




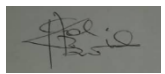


**QUALITY OF SERVICE (QOS) COMPLIANCE PERFORMANCE  
FOR ALL DISTRIBUTION LICENSEES WITH EXCEPTION OF UMEME  
LIMITED**



**2018**

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| <b>Title:</b>   | Quality of Service (QOS) Compliance Performance for All Distribution Licensees with Exception of Umeme Limited |
|                 | REP/55-110/019/004   |
| <b>Version:</b> | 1  |
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| 1       | 2019-07-17 | Grace Kijja Musinguzi | Final Draft |

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## 1. INTRODUCTION

Electricity Regulatory Authority (ERA) developed the Quality of Service and Supply Standards to protect the interests of consumers concerning the Quality and Reliability of Electricity Supply.

All Licensees are required to report to ERA every quarter, regarding their performance on the Quality of Service and Supply Standards. For the period under review, all the Distribution Licensees (KIL, PACMECS, UEDCL, KIS, HYDROMAX, WENRECO, BECS, and KRECS) submitted to ERA data and information regarding their performance on the Quality of Service (QOS) Standard.

This Report, therefore, presents the analysis of the Distribution Licensees' submitted data and the reported performance on Quality of Service and Supply Standards as follows:

- a) Access to Electricity Supply;
- b) Customer Service: (Billing; Metering; Disconnections and Reconnections; Call center; and Complaints handling) and;
- c) Network Operations:(Reliability of Electricity Supply).

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## 2 BACKGROUND

Under Section 10 (i) of the Electricity Act, 1999, the Electricity Regulatory Authority (ERA) is mandated to develop and enforce Performance Standards for the Generation, Transmission, and Distribution of Electricity to protect the interests of consumers in respect to the Quality and Reliability of the Electricity Supply Services.

ERA developed Standards for Quality of Service related to:

- I. Access to Supply (New connection);
- II. Customer Service (metering, billing, disconnections, reconnections, call center, complaints handling) and;
- III. Network Operations (Reliability Indices).

The Standards were effective on 1<sup>st</sup> March 2015.

The Authority communicated the effectiveness of the Standards and also provided that the punitive measures on the Guaranteed Quality of Service Standards shall be effective 1<sup>st</sup> July 2015, after the pre-testing period of Four Months.

## 3 ACCESS TO SUPPLY

The Licensees are required by the QOS Standard to report on Four areas and these are:

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- a) The period taken to connect a Single-phase customer (No pole service) from the time of payment for a service connection;
- b) The period taken to connect a Single-phase customer (1 or more pole service) from the time of payment for a service connection;
- c) The period taken to connect a Three-phase (LIGHT) customer from the time of payment for a service connection;
- d) The period taken to connect a Three-phase (HEAVY) customer from the time of payment for a service connection and after all obligations of the customer have been fulfilled (i.e. wayleaves and other clearances).

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### 3.1 Performance on Access of Supply Standards for the Distribution Licensees except for Umeme Limited

The overall QOS Compliance Performance on the Standards on Access to Supply for each Distribution Licensee (DISCOs) for the period 2018 was reviewed and is presented in **Table 1** and **Figure 1** below.

**Table 1: Access to Supply- Compliance Performance**

| Standard | Description  | Requirement     | KIL | WENRECO | BECS                        | HYDROMAX | KRECS | PACMECS | KIS | UEDCL |
|----------|--|-----------------|-----|---------|-----------------------------|----------|-------|---------|-----|-------|
| QOS1     | The period taken to connect a Single – phase customer (No pole service) from the time of payment | 10 Working Days | 60% | 58%     | Non -submission of QOS data | 100%     | 89%   | 51%     | 86% | 93%   |

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|------|--|-----------------|-----------------|-----|--|------|--------------------------|------|------|------------|
|      | for a service connection   |                 |                 |     |  |      |                          |      |      |            |
| QOS2 | The period taken to connect a Single – phase customer (1 or more pole service) from the time of payment for a service connection | 15 Working Days | No applications | 17% |  | 100% | No applications received | 100% | 100% | <b>91%</b> |

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|------|--|---------|---------|--------------------------|------|--|--------------------------|--------------------------|--------------------------|--------------------------|-----|
| QOS3 | The period taken to connect a Three-phase (LIGHT) customer from the time of payment for a service connection | 15 Days | Working | 51%                      | 64%  |  | 100%                     | 100%                     | 67%                      | 61%                      | 90% |
| QOS4 | The period taken to connect a three-phase (HEAVY) customer   | 30 Days | Working | No applications received | 100% |  | No Applications received | No Applications received | No Applications received | No Applications received | 55% |



