been achieved.

3.4 CUSTOMERS IN DEFAULT – CONDITION 25

This condition requires that customers in default are identified and that reasonable payment arrangements are then timeously monitored and reviewed. The Authority found no evidence of non-compliance. There had been no forced disconnections.

3.5 CONNECTIONS & DISCONNECTIONS – CONDITION 26

This condition requires specific connection and disconnection procedures to be followed within various time limits. The Authority found no evidence of non-compliance with the requirement to advise relevant customers of such procedures or with the required timings for reconnection or voluntary disconnection of services. The Authority **found** evidence of non-compliance in respect that there were no records of an effective monitoring system such as to demonstrate compliance with the time limits for the first connection visit and for the issuing of quotes for connection and disconnection services. Connect have now put in place remedial measures by creating and operating such a system.

3.6 DISABLED, CHRONICALLY SICK AND PENSIONABLE AGE CUSTOMERS – CONDITION 27

This condition requires that such potentially vulnerable customers are provided with special security measures if requested, provided with information in respect of making utility cost savings and with home visits if in default of payment. The Authority found no evidence of non-compliance with the requirement to provide special security measures or home visits. The Authority **found** evidence of non-compliance in the respect that no annual press advertisement, relative to such utility cost savings, had been issued during the compliance year. A suite of advertisements have since been, and continue to be, published by Connect in the local press.

3.7 FORMAL COMPLAINTS – CONDITION 28

This condition requires that such complaints are reviewed, resolved or referred within various time limits. The Authority **found** evidence of non-compliance in respect that there were no records of an effective monitoring system such as to demonstrate compliance with the time limits for dealing with such complaints. Connect have now put in place remedial measures by creating and operating such a system.

3.8 READING OF METERS - CONDITION 29

This condition requires that meters are read by persons with appropriate expertise and that such readings are efficiently processed thereafter. The Authority found no evidence of non-compliance with the requirement to efficiently process meter readings. The Authority **found** evidence of non-compliance in respect that no detailed advice had been issued to the meter reading contractor on assessing meter safety and/or deterioration. Connect are in the process of issuing such guidance to the meter reading contractor.

3.9 EFFICIENT USE OF ELECTRICITY – CONDITION 30

This condition requires that there is provided to customers generally, (with home visits to those disabled, chronically sick or of pensionable age that are in default), with information on the efficient use of electricity. The Authority found no evidence of non-compliance with the requirement to produce information leaflets or offer visits to potentially vulnerable customers. The Authority **found** evidence of non-compliance in respect that 6 monthly advertisements in respect of the efficient use of electricity, had not been issued during the compliance year. A suite of advertisements have since been, and will continue to be, published by Connect in the local press. A table detailing the Authorities findings in this Part 3 is attached as Appendix 6.

PART 4 – CONCLUSIONS

4.1 PUBLIC UTILITIES DEVELOPMENT PLAN COMPLIANCE

Whilst there have been some very significant improvements in the provision of Utility Services, Connect will principally be measured by the customer in terms of their ability to (i) reduce disruptions to the electricity supply and (ii) supply clear and uncontaminated water.

The Authority therefore DIRECTS that a continued record is kept by Connect of all EDN disruptions. The Authority further DIRECTS that against each of such disruptions there is recorded the location, cause, the remedial action taken, what action could have been taken to prevent this disruption and why such action was not previously taken. In respect of hardware disruptions there should be recorded when the hardware was last inspected, serviced and/or replaced. In respect of disruptions caused by trees there should be recorded when the location was last inspected for the purposes of identifying such a potential disruption.

The Authority further DIRECTS that as soon as reasonably practicable (i) the location of 5 sampling tap points at or about the customer end on each of the 4 networks are agreed with EHS, (ii) such 20 sampling tap points are installed by Connect and (iii) in addition to existing sampling by EHS, a further 4 samples per week are taken from such sampling taps by Connect and analysed for potential contamination. EHS should continue to be permitted reasonable access to such taps to enable them to audit the veracity of such sampling by Connect as usual.

