

ST HELENA UTILITIES REGULATORY AUTHORITY



JANUARY 2023

9TH ANNUAL REPORT ON QUALITY OF SERVICES
PROVIDED BY CONNECT SAINT HELENA LTD –
2021/22

The Utilities Regulatory Authority has completed its review of the quality of services provided by Connect for the year to 1st April 2022. The Authority acts entirely independently and is not subject to the direction or control of the Governor, the Executive Council, Legislative Council or any other person or authority. This report is an annual review.

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 Chief Magistrate Duncan Cooke (as Chairman), Mr Bill Scanes and Mr Paul Hickling. The Judicial Services Manager* is 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.

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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.

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 public utility services in St Helena. The Authority was instrumental in the drafting of the 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, four further non-executive directors and two executive directors (once Miss Lawrence has joined the board).

1.8 EXERCISE OF POWERS BY AUTHORITY

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

1.9 PURPOSE OF REPORT

This report is principally concerned with motivating the Utilities Provider to improve the quality of the services they provide, where possible. The Authority has a duty to adopt a reasonable approach in setting targets and expectations in these stages of its regulation. Progressive targets and expectations have therefore been set, and amendments to those targets made over time. 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, consequently the URA view its role at this stage to encourage and assist Connect to achieve an ever improving level of service appropriate to its development as a Utility Provider.

This report has been prepared, amongst other things, for the purpose of assessing performance against the targets established by the authority for the period of the review year.

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 publicly reported upon by the Authority. It should be emphasised that this report relates to the period from 1st April 2021 to 31st March 2022, being the review year.

1.10 DEVELOPMENTS IN THE PAST YEAR

Electricity

This report covers the period 1st April 2021 to 31st March 2022 so does not include the change in attitude by Connect to customers installing PV panels and the increase in fuel costs both of which have highlighted the failure to keep to objectives regarding renewable energy. This was referred to in detail in our report from September 2022 regarding electricity tariffs. There is no need to repeat what was written there save to mention that Connect must keep to objectives regarding renewable energy in the future for the benefit of the island and their customers. Connect continue to assert that they are committed to renewable energy production.

There is now a draft Energy Delivery Plan with a target date for approval of January 2023. Connect estimate that procurement, installation and commissioning of a renewable energy project will take a minimum of 3 years. A condition assessment of the existing wind turbines is scheduled for January 2023 along with a battery energy storage assessment for the same month. Three of the existing wind turbines have exceeded their useful life while others are nearing this.

In the meantime Connect have seen a 4% decline in electricity revenue which corresponds to the decline in population. If the population continues to decline then income will likely reduce requiring a greater reliance on the subsidy. One of the URA's aims is to support a progressive reduction in reliance on the subsidy from public funds. The URA must balance that objective against the aim of avoiding unreasonable hardship to householders or hindrance to business by the levels of prices charged by Connect. Connect have appreciated for some time now that a renewable energy programme would reduce operating costs leading to a reduction in subsidy and tariffs.

Electricity faults for 21/22 were better than for 20/21 but are still higher than 19/20. However there is a welcome trend in improvement of the system. One matter of concern was an increase in blackouts at the power station. There has though been a reduction of faults on the HV system which most customers rely upon.

Of note is that £9,930 of capital expenditure was directed to the electricity side of the business against £115,183 the previous year. This represents a significant reduction in investment.

Water

Non-revenue water continues to be a problem. District Metered Areas are able to identify issues more locally and improve measurement of the true nature of the water loss and where the problems arise. The URA is pleased to note the extension of DMA's in Jamestown, Hutts Gate and St Paul's. Correct metering and asset replacement are recognised as essential by Connect. There has been a total investment in the water infrastructure of £375,318 which is

significant but less than the £564,656 invested last year. There has been a 21% increase in revenue.

The URA are content that matters are moving in the right direction in terms of NRW. Percentage losses for 17/18 were 53% and for 21/22 were 45%. These figures are still too high when compared to elsewhere and the number of faults within the system are again above the target contained in the Public Utilities Development Plan. Connect recognise that reliability of the water network is a major source of concern.

The NTU levels for Hutts gate were above the target and for Jamestown remain high but still within target. Levels are within WHO guidelines. The microbiological integrity of the treated water in the network and at the meter is at 100%. The water balance at February 2022 stood at 90 days of stored water, against 100 for last year but a major improvement on the years before that.

Sewerage

There has been no improvement on sewerage provision for Jamestown and Half Tree Hollow. Given how long this has been a problem it is a concern is that no final design is in place and awaiting funding. The design work is not anticipated to take place before 23/24 with construction in 24/25 to 27/28, this timescale is subject to EDIP High Level Panel. The URA appreciates the problems that there have been in obtaining funding. Connect advise that it continues to maintain what is in place.

Capital Works

Investment in the infrastructure was as follows:

ASSET CLASS	(£)
Electricity Infrastructure	9,930
Equipment	
Lands and Buildings	24,737
Water Infrastructure	375,318
TOTAL	409,985

None of the above was grant funded. As a comparison last year Connect spent £864,596 of which was £68,177 was grant funded, but in the previous year to that total spending was £106,352

Water infrastructure has been prioritised and a number of upgrades were put in place which have resulted in reduced call outs for leaks.

