



GUARANTEED CUSTOMER SERVICE STANDARDS CUSTOMER CLAIM FORM

INSTRUCTION - Please read carefully before completing the form

PART 1: To be completed by the customer

A. NAME:.....

B. ADDRESS:.....

C. TELEPHONE NUMBER:..... Rate Class: 10/20 40/50

D. STANDARD BREACHED (Please indicate the code, see the reverse):

E. CUSTOMER & PREMISES NUMBER:

F. SERVICE REQUEST: **DATE:**..... **TIME:**.....

G. SERVICE RECEIVED: **DATE:**..... **TIME:**.....

Customer's Signature: Date:

NOTE: The customer should submit claims within 180 days or 132 working days after the occurrence of the breach. Breaches will attract multiple payments up to four (4) periods.

PART 2

1	2	3	4		5		6	7
CODE (for Standards)	* NAME OF STANDARD	STANDARD	APPLICATION OF SERVICE		COMPLETION OF SERVICE		ACTUAL TIME TAKEN	AMOUNT (J\$)
			DATE	TIME	DATE	TIME		
EXAMPLE EGS1(b)	SIMPLE CONNECTION	4 W/DAYS	16/5/07	-	24/07/07	-	7 DAYS	\$1,500.00

Compensatory Payment J\$	Applied to Customer's Account By:
Cost Centre Number: <i>Collections & Cash Accounting</i>
Location:	Date Accounted Credited:
Approved By:	
<i>Customer Care/Parish Manager</i>	
Date:	

* Please see overleaf for detailed description of the standards and identification codes.

CODE	NAME OF STANDARD	STANDARD	DESCRIPTION
EGS1(a)	Connection to supply – New Installation	5 Working Days	Application for electricity supply to premises (located within 30 meters of JPS distribution network) where there is no meter.
EGS1(b)	Connection to supply – Simple Connection	4 Working Days	Application for electricity supply to premises (located within 30 meters of JPS distribution network) where there is no meter.
EGS2(a)	Complex Connection to supply	Quotation – 10 Working Days	Connection of supply to premises located between 30 & 100 meters of the distribution network: - A work estimate should be prepared and submitted to the customer.
	“	Construction – 30 Working Days	Connection of supply to premises located between 30 & 100 meters of the distribution network: - The Company is required to complete the construction necessary for electricity supply and notify the customer.
EGS2(b)	Complex Connection to supply	Quotation – 15 Working Days	Connection of supply to premises located between 101 and 250 meters of the distribution network: - A work estimate should be prepared and submitted to the customer.
	“	Construction – 40 Working Days	Connection of supply to premises located between 101 and 250 meters of the distribution network: - The Company is required to complete the construction necessary for electricity supply and notify the customer.
EGS3	Response to Emergency Calls	5 hours	JPS is required to respond and restore supply to emergency and service calls placed by customers.
EGS4	First Bill	40 Working Days	JPS is required to prepare and dispatch a first bill after service connection.
EGS5(a)	Complaints/Queries	Acknowledgement – 5 Working Days	All customer queries (including metering queries, personal injuries, equipment and property damage) should be acknowledged by the Company within the stipulated time period.
EGS 5(b)	Complaints/Queries	Completed response - 30 Working Days	The Company is required to investigate the query/complaint and provide a written response to the customer with 30 working days.
EGS 5(c)	Complaints/Queries	Completed response - 60 Working Days	Where the investigation requires the involvement of a third party e.g. insurance companies, the customer should receive a response within 60 working days of receipt of the inquiry.
EGS6	Reconnection	24 hours	The Company is required to reconnect a customer after full payment by the customer of overdue amounts and the reconnection fee. <i>Automatic compensation as of Jan. 2010.</i>
EGS7	Estimated bills	No more than 2	A customer should not receive more than two (2) consecutive estimated bills, where the Company has access to the meter.
EGS8	Estimation of consumption	Estimation based on 3 actual readings	An estimated bill should be based on the average of the last three (3) actual readings.
EGS9	Meter Replacement	20 Working Days	The Company is required to replace a customer's meter after detection of a fault which is not due to tampering by the customer. <i>Automatic compensation as of Jan. 2010.</i>
EGS10	Billing Adjustments	3 Billing Periods (90 days)	Where necessary, a customer must be billed for adjustments within three (3) billing periods of identification of an error.
EGS11	Wrongful Disconnection		This occurs if the Company disconnects a supply that: <i>has no overdue amount, or is currently under investigation by the OUR and/or JPS, and only the disputed amount is in arrears. Automatic compensation as of Jan. 2010.</i>
EGS12	Reconnection After Wrongful Disconnection	5 hours	The Company must restore supply to a customer who is wrongfully disconnected within 5 hours of confirmation of the error. <i>Automatic compensation as of Jan. 2010.</i>
EGS13	Meter Change		When a meter is changed, JPS must notify the customer of the meter change. This should include: <i>the date of the change and the meter readings at the time of change, the reason for the change and the serial number of the new meter.</i>
EGS14	Compensation	45 Working Days	Customers' accounts should be credited within 45 working days of verification of the breach.