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Rationalized User Specification

NRS 047-2:1999

ELECTRICITY SUPPLY — QUALITY OF SERVICE

Part 2: Reporting guidelines

For application by the National Electricity Regulator

esic

N R S

This Rationalized User Specification is
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on behalf of the
User Group given in the foreword
and is not a standard as contemplated in the Standards Act, 1993 (Act 29 of 1993).

Rationalized user specifications allow user organizations to define the performance and quality requirements of relevant equipment.

Rationalized user specifications may, after a certain application period, be introduced as national standards.

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Contents

Foreword

This part of NRS 047 has been prepared for the National Electricity Regulator by a working group appointed by the Electricity Suppliers Liaison Committee (ESLC) and an interest group of stakeholders recommended by the NER.

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Introduction

The preparation of this part of NRS 047 on quality of service in the Electricity Supply Industry (ESI) has been driven by the National Electricity Regulator (NER) to facilitate liaison between customers and the licensed suppliers of electricity (licensees).

In order to assess the quality of the service provided, the NER will require licensees to provide as much information as is practical. However, this will incur costs, which will ultimately be passed on to the customer. In terms of the needs and principles of economical and affordable electricity supply in South Africa, it is essential that a balance be maintained between these costs and the service activities measured.

This specification consists of two parts. This part of NRS 047 is restricted to recommending reporting formats for the various service activities detailed in NRS 047-1. The reporting formats contained in this part of NRS 047 have been agreed upon by the ESI, various customer organizations and the NER.

Explanatory notes are included to assist the licensee in completing the reports.

It is recognized that not all aspects are addressed in detail and it is noted that the missing information will be included in future revisions of this part of NRS 047.

Key words

Electricity supply; Quality of service; Guidelines; Reporting format.

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SPECIFICATION

Electricity supply – Quality of service

Part 2: Reporting guidelines

For application by the National Electricity Regulator

1 Scope

This part of NRS 047 contains recommended reporting formats for the quality-of-service activities stipulated in NRS 047-1, which the licensees in South Africa should use to report to the National Electricity Regulator.

2 Normative references

The following standards and specifications contain provisions, which, through reference in this text, constitute provisions of this part of NRS 047. At the time of publication, the editions indicated were valid. All standards and specifications are subject to revision, and parties to agreements based on this part of NRS 047 are encouraged to investigate the possibility of applying the most recent editions of the documents listed below. Information on currently valid national and international standards and specifications can be obtained from the South African Bureau of Standards.

SABS ISO 9004-1:1994, *Quality management and quality system elements – Part 1: Guidelines.*

SABS ISO 9004-2:1991, *Quality management and quality system elements – Part 2: Guidelines for services.*

NRS 047-1:1999, *Electricity supply – Quality of service – Part 1: Minimum standards.*

NRS 048-2:1996, *Electricity supply – Quality of supply – Part 2: Minimum standards.*

3 Terms, definitions and abbreviated terms

For the purpose of this part of NRS 047, the definitions and abbreviations given in NRS 047-1 apply.

4 Requirements

4.1 General

A section for comments is included in each reporting format, to enable the utility to provide any additional, relevant information to the NER in the report. The licensee could use this section to indicate reasons for not meeting the minimum standards, or to provide details on when the licensee will meet the minimum standards.

Licensees shall not be selective or biased in their reports to the NER. Licensees shall ensure that their quality-of-service report to the NER is freely available to any customer or prospective customer.

4.2 Processing of requests for supply

4.2.1 Recommended reporting format for providing quotations to customers

1	2	3	4	5
Status of network/ Customer classi-fication	**Minimum standard**	**Total number of quotations**	**Number of quota-tions within mini-mum standard**	**Percentage success**
Existing infrastruc-ture can be used	10 working days			
Network extensions required	1 month			
New network instal-lation required	By agreement			
Industrial and com-mercial customers	By agreement			
Comments:				
NOTE 1 In column 3, list for each status of the network or customer classification shown in column 1 the total number of quotations for supply in the year. NOTE 2 In column 4, list the total number of quotations that were within the period prescribed as the minimum standard in column 2. NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.				