PART 2 – PUBLIC UTILITIES DEVELOPMENT PLAN

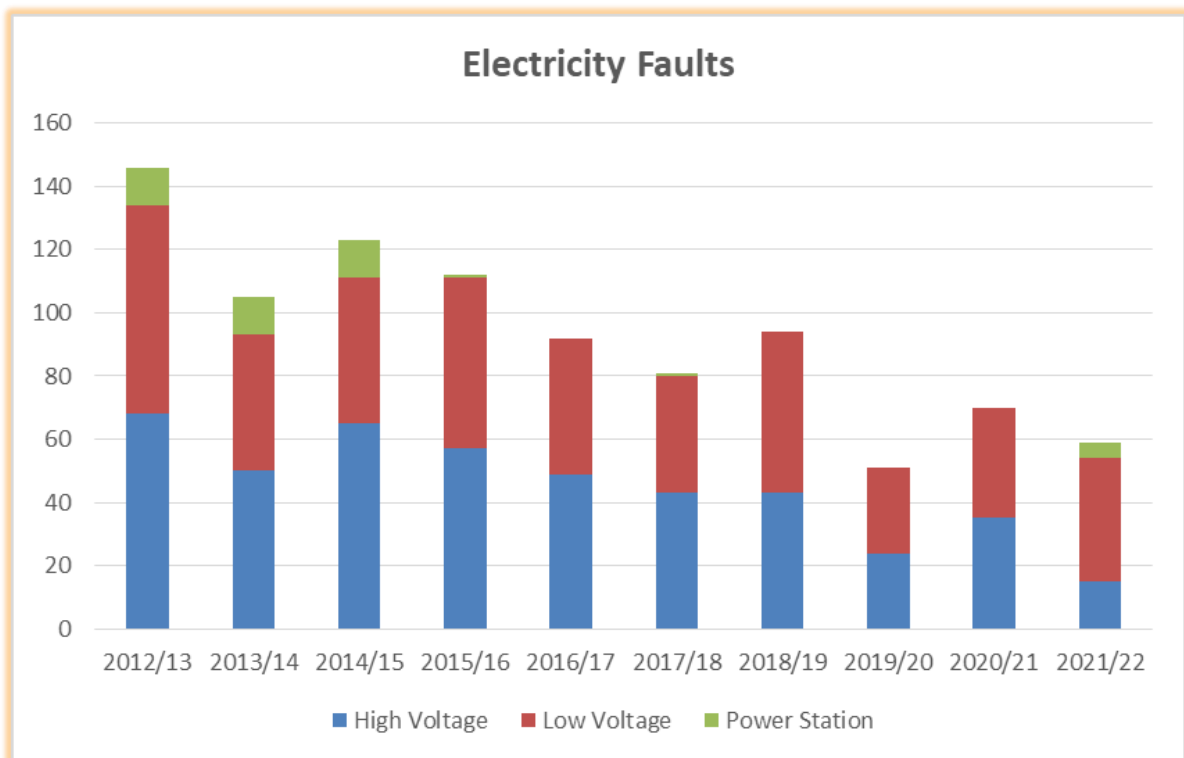
2.1 PUDP

The Public Utilities Development Plan (“PUDP”) was agreed between Connect and the Authority. This provides for a planned improvement to the reliability and quality of public utility services. 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. The relevant plan is contained in Appendix 1.

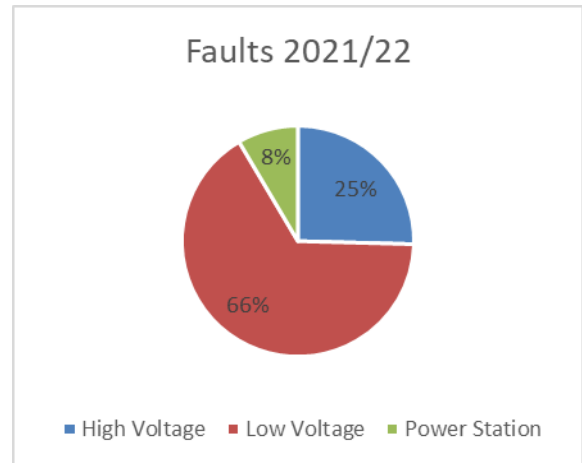
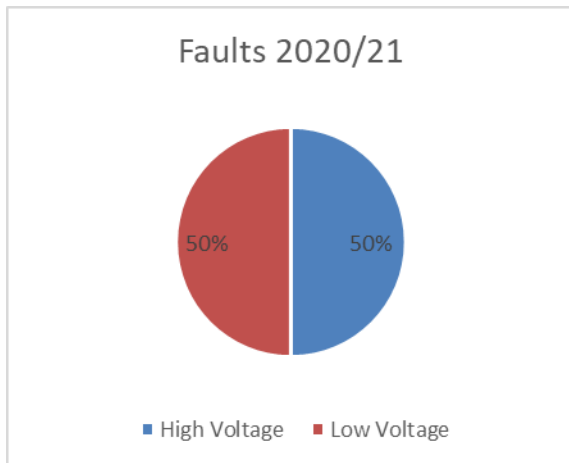
2.2 RELIABILITY OF ELECTRICITY DISTRIBUTION NETWORK

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 the EDN had in total 146 disruptions. Connect has reduced the number of total disruptions from the benchmark year of 146 to 59 (70 last year), within the agreed target of 95. Year 19/20 was the best to date with 51.

