

## 14.11 JPS' Overall Standards 2014 – 2019

The Overall Standards remain unchanged for the tariff period 2014-2019.

Code	Standard	Units	July 2014 – May 2019
EOS 1	No less than 48 hours prior notice of planned outages	Percentage of planned outages for which at least forty-eight hours advance notice is provided	100%
EOS 2	Percentage of line faults repaired within a specified period of that fault being reported	Urban – 48 hrs Rural - 96 Hrs	100% 100%
EOS 3	System Average Interruption Frequency Index (SAIFI)	Frequency of interruptions in service	To be set annually
EOS 4	System Average Interruption Duration Index (SAIDI)	Duration of interruption in service	To be set annually
EOS 5	Customer Average Interruption Duration Index (CAIDI)	Average time to restore service to average customer per sustained interruption	To be set annually
EOS 6	Frequency of meter reading	Percentage of meters read within time specified in the Licensee's billing cycle	99%
EOS 7(a)	Frequency of meter testing	Percentage of rates 40 and 50 meters tested for accuracy annually	50%

### Chapter 14:Guaranteed and Overall Standards

Code	Standard	Units	July 2014 – May 2019
EOS 7(b)	Frequency of meter testing	Percentage of other rate categories of customers meters tested for accuracy annually	7.50%
EOS 8	Billing Punctuality	98% of all bills to be mailed within specified time after meter is read	5 working days
EOS 9	Restoration of service after unplanned (forced) outages on the distribution system	Percentage of customer's supplies to be restored within 24 hours of forced outage in Rural and Urban areas	98%
EOS 10	Responsiveness of call centre representatives	Percentage of calls answered within 20 seconds	90%
EOS 11	Effectiveness of call centre representatives	Percentage of complaints resolved at first point of contact	To be set
EOS 12	Effectiveness of street lighting repairs	Percentage of all street lighting complaints resolved within 14 days	99%