4.2.2 Recommended reporting format for providing supply

Amdt 1 Oct 2000

1	2	3	4	5
Status of network/ Customer classification	**Minimum standard**	**Total number of supplies**	**Number within minimum standard**	**Percentage success**
Existing infrastruc-ture can be used	30 working days			
L V network extensions required	2 months			
MV network extensions required	3 months			
New network installation required	By agreement			
Industrial and com-mercial customers	By agreement			
Comments:				
NOTE 1 In column 3, list for each status of the network or customer classification shown in column 1 the total number of supplies connected for the year. NOTE 2 In column 4, list the total number of supplies connected within the period prescribed as the minimum standard in column 2. NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.				

4.3 Credit metering

4.3.1 Recommended reporting format for frequency of meter readings

Amdt 2, July 2001

4.3.1.1 General

The licensee is required to report on the frequency of meter readings for metering points to be read at least once every three months (see 4.3.1.2) and metering points to be read once a month (see 4.3.1.3).

4.3.1.2 Metering points to be read at least once every three months

1	2	3	4	5
Number of metering points	**Number read within the minimum standard**	**Percentage success**	**Metering points not read**	
			Number	**Percentage**
Comments:				

NOTE 1 In column 1, write the number of metering points that were to be read at least once every three months, in the year.

NOTE 2 In column 2, write the number of metering points that were actually read at least once every three months. Also include those meter readings that were received telephonically.

NOTE 3 The value in column 3 is the value in column 2, divided by value in column 1, multiplied by 100.

NOTE 4 In column 4 write the number of metering points that were not read in the year.

NOTE 5 The value in column 5 is the value in column 4, divided by value in column 1, multiplied by 100.

4.3.1.3 Metering points to be read once a month

1	2	3	4	5
Month	**Number of metering points**	**Number of faulty metering points**	**Number of metering points actually read in the month**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				

NOTE 1 In column 2, write the total number of metering points that were to be read each month.

NOTE 2 In column 3, write the total number of metering points that are faulty.

NOTE 3 In column 4, write the total number of metering points that were actually read in each month.

NOTE 4 The value in column 5 is the value in column 4, divided by the difference between the values in column 2 and column 3 (i.e. the value in column 2 minus the value in column 3), multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.3.2 Penalties for non-payment

4.3.2.1 Reporting on disconnections and reconnections

In the case of reporting on disconnections, the licensee is required to report separately on the disconnection of credit meter customers outside prescribed times (see 4.3.2.2) and the disconnection of commercial and industrial customers without giving the required 24 hours notice (see 4.3.2.3).

Reconnections of credit meter customers are reported as shown in 4.3.2.4.

4.3.2.2 Recommended reporting format for disconnection of credit meter customers

1	2	3	4	5	6	7
Month	**Total number of disconnec-tions done**	**Number of disconnections done:**			**Total number of disconnections done within the minimum standards**	**Percentage success**
		within 14 days after the due date	**on or a day before weekends* and public holidays**	**within 2 hours of closure of payment venues**		
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Average						
Comments:						

NOTE 1 In column 2, write the total number of disconnections done each month.

NOTE 2 In columns 3, 4 or 5, as applicable, write the number of disconnections that were done contrary to the requirements of this specification. If a particular disconnection qualifies to be included in two or more of the columns 3, 4 and 5, it should be recorded only once.

* *Note that disconnections are allowed on a Friday provided that normal payment and reconnection facilities are available on Saturday mornings.*

NOTE 3 The value in column 6 is the value in column 2 minus the value in column 3 minus the value in column 4 minus the value in column 5.

NOTE 4 The value in column 7 is the value in column 6 divided by the value in column 2 multiplied by 100.

NOTE 5 Calculate the average of column 7.