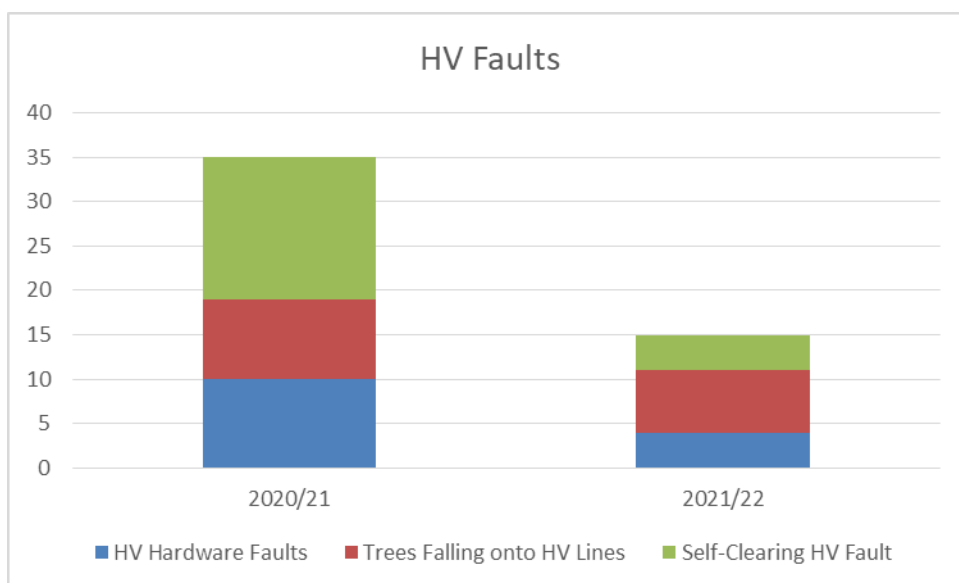
The ‘total faults’ graph is below



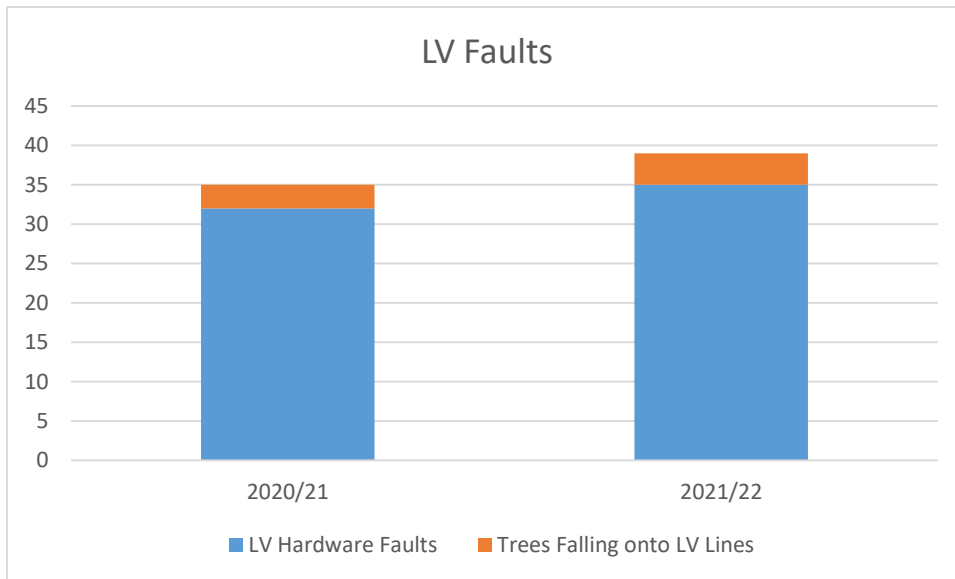
The pie charts below show the spread of faults between the high and low voltage networks.



The graph below shows the cause of the faults on the HV network. This shows a reduction in faults on the HV network in 2021/22 compared to the prior year. This is attributed by Connect to the ongoing electricity distribution maintenance programmes as well as more favourable weather conditions during the year.