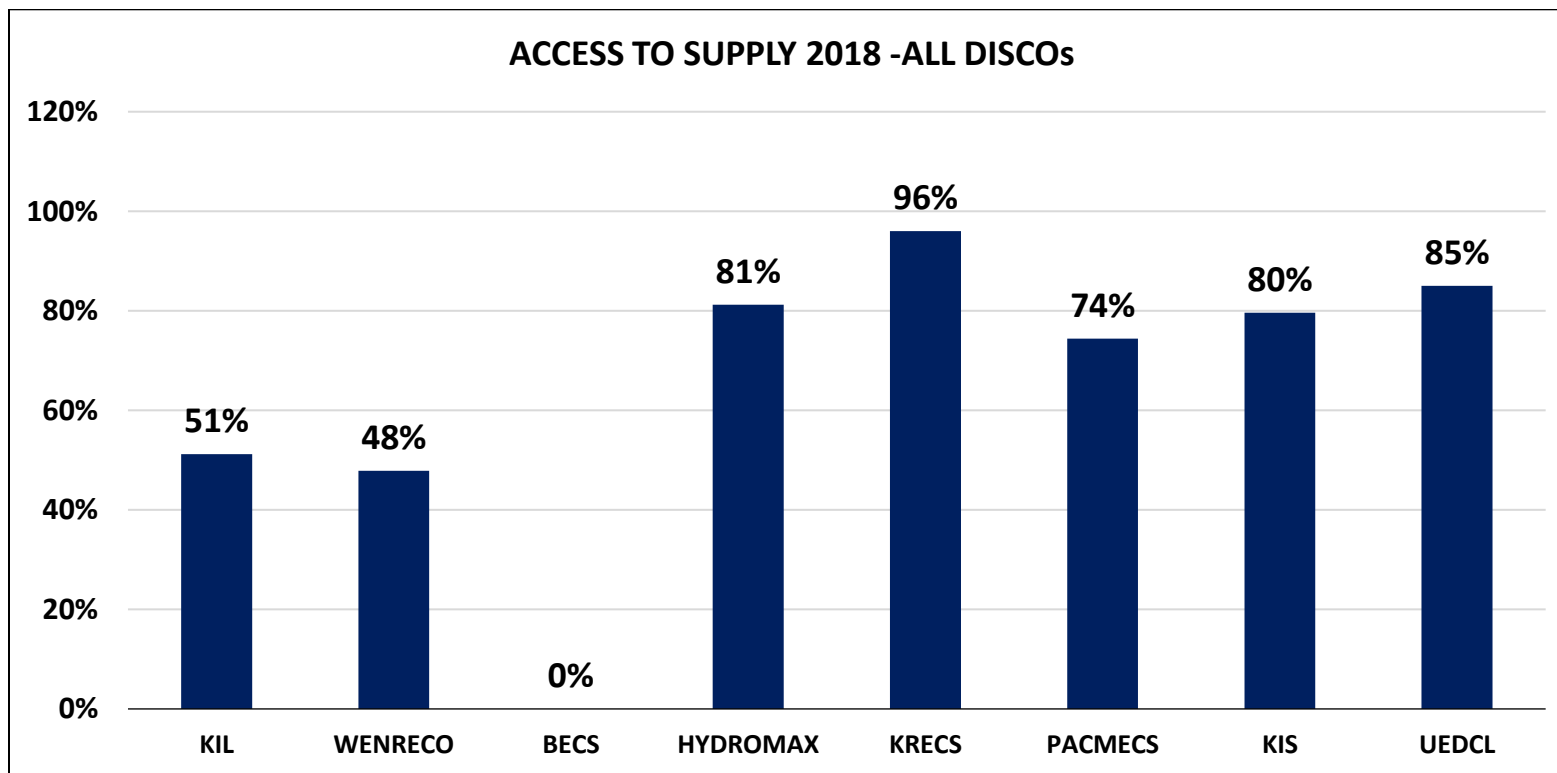
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|------|---|-----------------|-----|----|--|-----|------|-----|-----|-----|
|      | from the time of payment for a service connection AND after all obligations of the customer have been fulfilled (i.e. wayleaves and other clearances) |                 |     |    |  |     |      |     |     |     |
| QOS5 | The period taken to process customer  | 10 Working Days | 43% | 0% |  | 25% | 100% | 81% | 72% | 97% |