4.3.2.3 Recommended reporting format for disconnection of commercial/industrial customers

1	2	3	4	5
Month	**Total number of commercial/industrial customers disconnected**	**Number disconnected within 24 h of notice being served**	**Number disconnec-ted at least 24 h after notice has been served**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				

NOTE 1 In column 2, write the total number of disconnections done each month.

NOTE 2 In column 3, write the number of disconnections that were done within 24 h of notice being served.

NOTE 3 The value in column 4 is the value in column 2 minus the value in column 3.

NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 2 multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.3.2.4 Recommended reporting format for the reconnection of credit meter customers

1	2	3	4	5
Month	**Total number of customers to be reconnected**	**Number of customers not reconnected within minimum standard**	**Number of customers reconnected within minimum standard**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				

NOTE 1 In column 2, write the total number of credit meter reconnections that have been carried out each month.

NOTE 2 In column 3, write the number not reconnected within the first working day after the account has been settled and the reconnection fees has been paid.

NOTE 3 The value in column 4 is the value in column 2 minus the value in column 3.

NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 2 multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.3.3 Recommended reporting format for account queries

1	2	3	4	5	6	7
Month	**Number of personal/ telephonic account queries**	**Number responded to within three working days**	**Percentage success**	**Number of written account queries**	**Number responded to within five working days**	**Percentage success**
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
Average						
Comments:						

NOTE 1 In column 2, write, for each month, the total number of account queries received in person or telephonically.

NOTE 2 In column 3 write the number of the queries in column 2 that have been responded to within three working days.

NOTE 3 The value in column 4 is the value in column 3 divided by the value in column 2 multiplied by 100.

NOTE 4 Repeat the procedure for the written account queries (columns 5, 6, and 7).

NOTE 5 Calculate the average of column 4 and column 7.

4.3.4 Recommended reporting format for credit meter accuracy queries

1	2	3	4	5
Month	**Total number of meter accuracy queries**	**Number not resolved within fifteen working days**	**Number resolved within fifteen working days**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				
NOTE 1 In column 2, write the total number of credit meter accuracy queries received each month. NOTE 2 In column 3, write the number of queries that have not been resolved within fifteen working days of the receipt of the prescribed fees. NOTE 3 The value in column 4 is the value in column 2 minus the value in column 3. NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 2 multiplied by 100. NOTE 5 Calculate the average of column 5.				

4.4 Prepayment metering

4.4.1 Recommended reporting format for the provision of vending stations

The reporting format on the evaluation of a vending station within a 5 km radius of any customer is not given in this part of NRS 047. However, licensees who would like to report on this service activity could do so in one of the following two ways:

a) all the vending stations could be plotted on a large-scale map and then compliance could be manually evaluated on an individual basis; or

b) the area of supply (in square kilometres) covered by the vending stations could be divided by the number of vending stations. The area per vending station should not exceed 80 km^2. This method could be inaccurate if there are numerous vending stations in a small area.

1	2	3	4	5
Number of customers in the area	**Number of vending stations in the area**	**Average number of customers per vending station**	**List of vending stations**	**Number of transactions per year**

Comments:

NOTE 1 In column 1, list the number of customers in the area. The area selected could be based on feeders, district, township or any other appropriate classification.

NOTE 2 In column 2, write the number of vending stations that are located in the area considered in column 1.

NOTE 3 The value in column 3 is the value in column 1 divided by the value in column 2. The acceptable number of customers per vending station is 2000.

NOTE 4 In column 4, list all vending stations.

NOTE 5 In column 5, write the number of transactions per year for each vending station listed in column 4.

4.4.2 Recommended reporting format for hours of business of vending stations

1	2	3	4
Name of vending station	**Actual hours of business on weekdays**	**Actual hours of business over weekends and on public holidays**	**Comments**

NOTE 1 In column 1, list the vending stations.

NOTE 2 In column 2, state the actual hours of business on weekdays for each vending station. The acceptable hours of business for weekdays are 08:00 to 18:00.

NOTE 3 In column 3, state the actual hours of business over weekends and on public holidays for each vending station. The acceptable hours of business for weekends and public holidays are 08:00 to 12:00.