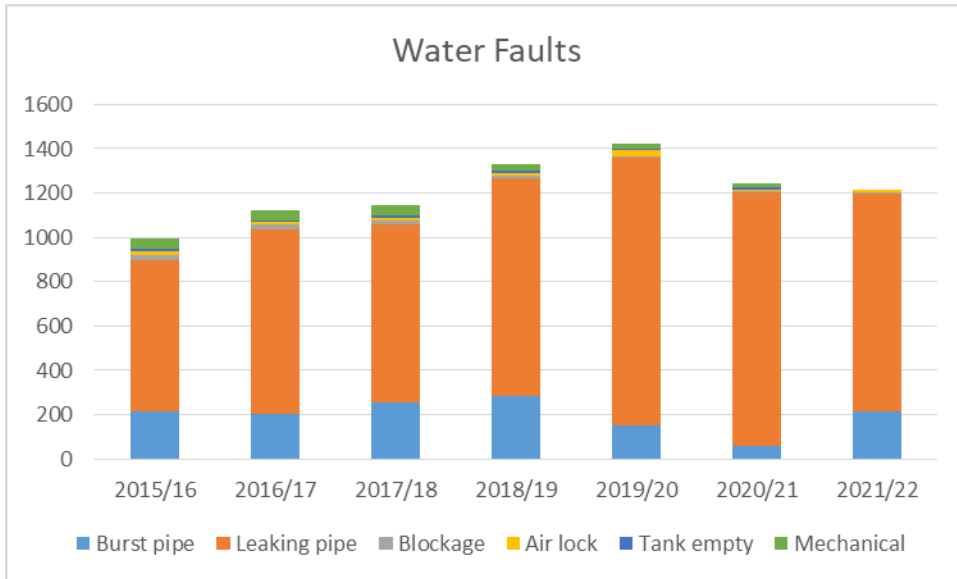


There was little change in the number of LV faults or the cause of these faults between 2021/22 and the previous year. This is shown in the graph below.

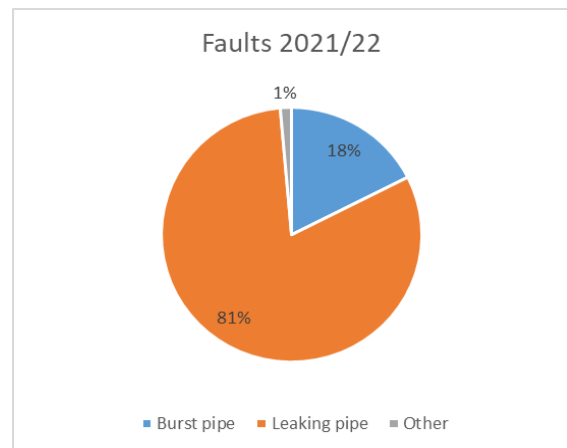
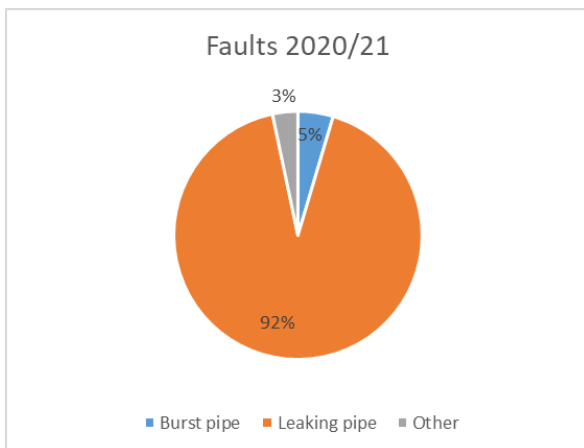


2.3 RELIABILITY OF WATER DISTRIBUTION NETWORK

Faults on the water network are represented in the graph below. There was a steady increase in faults from divestment until 20/21 when the trend began to reverse. Burst and leaking pipes are the main causes of faults but with the increase in DMA's it is expected that the trend in reduction will continue. However faults remain above the target set by the URA



A comparison with last year is as below



Connect are of the view that due to the ageing infrastructure there is only so far that they can go with current incomes. There needs to be replacement of existing infrastructure which is problematic with the low tariffs in place, Connect believe that this is unsustainable in the long term. It must be noted by consumers that tariffs for water are currently well below the actual cost of the provision of water.

2.4 WATER QUALITY

Turbidity levels in the Hutts Gate system were above limits set by the URA, this was due to increased turbidity in the incoming raw water. Turbidity levels in other parts of the network met the targets set. Microbiological integrity was at all times maintained at 100%. This is to be compared to the benchmark at divestment of 87%

More detail is provided in Appendix 3 regarding microbiological integrity

2.5 CONNECTION TIMES

Improved targets for the time to perform new connections to the electricity and water supply networks were agreed in 19/20. The measure is the number of days Connect contributes to the process, for ease of measurement non-working days are included.

For electricity connections the 2012/13 benchmark was fifty days, the 2020/21 target for connection was ten days and Connect achieved one day.

Water connections were below the target of five days (reduced from ten in 2019/20) with the average time being one day. The 2012/13 benchmark was ninety days.

2.6 COMPLAINTS

The complaints handling system has 100% compliance. A total of 25 complaints were resolved at the first level with zero being escalated to the second or third level.

PART 3 - CODES OF PRACTICE

3.1 TARGETS

Codes of Practice were agreed between Connect and the URA. These make provision for the compliance with conditions 23 to 30 of Connect's licence. The URA sets targets of 100% compliance and these are more particularly dealt with in Appendix 2

Of note there is currently no CoP for efficient use of water. The URA believes that it is important that customers are assisted in reducing water usage and are enabled to monitor their own water usage. In 19/20 it was agreed that Connect would have in place a proposal for a target to be included in the 20/21 report, however with the change in CEO this did not occur. Unfortunately it still has not occurred which is again disappointing although it is noted that Connect do place advertisements in the paper on efficient use of water.

