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ST HELENA UTILITIES REGULATORY AUTHORITY

DIRECTION UNDER SECTION 5 OF THE UTILITY SERVICES ORDINANCE 2013

Pursuant to section 5 of the Utility Services Ordinance 2013, and in accordance with paragraph 16.4 of the Licence issued to Connect St Helena by the Governor in Council, the Utilities Regulatory Authority Directs that Connect St Helena submit to the Authority a Public Utilities Development Plan (PUDP) and Public Utilities Monitoring Plan (PUMP) to replace the existing PUDP and PUMP by the 31st December 2023.

The PUDP and PUMP shall use the year 23/4 as the benchmark year for monitoring performance. The PUDP and PUMP shall provide comparisons to the previous year's performance from 24/5, rising to the previous two years from 25/6 and for the previous three years thereafter.

For monitoring development of the provision of electricity at a minimum the PUDP and PUMP shall set targets for the following:

- i. The number of faults on the network leading to an interruption in the provision of electricity to consumers
- ii. Customer minutes lost through faults, divided between low and high voltage users
- iii. The quality of the electricity supply
- iv. The amount of electricity supplied to consumers by the existing renewable sources measured as a percentage of the total electricity supplied to customers and by kilowatt hours
- v. The amount of electricity supplied to consumers by non-renewable sources measured as a percentage of the total electricity supplied to customers and by kilowatt hours.

For monitoring development of the provision of water at a minimum the PUDP and PUMP shall set targets for the following:

- i. Water loss/unaccounted for water on the whole system measured in volume and percentages
- ii. Water loss/unaccounted for water by district metered area measured in volume and percentages
- iii. Number of households covered by district metered areas
- iv. Reserve levels of water by volume and as a percentage of total capacity

To ensure quality of service and stability in Connect St Helena the PUDP and PUMP shall include targets and proposals that can be monitored for the following:

- i. Improved business efficiency, staff productivity and performance
- ii. Downward pressure on bills via appropriate and well-focused tariffs and charges
- iii. Rising customer service standards and dissemination of information on the same to customers.
- iv. Identifying and ensuring provision of services to the vulnerable
- v. Safety standards and reporting
- vi. Innovation and external sources of investment

Duncan Cooke
Chairman, Utilities Regulatory Authority

21 July 2023