4.4.3 Recommended reporting format for prepayment meter accuracy queries

1	2	3	4	5
Month	**Total number of meter accuracy queries**	**Number not resolved within fifteen working days**	**Number resolved within fifteen working days**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				

NOTE 1 In column 2, write the total number of prepayment meter accuracy queries received each month.

NOTE 2 In column 3, write the number of queries that have not been resolved within fifteen working days of the receipt of the prescribed fees.

NOTE 3 The value in column 4 is the value in column 2 minus the value in column 3.

NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 2 multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.4.4 Recommended reporting format for the reconnection of prepayment meter customers

1	2	3	4	5
Month	**Total number of customers to be reconnected**	**Number of customers not re-connected within minimum standard**	**Number of customers reconnected within minimum standard**	**Percentage success**
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Average				
Comments:				

NOTE 1 In column 2, write the total number of prepayment meters reconnected each month (exclude hard disconnections or service removals after tampering has taken place).

NOTE 2 In column 3, write the number not reconnected within 48 working hours of the request for the reconnection and the payment of the reconnection fees.

NOTE 3 The value in column 4 is the value in column 2 minus the value in column 3.

NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 2 multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.5 Network faults

4.5.1 Recommended reporting format for the location and hours of business of fault reporting centres

1	2	3
Location of fault reporting centre	**Hours of business**	**Comments**
NOTE 1 In column 1, list the fault reporting centres. NOTE 2 In column 2, state the hours of business for each of the reporting centres. The acceptable hours of business are normal office hours.		

4.5.2 Recommended reporting format for the fault reporting process

1	2	3
Service activity	**Actual (Yes/No/ NA)**	**Comments**
Is there a 24 h telephone service?		
Is there a facility to redirect after-hours calls?		
Has the following information been obtained from the customer? Name Telephone number Physical address/Pole No./Site ID Nature of fault		
Is the response time immediate on the first call during normal working hours, thereafter according to the EPL?		
Has a fault reference number been given to the reporting customer?		
NOTE In column 2, answer the question for each of the service activities in column 1 by yes, no or not applicable.		

4.5.3 Recommended reporting format for the restoration of supply after a forced interruption

1	2	3	4	5	6	7	8	9	10
Month	**Total number of forced interruptions after which supply is restored**	**Supply restored within 1,5 h**		**Supply restored within 3,5 h**		**Supply restored within 7,5 h**		**Supply restored within 24 h**	
		Actual	**Percent-age**	**Actual**	**Percent-age**	**Actual**	**Percent-age**	**Actual**	**Percent-age**
January									
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
Average									
Comments:									

NOTE 1 In column 2, state the total number of forced interruptions after which supply was restored each month.

NOTE 2 In column 3, write the actual number of forced interruptions after which supply was restored within 1,5 h.

NOTE 3 The value in column 4 is the value in column 3 divided by the value in column 2 multiplied by 100. Calculate the average of column 4.

NOTE 4 In column 5, write the actual number of forced interruptions after which supply was restored within 3,5 h. This would include those forced interruptions where supply was restored within 1,5 h.

NOTE 5 The value in column 6 is the value in column 5 divided by the value in column 2 multiplied by 100. Calculate the average of column 6.

NOTE 6 Similarly, in column 7 and column 9, write the actual number of forced interruptions after which supply was restored within 7,5 h (will include the forced interruptions where supply was restored within 1,5 h and 3,5 h) and the actual number of forced interruptions after which supply was restored within 24 h (will include the forced interruptions after which supply was restored within 1,5 h, 3,5 h and 7,5 h) respectively.

NOTE 7 The value in column 8 is the value in column 7 divided by the value in column 2 multiplied by 100. Calculate the average of column 8.

NOTE 8 The value in column 10 is the value in column 9 divided by the value in column 2 multiplied by 100. Calculate the average of column 10.

4.5.4 Number and duration of planned interruptions

4.5.4.1 Reporting on planned interruptions

The licensee shall report on the planned interruptions on overhead networks (see 4.5.4.2) and the planned interruptions on underground networks (see 4.5.4.3).