Efficient use of water is essential and is of benefit to customers generally and to Connect during times of drought. Should there be a request for water tariff increases the URA will expect there to be a proposal for efficient use of water to ensure that customers are able to properly monitor and reduce water consumption

3.2 ACCESS TO PREMISES - CONDITON 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 majority of customer contacts are by the meter readers that are now contracted directly to Connect as opposed to the previous outsourced arrangement. The meter readers are bound by the requirements stated in the Code of Practice as a condition of their contract with Connect. Both the meter reader staff and Connect staff have ID badges to readily identify themselves to members of the public. Training material has been provided and information is now printed on the reverse side of the bills directing customers in relation to advice.

The URA has found no evidence of non-compliance.

3.3 PAYMENT OF BILLS AND CUSTOMERS IN DEFAULT - CONDITIONS 24 AND 25

These codes of practice were introduced and included into Connect processes with input from the Social Services Manager in respect of those having difficulty in paying their bills, and also identifying customers in default and ensuring reasonable payment terms are agreed.

Connect has a member of the finance staff dedicated to managing customer debt which includes agreeing alternative payment arrangements and liaising with Social Services. Advice is given to customers facing difficulties to prevent accumulation of debt and payment of arrears.

The URA has found no evidence of non-compliance with both these CoP's.

3.4 CONNECTIONS AND 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 advising, visiting to assess work required, reconnection and disconnection.

The Code of Practice requires a site visit within five working days. Thirty eight electricity applications were made and sixty one for water. All site visits were carried out on time.

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

The Authority found no evidence of non-compliance with this code which includes providing advice and home visits on request

3.6 FORMAL COMPLAINTS – CONDITION 28

This condition requires that complaints are reviewed, resolved or referred within various time limits.

A total of twenty five complaints were received. All were resolved at the first level.

The Authority found no evidence of non-compliance.

3.7 READING OF METERS - CONDITION 29

Reliably obtaining accurate meter readings is of course important to all customers. The meter readers have been trained in identifying potentially dangerous meter installations. Nineteen meters were identified as unsafe and the meters have been relocated to a safer location.

The Authority found no evidence of non-compliance.

3.8 EFFICIENT USE OF ELECTRICITY – CONDITION 30

A number of advertisements have been designed to inform the public. Customers are advised on the reverse side of their bills that information leaflets are available. Home visits are offered to disabled and chronically ill customers via Social Services although there is little uptake on this. Advertisements are placed each week in the local papers which is greater than the six monthly requirements and the scope has been expanded to provide water consumers with information on efficient use of water. Connect also publish, on an ad-hoc basis, articles that they feel will be of interest to the general public.

PART 4 – CONCLUSIONS

4.1 PUBLIC UTILITIES DEVELOPMENT PLAN COMPLIANCE

The reliability of the electricity distribution network is ahead of the reducing targets set by the Authority and has demonstrated a significant improvement from the benchmark year.

The reliability of the water distribution network continues to be problematic but the Authority are satisfied that Connect are undertaking what work they can to improve matters. The network requires significant investment which Connect are not in a position to fund.

4.2 CODES OF PRACTICE COMPLIANCE

The Authority is again happy with the level of compliance with the CoP's which are contained within the licence issued.

4.3 GENERAL CONCLUSIONS

This is the ninth annual report issued by the Authority.

The reliability of electricity provision is considered good given the starting point at divestment. However the Authority will be very concerned should Connect prohibit customers from connecting PV panels to the grid following the Grid Impact Assessment. Such a prohibition would be a huge disincentive in customers wishing to install PV panels and is contrary to the Government's intentions regarding renewable energy.

In relation to Connect moving towards renewable energy generation the Authority reiterates what was said in response to the tariff proposals from last year. That Connect is starting again in the process of assessments for the installation of such a system is a disappointment and further delay is not in the interests of their customers.

Reliability of the water network continues to be an area of real concern but Connect are addressing this. Water security is essential to any community and given the isolation of St Helena self-sufficiency is required, something recognised by Connect and SHG. Connect cannot raise sufficient money to significantly improve the network through tariffs and so the burden will, at some stage, fall on Government. Given that this is critical infrastructure it can only be hoped that investment will come sooner rather than later. While Government has other more pressing calls on their budget the URA can only encourage Connect to continue as they are.