4.2 CODES OF PRACTICE COMPLIANCE

Whilst evidence of non-compliance with some of the conditions of the licence was found, the Authority was generally impressed by the significant progress in the creation of strategic structures to implement and monitor best practice with regard to customer service. The identification of areas for improvement in such systems was unsurprising in Connect's first year of operation, having had no experience of the specific requirements of the Authority on audit. Most areas of non-compliance had been rectified by Connect immediately after their own internal compliance audit as required by the Authority. Systems are now in place which it is hoped will allow Connect to endeavour to achieve full compliance in respect of the Codes in future reports.

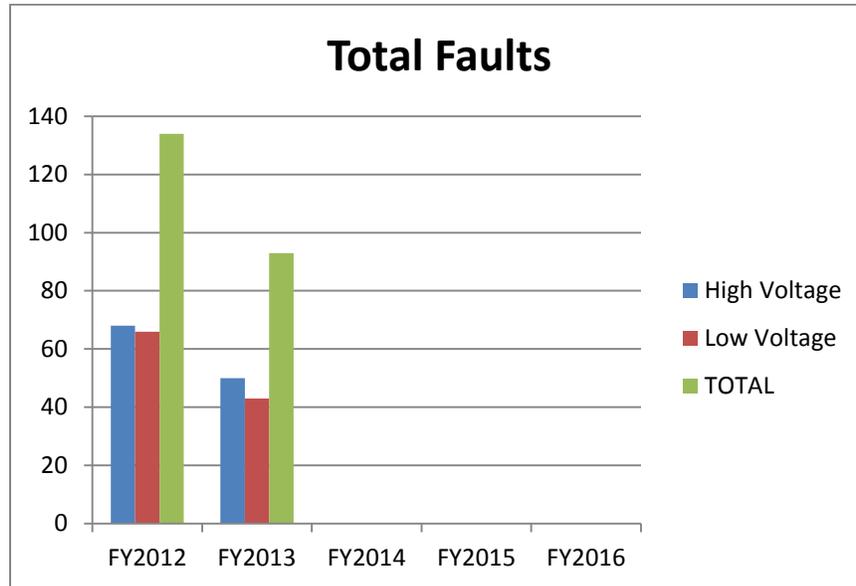
APPENDIX 1

Extract from Public Utilities Development Plan 2013-2016

Performance Measure	Benchmark 2012/3	Target 2013/4	Target 2014/5	Target 2015/6
<u>1. Reliability</u>				
Reliability of Electricity Network (Outage Hours)	134	121	109	98
Reliability of Water Network (Leakages)	1582	1424	1282	1154
<u>2. Quality</u>				
Appearance of Treated Water at Water Treatment Works	100%	100%	100%	100%
Appearance of Treated Water at Consumer Premises	98%	98%	98%	98%
Microbiological Integrity of Treated Water at WTW	98%	98.5%	98.5%	100%
Microbiological Integrity of Treated Water at Consumer Meter (Treated Consumers)	84%	88%	90%	100%
<u>3. Customer Service</u>				
Time taken to preform Electricity Connection	50 days	45 days	41 days	36 days
Time taken to preform Water Connection	90 days	81 days	73 days	66 days
Formal Complaints handled within COP parameters	No Benchmark	90%	95%	100%

