

Public Utilities Development Plan

<u>2020/21</u>		<u>WHERE DO WE WANT TO BE?</u>	<u>WHERE ARE WE NOW?</u>		<u>HOW DO WE GET THERE?</u>	<u>HOW DO WE KNOW WHEN WE ARE THERE?</u>	
Performance Measure	Benchmark 2012/13	Target 2020/21	YTD		Internal Review & Performance Improvement Plan	Method of Monitoring	Collection & Analysis Process
1. Reliability							
Overall Reliability of Electricity Network	146	95	72		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	1,582	1,150	1243		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 Redhill (NTU)*	4 - 5	1.75	2.23		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 within 24 hours of reports being received	Weekly review by Management Team, monthly review by Board of Directors	Samples taken and analysed at water treatment works.
Appearance of Treated Water in CSH Network Hutts Gate (NTU)*	4 - 5	1.75	2.83				
Appearance of Treated Water in CSH Network Levelwood (NTU)*	4 - 5	1.75	1.17				
Appearance of Treated Water in CSH Network Jamestown (NTU)*	4 - 5	5.00	5.12				
Microbiological Integrity of Treated Water in CSH Network	96.5%	95.5%	100.0%				
Microbiological Integrity of Treated Water at Consumer Meter	87%	95.5%	100.0%				
3. Customer Service							
Time taken to perform Electricity Connection	50 days	10 days	14 days		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	5 days	2 days				Number of CSH 'process days' in the overall connection
Total Customer Complaints handled within COP parameters	No Benchmark	100%	100%		Adherence to agreed procedures		Received complaints and resolution analysis

CODE OF PRACTICE COMPLIANCE MONITORING

PERIOD 2020 / 21

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%	4 meter readers (contractors) were issued with ID badges in April 2019
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%	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 advied 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%	Instructions are on ID badge
	Contractors required to visit premises to be made aware of office contact details	Letter to contractor on file	100%	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.				
a. Methods of payment	Customers advised on how to pay bills	Details on bill	100%	Comprehensive information on reserve 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 Coordinator	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
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 53/53 Electricity 25/25
	Quotation issued within 5 working days of site visit	Number of quotations issued within 5 working days	100%	Water 53/53 Electricity 25/25
	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%	Reconnection made same day if possible. Always 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 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%	No password requested
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. During the drought the TIP of the week focused only on water. 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%	No home visits requested
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%	10/10 = 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 mters	number of employees in new job being accompanied	100%	four meter readers employed by Connect in April 2019 three meter reader was originally being used by the contractor. Training was given to one meter reader last year.
		Insert this clause in any meter reading procedures	100%	Connect brought Meter reading in house from April 2019. Meter Readers on contract.

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%	Feedback received from all Meter Readers if they detect that the Meters are deteriorating.
		All meters identified as potentially unsafe to be inspected	100%	Nine Meters and have been identified as unsafe and the meters have been relocated to a safer location
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
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%	39 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	100%	SHG Social Services are aware we offer this but to date no visits have been requested. During the year electricity and water saving tips leaflet were developed and are available on request.

07/12/2020	100%	100%	100%	100%	100%	100%	100%	100%	100%
14/12/2020	100%	100%	100%	100%	100%	100%	100%	100%	100%
21/12/2020	100%	100%	100%	100%	100%	100%	100%	100%	100%
28/12/2020	100%	100%	100%	100%	100%	100%	100%	100%	100%
04/01/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
11/01/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%

18/01/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
25/01/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
01/02/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
08/02/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
15/02/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
22/02/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
01/03/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
08/03/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
15/03/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
22/03/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%
29/03/2021	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall Appearance = 100%

Overall Microbiology = 100%

Performance Against Pre-Divestment Benchmarks

	WHERE WERE WE THEN?	Our Progress Year 1	Our Progress Year 2	Our Progress Year 3	Our Progress Year 4	Our Progress Year 5	Our Progress Year 6	Our Progress Year 7	WHERE ARE WE NOW	IMPROVEMENT
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	%
1. Reliability										
Overall Reliability of Electricity Network	146	105	123	112	92	81	94	51	72	51%
Overall Reliability of Water Network	1,582	689	897	996	1122	1160	1331	1421	1243	21%
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%	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%	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	72%
Time taken to perform Water Connection	90 days	91 days	16 days	14 days	11 days	11 days	1 days	2 days	2 days	98%