Sewerage again continues to be a problem and is a priority that must be addressed. Connect's income from sewerage is insufficient to allow for investment in the new systems required but it appears that EDIP funding may be available in the near future. Connect can only be encouraged to pursue this with the utmost vigour

Utilities Regulatory Authority
January 2023

Appendix 1
Public Utilities Development Plan

Performance Measure	Benchmark 2012/13	Prior Year Actual 2020/21	WHERE DO WE WANT TO BE?	WHERE ARE WE NOW?	2021/22 ACTUAL COMPARED TO			HOW DO WE GET THERE?	HOW DO WE KNOW WHEN WE ARE THERE?	
			Target 2021/22	Actual 2021/22	Baseline 2012/13	Prior Year 2020/21	Target 2021/22	Internal Review & Performance Improvement Plan	Method of Monitoring	Collection & Analysis Process
1. Reliability										
Overall Reliability of Electricity Network (No. Faults)	146	72	95	59				Proactive maintenance program with regular review of priorities and targeted interventions based on performance data	Weekly review by Management Team, monthly review by Board of Directors	Collation of data from callout contractor and staff callouts.
Overall Reliability of Water Network (No. Faults)	1,582	1,243	1,150	1,214				Implementation of 20 year water resources plan supplemented with a proactive maintenance program and a regular review of priorities and targeted interventions based on performance data	Weekly review by Management Team, monthly review by Board of Directors	Collation of data from callout contractor and staff callouts.
2. Quality										
Appearance of Treated Water in CSH Network Red Hill (NTU)*	4 - 5	2.23	1.75	1.45				Implementation of 20 year water resources plan supplemented with a proactive maintenance	Weekly review by Management Team, monthly	Samples taken and analysed at water

Performance Measure	Benchmark 2012/13	Prior Year Actual 2020/21	WHERE DO WE WANT TO BE?	WHERE ARE WE NOW?	2021/22 ACTUAL COMPARED TO			HOW DO WE GET THERE?	HOW DO WE KNOW WHEN WE ARE THERE?	
			Target 2021/22	Actual 2021/22	Baseline 2012/13	Prior Year 2020/21	Target 2021/22	Internal Review & Performance Improvement Plan	Method of Monitoring	Collection & Analysis Process
Appearance of Treated Water in CSH Network Hutts Gate (NTU)*	4 - 5	2.83	1.75	2.66				program and a regular review of priorities and targeted interventions based on performance data within 24 hours of reports being received	review by Board of Directors	treatment works.
Appearance of Treated Water in CSH Network Levelwood (NTU)*	4 - 5	1.17	1.75	1.13						
Appearance of Treated Water in CSH Network Jamestown (NTU)*	4 - 5	5.12	5.00	4.81						
Microbiological Integrity of Treated Water in CSH Network	96.5%	100%	99.5%	100%				WM002 E.coli & Coliforms Reported 'Not Detected', management review weekly, monthly review by Board of Directors	Samples Collected by CSH and analysed by UKAS accredited laboratory	
Microbiological Integrity of Treated Water	87%	100%	99.5%	100%						Samples Collected by Environment

Performance Measure	Benchmark 2012/13	Prior Year Actual 2020/21	WHERE DO WE WANT TO BE?	WHERE ARE WE NOW?	2021/22 ACTUAL COMPARED TO			HOW DO WE GET THERE?	HOW DO WE KNOW WHEN WE ARE THERE?	
			Target 2021/22	Actual 2021/22	Baseline 2012/13	Prior Year 2020/21	Target 2021/22	Internal Review & Performance Improvement Plan	Method of Monitoring	Collection & Analysis Process
at Consumer Meter										al Health and analysed by UKAS accredited laboratory

3. Customer Service										
Time taken to perform Electricity Connection	50 days	14 days	10 Days	1 day				Adherence to agreed procedures, adequate levels of stock available	Weekly review by Management Team, monthly review by Board of Directors	Number of CSH 'process days' in the overall connection
Time taken to perform Water Connection	90 days	2 days	5 Days	1 day						Number of CSH 'process days' in the overall connection
Total Customer Complaints handled within COP parameters	No Benchmark	100%	100%	100%				Adherence to agreed procedures		Received complaints and resolution analysis

4. Efficiency KPI's										
Overall Fuel Efficiency (l/kWh)	0.240	0.4514*	0.150	0.1821				Monthly Report, improvements from increased capital investment and	Ratio of total fuel consumed divided by total	Data from engine, solar and WTG

Performance Measure	Benchmark 2012/13	Prior Year Actual 2020/21	<u>WHERE DO WE WANT TO BE?</u>	<u>WHERE ARE WE NOW?</u>	<u>2021/22 ACTUAL COMPARED TO</u>			<u>HOW DO WE GET THERE?</u>	<u>HOW DO WE KNOW WHEN WE ARE THERE?</u>	
			Target 2021/22	Actual 2021/22	Baseline 2012/13	Prior Year 2020/21	Target 2021/22	Internal Review & Performance Improvement Plan	Method of Monitoring	Collection & Analysis Process
								maximising renewable yield	kWh generated	control systems

* Higher than normal fuel usage due to a fault on one of the 1.6MW generators, nearing its 27,000 hours service.

Appendix 2
Codes of Practice Compliance Monitoring

Code of Practice Compliance Monitoring 2021/22

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%	All new employees/trainees are accompanied by a fully trained person.
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%	All new employees are issued with ID badges and upon completion of contract of employment the ID badge is destroyed by BSA (HR)
	All contractors visiting customers premises to be required to carry ID	number of new contracts with this clause	100%	Ongoing, as required.
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%	Ongoing. Police Vetting certificate and work references are obtained and placed on employees file.
	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 that they will use the systems 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%	Ongoing. Instructions are on ID badge
	Contractors required to visit premises to be made aware of office contact details	Letter to contractor on file	100%	Ongoing. Contractors are aware of Connect Saint Helena 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.