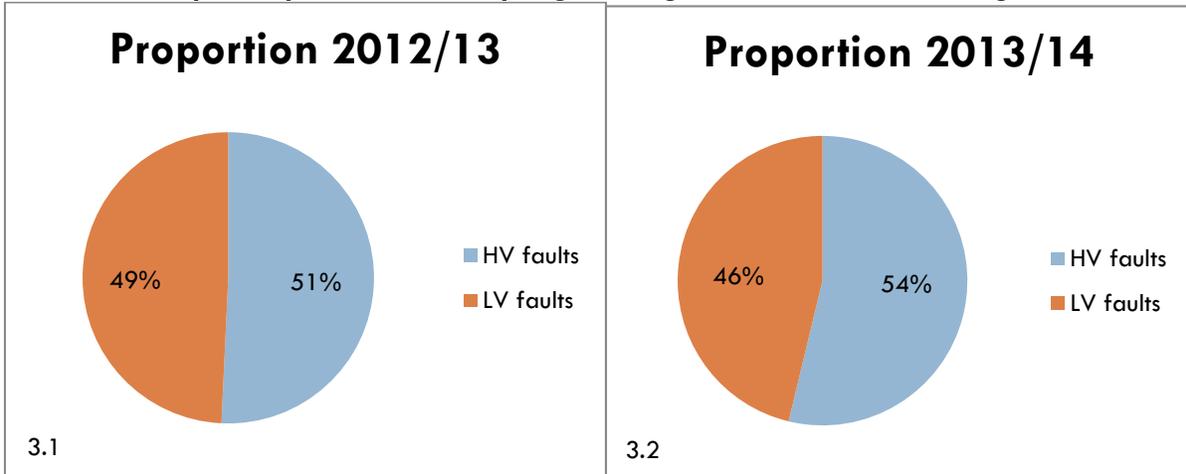
APPENDIX 2

Electricity Disruptions divided by High Voltage (“HV”) and Low Voltage (“LV”) 2012/13 & 2013/14

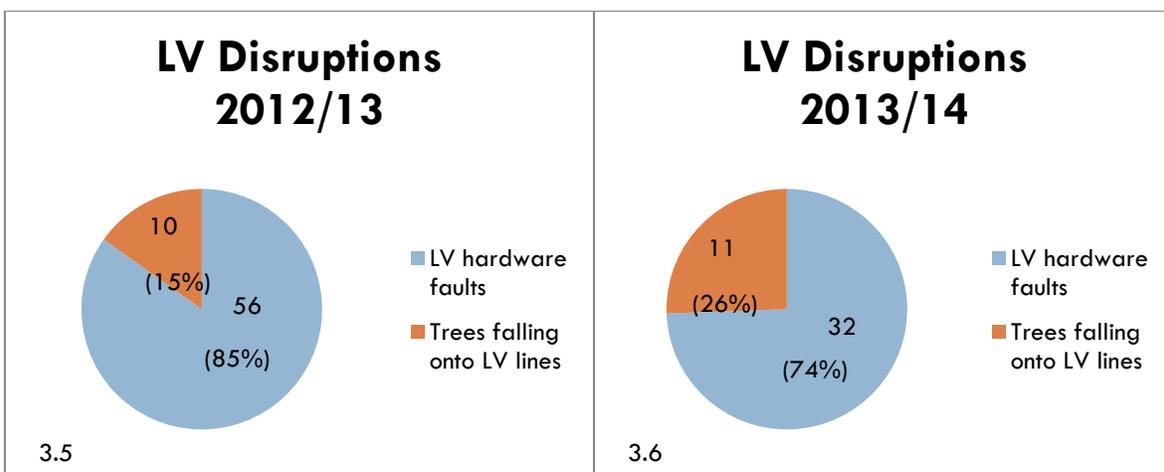
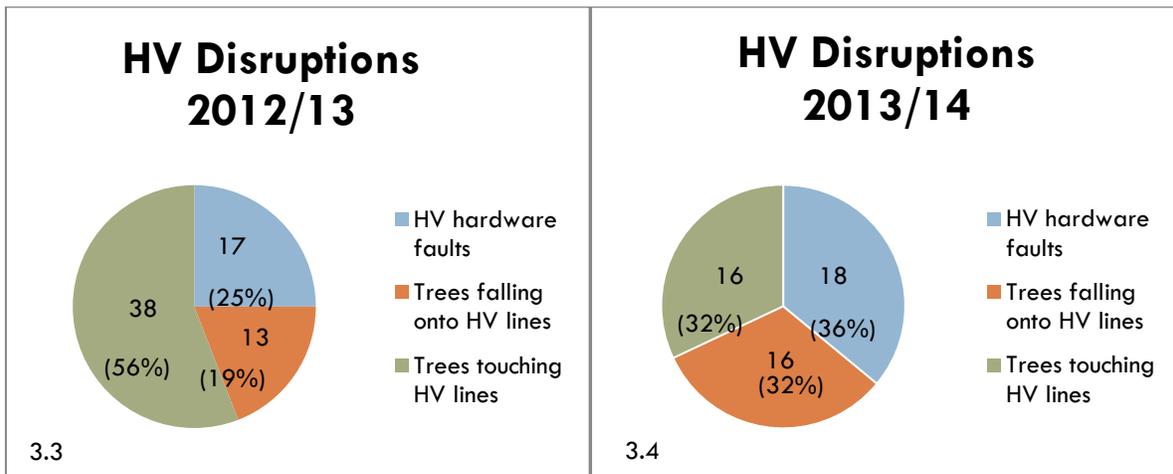