NOTE 1 For the purposes of this part of NRS 047, the categories listed in column 1 of the tables in 4.5.4.2 and 4.5.4.3 are categories of network, not of customer. (For example, a customer operating a commercial enterprise could be located in an area that has been designed to serve residential customers.)

NOTE 2 The number and duration of planned interruptions for overhead distribution assume bare conductor. These figures will also apply when aerial bundled conductors (ABC) are being assessed but, in general, better percentage success can be expected from ABC systems.

NOTE 3 A simple test can be used to determine if an interruption should be classified as forced or planned (see 3.1.3 and 3.1.6 of NRS 047-1 for definitions of a forced interruption and a planned interruption). If it is possible to defer the interruption when such deferment is desirable, the interruption is a planned interruption; otherwise, the interruption is a forced one. Deferring an interruption might be desirable, for example, to prevent overload of facilities.

NOTE 4 A mixed overhead and underground network should be regarded as an overhead network for the purpose of determining the allowed number of forced or planned interruptions.

4.5.4.2 Planned interruptions on overhead networks

1	2	3	4	5	6
Category of network	**Minimum standards**		**Total No. of customers affected**	**No. of customers within minimum standard**	**Percentage success**
	No.	**Total duration** h			
Residential established	2 per year	6 per year			
Residential developing	3 per year	6 per year			
Commercial/small to medium industrial	2 per year	6 per year			
Comments:					
NOTE 1 In column 4, state how many customers (for each of the categories stated in column 1) were affected by planned interruptions. NOTE 2 In column 5, state how many customers were within the minimum standards for both the number of planned interruptions (column 2) and the duration of planned interruptions (column 3). NOTE 3 The value in column 6 is the value in column 5 divided by the value in column 4 multiplied by 100.					

4.5.4.3 Planned interruptions on underground networks

1	2	3	4	5	6
Category of network	**Minimum standards**		**Total No. of customers affected**	**Total number within minimum standard**	**Percentage success**
	No.	**Total duration** h			
Residential established	1 per 2 years	6 per 2 years			
Residential developing	1 per year	6 per year			
Commercial/small-to-medium industrial	1 per 2 years	6 per 2 years			
Comments:					
NOTE 1 In column 4, state how many customers (for each of the categories stated in column 1) were affected by planned interruptions. NOTE 2 In column 5, state how many customers were within the minimum standards for both the number of planned interruptions (column 2) and the duration of planned interruptions (column 3). NOTE 3 The value in column 6 is the value in column 5 divided by the value in column 4 multiplied by 100.					

4.5.5 Recommended reporting format for notice of planned interruptions

1	2	3	4	5	6
Month	**Number of planned interruptions**	**Number of customers to receive notification**	**Number of customers that actually received at least 48 hours notification**	**Percentage success**	**Comments**
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Average					

NOTE 1 In column 2, write the number of planned interruptions per month.

NOTE 2 In column 3, write, for each month, the number of customers that should receive written notification.

NOTE 3 In column 4, write the number of customers that actually received the notification at least 48 hours before the planned interruptions.

NOTE 4 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.

NOTE 5 Calculate the average of column 5.

4.6 Customer complaints, enquiries and requests

4.6.1 Recommended reporting format for customer complaints

Telephonic customer complaints are covered in 4.7.2.

1	2	3	4	5
Service activity	**Minimum standards**	**Number received**	**Number within minimum standards**	**Percentage success**
Customer complaints received in person	Handled immediately, without referral			
Response time for written customer complaints	2 working days			
Time to resolve written customer complaints	2 weeks			
Comments:				

NOTE 1 In column 3, write the number of complaints received for each of the activities in column 1.

NOTE 2 In column 4, state how many complaints were dealt with within the period prescribed as the minimum standard in column 2.

NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.