LICENCE REFERENCE	CODE OF PRACTICE	MEASURE	TARGET	RESULT
a. Methods of payment	Customers advised on how to pay bills	Details on bill	100%	Comprehensive information on reverse of the 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 Connect Saint Helena who gives specific advice
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%	Agreed procedures with SHG Social Services in place to help identify customers with genuine hardship prior to disconnection. 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 months 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 at income/expenditure	Details of the individual circumstances are recorded by Billing Co-ordinator	100%	Billing Co-ordinator 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 Co-ordinator	100%	Check with SHG Social Services standard procedure and process agreed for dealing with genuine hardship cases identified. In all cases, there is a requirement for a final check prior to authorisation to disconnect

LICENCE REFERENCE	CODE OF PRACTICE	MEASURE	TARGET	RESULT
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 phone or call in and are provided with application form. Letters at each stage quote timescales. Procedure also on website
	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%	Water 61/61 Electricity 38/38
	Quotation issued within 5 working days of site visit	Number of quotations issued within 5 working days	100%	Water 61/61 Electricity 38/38
	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%	All reconnections carried out within 5 days
	Disconnection will be made within 5 working days of request from property owner	Number of disconnections made within 5 working days	100%	All disconnections carried out 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%	No requests for password received.
b. Giving advice on the use of utilities	Information leaflet on saving utilities to be made available	Annual press advert	100%	Tip of the Week been running since Jan 15 with alternating water/electricity savings tips. Sheet is on website and available from office
	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%	One home visit requested and undertaken.

LICENCE REFERENCE	CODE OF PRACTICE	MEASURE	TARGET	RESULT
28. Formal complaint handling procedure				
a. Level 1 Complaints	L1 - Review/resolution or referral within 5 working day	Number of formal complaints reviewed/resolved/referred on target	100%	25/25 = 100%
b. Level 2 Complaints	L2 - Review/resolution or referral within 10 working days	Number of formal complaints reviewed/resolved/referred on target	100%	0/0 = 100%
c. Level 3 Complaints	L3 - Review/resolution within 5 working days	Number of formal complaints reviewed/resolved/referred on target	100%	0/0 = 100%
29. Reading of customers meters				
a. Ensure person reading the meter has the appropriate expertise	Training to be given to all new meter readers along with information on how to read different types of meters	number of employees in new job being accompanied	100%	Meter readers have been contracted to Connect since 2019 but had previously been employed by the former meter reading contractor so are experienced in the role. This will apply in the event that new persons are engaged to the role without prior experience.
		Insert this clause in any meter reading procedures	100%	As above
b. Inspect meter for evidence of deterioration which might affect function or safety	Ensure employees and contractors have advice on meter safety & what to look out for	Information issued to employees & contractors on annual basis or as updates become available	100%	Feedback received from all Meter Readers if they detect that the meters are deteriorating
		All meters identified as potentially unsafe to be inspected	100%	19 meters identified and relocated.
c. Ensure premises are left no less secure as a result of visit	Employees and Meter Reading Contractors shall close all doors/gates following visit.	Reminder to close all doors/gates printed on reverse of employees ID card and clause in contract.	100%	In contract and also ID badges issued

LICENCE REFERENCE	CODE OF PRACTICE	MEASURE	TARGET	RESULT
d. Make good or pay compensation for damage caused by person reading meter	Connect Saint Helena will make good any damage caused by person reading meter	Insert this clause in any meter reading procedures	100%	No claims were made for damage caused by Meter reader
e. Reporting the reading of the meter	Data collected, entered into the computerised billing system	Successful monthly upload	100%	Data collected and enter on time each month.
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%	47 erroneous readings (by Customer CRM and Meter readers) and correct invoices sent to customers.
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%	Since Jan 15 there is a "tip of the week" approach in the press. All tips appear on the website and are available from Connect Saint Helena office (ref on reverse of bill)
	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%	SHG Social Services are aware we offer this but to date no visits have been requested. In addition to general publicity on the 'tip of the week', electricity and water saving tips leaflets are available on request.