APPENDIX 3

Electricity Disruptions divided by High Voltage (“HV”) and Low Voltage (“LV”)



Causes of High Voltage (“HV”) and Low Voltage (“LV”) Disruptions



APPENDIX 4

2. QUALITY								
Water Appearance				Water Microbiology				
% Works (Connect)	Running Total	% Customer (SHG)	Running Total	% Works (Connect)	Running Total	% Customer (SHG)	Running Total	
07/04/2013	100%		100%		83%		100%	
14/04/2013	100%		No tests		100%		No tests	
21/04/2013	100%		100%		100%		66%	
28/04/2013	100%	100%	100%	100%	100%	96%	83%	
05/05/2013	100%		100%		100%		100%	
12/05/2013	100%		No tests		100%		No tests	
19/05/2013	No tests		No tests		No tests		No tests	
26/05/2014	100%	100%	100%	100%	75%	94%	17%	73%
02/06/2013	100%		100%		100%		17%	
09/06/2013	100%		100%		100%		50%	
16/06/2013	No tests		100%		No tests		75%	
23/06/2013	100%		100%		100%		100%	
30/06/2013	100%	100%	100%	100%	100%	100%	50%	66%
07/07/2013	100%		100%		100%		71%	
14/07/2013	100%		No tests		100%		No tests	
21/07/2013	100%		100%		100%		100%	
28/07/2013	100%	100%	100%	100%	100%	97%	67%	69%
04/08/2013	100%		100%		100%		100%	
11/08/2013	100%		No tests		100%		No tests	
18/08/2013	100%		100%		100%		100%	
25/08/2014	No tests	100%	No tests	100%	No tests	98%	No tests	73%
01/09/2013	100%		No tests		100%		No tests	
08/09/2013	100%		No tests		100%		No tests	
15/09/2013	100%		50%		100%		100%	
22/09/2013	100%		100%		100%		100%	
29/09/2013	100%	100%	No tests	97%	100%	98%	No tests	76%
06/10/2013	100%		No tests		100%		No tests	
13/10/2013	100%		67%		100%		100%	
20/10/2013	100%		No tests		100%		No tests	
27/10/2013	100%	100%	No tests	95%	100%	98%	No tests	78%
03/11/2013	100%		100%		100%		100%	
10/11/2013	100%		No tests		100%		No tests	
17/11/2013	100%		No tests		100%		No tests	

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REPORT ON QUALITY OF SERVICES PROVIDED BY CONNECT SAINT HELENA LTD – 2013/14

24/11/2014	100%	100%	100%	96%	100%	99%	100%	80%
01/12/2013	100%		No tests		100%		No tests	
08/12/2013	100%		No tests		100%		No tests	
15/12/2013	100%		No tests		100%		No tests	
22/12/2013	No tests		No tests		No tests		No tests	
29/12/2013	No tests	100%	No tests	96%	No tests	99%	No tests	80%
05/01/2014	No tests		No tests		No tests		No tests	
12/01/2014	100%		No tests		100%		No tests	
19/01/2014	100%		No tests		100%		No tests	
26/01/2014	100%	100%	No tests	96%	100%	99%	No tests	80%
02/02/2014	100%		100%		100%		25%	
09/02/2014	100%		No tests		100%		No tests	
16/02/2014	100%		75%		100%		100%	
23/02/2014	100%	100%	No tests	95%	100%	99%	No tests	78%
02/03/2014	100%		100%		83%		100%	
09/03/2014	100%		No tests		100%		No tests	
16/03/2014	100%		No tests		100%		No tests	
23/03/2014	100%		No tests		100%		No tests	
30/03/2014	100%	100%	No tests	95.3%	100%	98.7%	No tests	79.2%

APPENDIX 5

Public Utilities Development Plan Achievement 2013/14

Performance Measure	Benchmark 2012/3	Target 2013/14	Actual 2013/14	
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1. Reliability				
Reliability of Electricity Network (Hours)	134	121	93	
Reliability of Water Network (Leakages)	1,582	1,424	689	