4.6.2 Recommended reporting format for customer enquiries

1	2	3	4	5
Service activity	**Minimum standards**	**Number received**	**Number within minimum standards**	**Percentage success**
Response time for customer enquiries requiring investigative work	5 working days			
Response time for written enquiries	5 working days			
Time to resolve enquiries	3 weeks			
Comments:				
NOTE 1 In column 3, write the number of enquiries received for each of the activities in column 1. NOTE 2 In column 4, state how many enquiries were dealt with within the period prescribed as the minimum standard in column 2. NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.				

4.6.3 Recommended reporting format for customer requests

1	2	3	4	5
Service activity	**Minimum standards**	**Number of requests received**	**Number within minimum standards**	**Percentage success**
Time to respond to general customer requests	2 weeks			
Time to carry out customer requests	Stipulated in response			
Comments:				
NOTE 1 In column 3, write the number of requests received for each of the activities in column 1. NOTE 2 In column 4, state how many requests were dealt with within the period prescribed as the minimum standard in column 2. NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.				

4.7 Telephone services

4.7.1 Recommended reporting format for the provision of essential telephone services

The provision of a telephone service for fault reporting is dealt with in 4.5.2 of NRS 047-1.

1	2	3	4
Service activity	**Minimum standard**	**Performance (Yes/No)**	**Comments**
Hours when emergencies can be reported telephonically	24 h		
Hours when complaints, requests and queries can be reported telephonically	Office hours		
NOTE In column 3, answer the question for each of the service activities in column 1, either yes or no.			

4.7.2 Recommended reporting format for the provision and performance of specific telephone services

The licensee will only report if the facility to measure the activities in column 1 exists.

1	2	3	4
Service activity	**Acceptable minimum percentage**	**Actual percentage**	**Comments**
Percentage of queries for information handled without referral	90 %		
Percentage of payments handled on a one stop basis without referral	100 %		
Percentage of faults reports not resolved telephonically but referred to the dispatcher as part of the customer contact	100 %		
Percentage of claims referred to the responsible person as part of customer contact	100 %		
Percentage of general complaints handled on a one-stop basis without referral	90 %		
Percentage of meter readings recorded accurately and allocated to correct point of delivery	100 %		
Percentage of emergency reports acted on immediately	100 %		
NOTE In column 3, state the actual percentage for each service activity in column 1.			

4.7.3 Recommended reporting format for call handling

The licensee will only report if the facility to measure the activities in column 1 exists.

1	2	3	4
Service activity	**Acceptable minimum standard**	**Actual performance**	**Comments**
Percentage of incoming calls answered within 15 s	85 %		
Average response time	< 10 s		
Lost call rate	< 2 %		
Percentage of incoming calls dealt with within 5 min	90 %		
Percentage of calls not referred	90 %		
Percentage of misdirected calls closed within 30 s	90 %		
Emergency and fault reporting telephone service downtime	< 1 h per year		
NOTE In column 3, state the actual performance for each service activity in column 1.			

4.8 Non-compliance with NRS 048-2

The recommended reporting format for the restoration of supply after a forced interruption is given in 4.5.3 and that for the restoration of supply after a planned interruption is given in 4.5.4.

1	2	3	4	5
Service activity	**Minimum standards**	**Number of complaints received**	**Number of complaints resolved within minimum standards**	**Percentage success**
Time to resolve to NRS 048 complaints	Negotiated with customer			
Comments:				
NOTE 1 In column 3, write the number of NRS 048-2 complaints received. NOTE 2 In column 4, state how many complaints were resolved within the time span negotiated. NOTE 3 The value in column 5 is the value in column 4 divided by the value in column 3 multiplied by 100.				

4.9 Customer education and customer forums

Under consideration.

4.10 Recommended questionnaire to be completed by a sample of key customers and included in the reporting to the NER

Name of key customer:……

The key customer should provide a rating of between 1 and 10 in column 2. A rating of 1 would signify bad quality of service and a rating of 10 would signify excellent quality of service.

1	2
Service activity	**Rating**
Interruptions	
Equipment maintenance	
Account queries	
Technical assistance	
Tariff negotiations	