Appendix 3
Water Quality Analysis Schedule

2. QUALITY								
Water Appearance					Water Microbiology			
	% Works	Running Total	% Network	Running Total	% Works	Running Total	% Network	Running Total
05/04/2021	100%	100%	100%	100%	100%	100%	100%	100%
12/04/2021	100%	100%	100%	100%	100%	100%	100%	100%
19/04/2021	100%	100%	100%	100%	100%	100%	100%	100%
26/04/2021	100%	100%	100%	100%	100%	100%	100%	100%
03/05/2021	100%	100%	100%	100%	100%	100%	100%	100%
10/05/2021	100%	100%	100%	100%	100%	100%	100%	100%
17/05/2021	100%	100%	100%	100%	100%	100%	100%	100%
24/05/2021	100%	100%	100%	100%	100%	100%	100%	100%
31/05/2021	100%	100%	100%	100%	100%	100%	100%	100%
07/06/2021	100%	100%	100%	100%	100%	100%	100%	100%
14/06/2021	100%	100%	100%	100%	100%	100%	100%	100%
21/06/2021	100%	100%	100%	100%	100%	100%	100%	100%
28/06/2021	100%	100%	100%	100%	100%	100%	100%	100%
05/07/2021	100%	100%	100%	100%	100%	100%	100%	100%
12/07/2021	100%	100%	100%	100%	100%	100%	100%	100%
19/07/2021	100%	100%	100%	100%	100%	100%	100%	100%
26/07/2021	100%	100%	100%	100%	100%	100%	100%	100%
02/08/2021	100%	100%	100%	100%	100%	100%	100%	100%
09/08/2021	100%	100%	100%	100%	100%	100%	100%	100%
16/08/2021	100%	100%	100%	100%	100%	100%	100%	100%
23/08/2021	100%	100%	100%	100%	100%	100%	100%	100%
30/08/2021	100%	100%	100%	100%	100%	100%	100%	100%
06/09/2021	100%	100%	100%	100%	100%	100%	100%	100%
13/09/2021	100%	100%	100%	100%	100%	100%	100%	100%
20/09/2021	100%	100%	100%	100%	100%	100%	100%	100%
27/09/2021	100%	100%	100%	100%	100%	100%	100%	100%
04/10/2021	100%	100%	100%	100%	100%	100%	100%	100%
11/10/2021	100%	100%	100%	100%	100%	100%	100%	100%
18/10/2021	100%	100%	100%	100%	100%	100%	100%	100%
25/10/2021	100%	100%	100%	100%	100%	100%	100%	100%
01/11/2021	100%	100%	100%	100%	100%	100%	100%	100%
08/11/2021	100%	100%	100%	100%	100%	100%	100%	100%
15/11/2021	100%	100%	100%	100%	100%	100%	100%	100%
22/11/2021	100%	100%	100%	100%	100%	100%	100%	100%
29/11/2021	100%	100%	100%	100%	100%	100%	100%	100%
06/12/2021	100%	100%	100%	100%	100%	100%	100%	100%
13/12/2021	100%	100%	100%	100%	100%	100%	100%	100%
20/12/2021	100%	100%	100%	100%	100%	100%	100%	100%
27/12/2021	100%	100%	100%	100%	100%	100%	100%	100%
03/01/2022	100%	100%	100%	100%	100%	100%	100%	100%
10/01/2022	100%	100%	100%	100%	100%	100%	100%	100%
17/01/2022	100%	100%	100%	100%	100%	100%	100%	100%
24/01/2022	100%	100%	100%	100%	100%	100%	100%	100%

2. QUALITY								
Water Appearance					Water Microbiology			
	% Works	Running Total	% Network	Running Total	% Works	Running Total	% Network	Running Total
31/01/2022	100%	100%	100%	100%	100%	100%	100%	100%
07/02/2022	100%	100%	100%	100%	100%	100%	100%	100%
14/02/2022	100%	100%	100%	100%	100%	100%	100%	100%
21/02/2022	100%	100%	100%	100%	100%	100%	100%	100%
28/02/2022	100%	100%	100%	100%	100%	100%	100%	100%
07/03/2022	100%	100%	100%	100%	100%	100%	100%	100%
14/03/2022	100%	100%	100%	100%	100%	100%	100%	100%
21/03/2022	100%	100%	100%	100%	100%	100%	100%	100%
28/03/2022	100%	100%	100%	100%	100%	100%	100%	100%

Overall appearance = 100%

Overall microbiology = 100%

Appendix 4

Performance against Pre-Divestment Benchmarks

	<u>WHERE WERE WE THEN?</u>	<u>Our Progress Year 1</u>	<u>Our Progress Year 2</u>	<u>Our Progress Year 3</u>	<u>Our Progress Year 4</u>	<u>Our Progress Year 5</u>	<u>Our Progress Year 6</u>	<u>Our Progress Year 7</u>	<u>Our Progress Year 8</u>	<u>WHERE WE ARE NOW</u>	<u>IMPROVEMENT</u>
Performance Measure	Benchmark 2012/13	Result 2013/14	Result 2014/15	Result 2015/16	Result 2016/17	Result 2017/18	Result 2018/18	Result 2019/20	Result 2020/21	Result 2021/22	%

1. Reliability

Overall Reliability of Electricity Network (No. Faults)	146	105	123	112	92	81	94	51	72	59	60%
Overall Reliability of Water Network (No. Faults)	1,582	689	897	996	1,122	1,160	1,331	1,421	1,243	1,214	23%

2. Quality

Appearance of Treated Water in Network & Premises (Average)	99.0%	97.7%	96.8%	99.6%	100.0%	99.2%	100.0%	100.0%	100.0%	100%	1%
Microbiological Integrity of Treated Water Network & Premises (Average)	96.5%	89.0%	91.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100%	4%

3. Customer Service

Time taken to perform Electricity Connection	50 days	44 days	13 days	19 days	17 days	12 days	3 days	6 days	14 days	1 day	98%
Time taken to perform Water Connection	90 days	91 days	16 days	14 days	11 days	11 days	1 days	2 days	2 days	1 day	99%