2. Quality				
Appearance of Treated Water at Water Treatment Works	100%	100%	100%	
Appearance of Treated Water at Consumer Premises	98.0%	98%	95.3%	
Microbiological Integrity of Treated Water at WTW	96.5%	98.5%	98.7%	
Microbiological Integrity of Treated Water at Consumer Meter	87.0%	88%	79.2%	

3. Customer Service				
Time taken to preform Electricity Connection	50 days	45 Days	44 Days	
Time taken to preform Water Connection	90 days	81 Days	91 days	
Total Formal Complaints handled within Code of Practice parameters	No Benchmark	90%	Insufficient Records	

APPENDIX 6

Codes of Practice Compliance 2013/14

CODE OF PRACTICE COMPLIANCE MONITORING

LICENCE REFERENCE	CODE OF PRACTICE	MEASURE	TARGET	RESULT
23. Procedures with respect to access to premises – principles and procedures in respect of any person acting on its behalf who requires access to customers premises				
a. Possess the skills necessary to perform the required duties	Trainees or those new to a job will be accompanied by a fully trained person until such time as they are deemed competent to visit independently	New employees being accompanied?	100%	No new starters
b. Readily identifiable to members of the public	Employees/contractors visiting premises will carry an ID card showing Company name, their name and a photograph	a)number of new employees issued with ID b)employees advised to request new ID if theirs is lost/damaged	100%	ID cards issued
	All contractors visiting customers premises to be required to carry ID	number of new contracts with this clause	100%	Meter reading contractor contractually obliged
c. Appropriate person to visit & enter customers premises	When recruiting new employees, appropriate checks and references will be made as part of the recruitment process	References and any other checks taken up and recorded on employee file.	100%	Retrospective checks carried out, for new employees now part of the recruitment process
	When available, Connect Saint Helena will subscribe to the SHG vetting service for employees/contractors	Signed up and using system	100%	Connect have advised SHG they will use the system once available
d. Inform customers on request, a contact point for help & advice	All employees required to visit customers premises have office contact details printed on the reverse side of their ID badges	Instructions provided on reverse side of ID badges	100%	Instructions are on ID
	Contractors required to visit premises to be made aware of office contact details	Letter to contractor on file	100%	Meter reading contractor is aware of CSH contact details
24. Payment of Bills – payment of bills and appropriate guidance for the assistance of such tariff customers who may have difficulty in paying such bills.				
a. Methods of payment	Customers advised on how to pay bills	Details on bill	100%	Comprehensive information on reverse of bill
b. Guidance to customers in difficulty	Information given to customers on what to do/who to contact if they are in difficulty	Details on bill	100%	Comprehensive information on reverse of bill, customers are referred to the appropriate person in CSH who gives specific advice

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25. Dealing with Tariff Customers in default – methods for dealing with tariff customers who, through misfortune or inability to cope...find difficulty in discharging obligations to pay for utilities supplied				
a. Distinguish such customers	Billing Co-ordinator to identify such customers from customer discussions or referral from Social Services. Cases to be highlighted on the computerised billing system	All known cases to be highlighted on debtors spreadsheet	100%	Billing coordinator now has line of communication to Social Services Manager to help identify customers with genuine hardship. Comprehensive spreadsheet of debtors maintained and reported on monthly.
b. Detect failures by such customers to comply with arrangements made for paying by instalments	Use the computerised billing system monthly debtors monitoring report to check	1. Monitoring report to be run within 5 working days of month end to check the previous month's payments.	100%	Monthly reconciliations conducted
		2. Where payments have not been made, customer to be contacted within 10 working days of month end	100%	Billing coordinator manages the process of debt recovery and works with customers in debt to agree affordable repayment plans.
c. Arrangements to take into account the customers' ability to comply with arrangements in b)	Individual review of case & circumstances by Billing Co-Ordinator and customer - looking a income/expenditure	Details of the individual circumstances are recorded by Billing Co-ordinator	100%	Billing coordinator maintains records as a core part of the role
d. Ascertain with assistance of other persons/organisations the ability of such customers to comply with arrangements in b)	Review of case and agreement made by Billing Co-Ordinator and Finance Manager. Social Services input considered where available	Details of the review recorded by Billing Coordinator	100%	Case by case review conducted prior to any disconnection.
26. Connections & Disconnections				
a. Procedure for connections & disconnections	Customers advised of procedure when a new connection, reconnection or disconnection is requested	Advice given either in person or by letter	100%	Customers usually phone or call in and are provided with application form
	Visit to assess work required for a new connection within 5 working days of customer confirming property is ready	Number of visits within 5 working days	100%	Monitoring Systems have proven to be insufficient to establish compliance. These have now been improved
	Quotation issued within 5 working days of site visit	Number of quotations issued within 5 working days	100%	Monitoring Systems have proven to be insufficient to establish compliance. These have now been improved
	Reconnection will be made within 5 working days of customer providing proof of payment of any outstanding charges	Number of reconnections made within 5 working days	100%	No reconnections following non-payment
	Disconnection will be made within 5 working days of request from property owner	Number of disconnections made within 5 working days	100%	All done within 5 days
27. Provision of services for tariff customers who are disabled, chronically sick or of pensionable age				
a. Special means of identifying officers	Passwords to be made available where customer requests	Information on bills	100%	None requested
b. Giving advice on the use of utilities	Information leaflet on saving utilities to be made available	Annual press advert	100%	No advertisements placed but a suite of advertisements has been designed for regular communication via the press
	Where such customers are in default, a home visit to offer advice on savings to be offered	Percentage of customers who requested a home visit receive such a visit	100%	Social Services are aware but no visits have yet been requested

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28. Formal complaint handling procedure				
a. Level 1 Complaints	Review/resolution or referral within 1 working day	Number of formal complaints reviewed/resolved/referred on target	100%	Monitoring Systems have proven to be insufficient to establish compliance. These have now been improved
b. Level 2 Complaints	Review/resolution or referral within 3 working days	Number of formal complaints reviewed/resolved/referred on target	100%	Monitoring Systems have proven to be insufficient to establish compliance. These have now been improved
c. Level 3 Complaints	Review/resolution within 5 working days	Number of formal complaints reviewed/resolved/referred on target	100%	Monitoring Systems have proven to be insufficient to establish compliance. These have now been improved
29. Reading of customers meters				
a. Ensure person reading the meter has the appropriate expertise	Trainees or those new to a job will be accompanied by a fully trained person until such time as they are deemed competent to visit independently	number of employees in new job being accompanied	100%	No new employees
		Insert this clause in any future meter reading contract or operational procedures	100%	Meter Reader is contractually obliged to comply
b. Inspect meter for evidence of deterioration which might affect function or safety	Ensure employees and contractors have advise on meter safety & what to look out for	Information issued to employees & contractors on annual basis or as updates become available	100%	Information sheets essentially complete but not yet issued
		All meters identified as potentially unsafe to be inspected	100%	None reported
c. Ensure premises are left no less secure as a result of visit	Employees and Meter Reading Contractor shall close all doors/gates following visit.	Reminder to close all doors/gates printed on reverse of employees ID card.	100%	Instructions issued on ID card, contractor contractually committed
d. Make good or pay compensation for damage caused by person reading meter	Contractor will make good any damage caused by person reading meter	Insert this clause in meter reading contractors contract if renewed. No customer complaints received	100%	Contractor contractually committed to make good any damage
e. Reporting the reading of the meter	Data collected, entered into the computerised billing system	Successful monthly upload	100%	Monthly process
f. Adjusting of charges for erroneous meter readings	If customer queries reading, a 2nd reading is taken and bill adjusted if appropriate	Accuracy of final bill	100%	Process in place to check for abnormal readings and for rechecking physical meter
30. Efficient use of electricity				
a. Set out ways in which advice will be made available to customers	Customers advised that Information leaflets available on request.	Availability of leaflet referred to on the bills	100%	Printed on reverse of bill
		Six monthly press advert reminding customers of leaflet availability or article on utility saving ideas	100%	No advertisements placed but a suite of advertisements has been designed for regular communication via the press
	Home visit offered to disabled, chronically sick or pensioners who are in default to identify ways to reduce consumption	Visit offered to identified customers	100%	Social Services are aware but no visits have yet been requested