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|                                       |   |  |            |            |  |            |            |            |            |            |
|---------------------------------------|---|--|------------|------------|--|------------|------------|------------|------------|------------|
|                                       | applications from time of paying inspection fees to invoicing for service connection or notification of failure of the inspection |  |            |            |  |            |            |            |            |            |
| <b>overall compliance performance</b> |   |  | <b>51%</b> | <b>48%</b> |  | <b>81%</b> | <b>96%</b> | <b>74%</b> | <b>80%</b> | <b>85%</b> |

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**Figure 1: Compliance Performance of all Distribution Licensees in 2018**

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## 3.2 Observations

ERA observed that KRECS had the highest Compliance Performance of 96% as per Access to Supply Standards (QOS1 to QOS5) followed by UEDCL with 85% Performance. The good performance was attributed to the internal training of Licensee staff on the QoS Standards by the Licensees themselves. Hence, all Licensee QOS teams had good knowledge of the requirements of the Standards.

However, ERA noted the Poor Performance by BECS (0%), WENRECO (48%), and KIL (51%). ERA undertook several actions to improve on the exhibited Poor Performance as indicated below:

### 3.2.1 BECS

The observed Poor Performance was due to non-submission of QOS data for the period Of the Second Quarter (Q2 2018) to the Fourth Quarter (Q4 2018), to which ERA resolved to procure experts to undertake a forensic audit that will inform the next ERA action.

### 3.2.2 KIL

The observed Poor Performance was attributed to inadequate Connection Materials planning.

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To further understand the underlying factors that contributed to the Poor Performance, ERA held a meeting with KIL on the 14<sup>th</sup> April 2019 and discussed how to plan better concerning new connections under the Electricity Connections Policy and also improve on performance.

### **3.2.3 WENRECO**

The main contributor to the exhibited Poor Performance as per Access to Supply Standards of 48% was both Connection Material stock-outs and limited generation of power to meet the rising demand.

ERA has undertaken several actions to facilitate improved performance in the WENRECO concession as indicated below:

- a) Conducted an onsite visit of the WENRECO concession area to discuss matters contributing to the prevailing poor QOS Compliance Performance among other things.
- b) ERA also facilitated the increased generation of 4.6 MW by ELECTRO-MAX to increase the power supplied to meet the rising demand.

## **4 Customer Service Standards**

Regarding Customer Service, the Licensees are required to report on the following areas:

- I. Billing
- II. Metering

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III. Disconnections

IV. Reconnections

V. Call Center and Complaint handling.

The detailed areas of reporting under this category include the following:

- I. Number of times the meter was read in three consecutive months;
- II. The period taken to reconnect a customer after payment for reconnection;
- III. Calls answered within 30 seconds;
- IV. Number of emergency calls attended to within 30 minutes;
- V. Number of technical complaints/queries investigated within 5 to 7 working days;
- VI. The number of non-technical complaints/queries investigated within 30 working days.
- VII. Number of Investigations involving a 3<sup>rd</sup> party completed within 60 working days;
- VIII. The period taken to replace a faulty meter (no tampering).

#### **4.1 Compliance Performance on Customer Service Standards**

The Distribution Licensees' performance regarding the Customer Service Standard is indicated in **Table 2 and Figure 2 below**.

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**Table 2: Customer service – Compliance Performance average for 2018**

| <b>S/N</b>  | <b>Indicator</b>  | <b>Requirement</b>                                       | <b>KIL</b> | <b>WENRECO</b> | <b>HYDROMAX</b> | <b>KRECS</b> | <b>PACMECS</b> | <b>KIS</b> | <b>UEDCL</b> |
|-------------|---|--|------------|----------------|-----------------|--------------|----------------|------------|--------------|
| <b>QOS6</b> | Number of times the meter was read in three consecutive months          | 100% of meters should be read at least once in a quarter | 81%        | 50%            | N/A             | N/A          | 45%            | 75%        | 99%          |
| <b>QOS7</b> | The period taken to reconnect a customer after payment for reconnection | Within 48 hours (GCC requirement)                        | 79%        | 44%            | N/A             | 73%          | 25%            | 39%        | 71%          |
| <b>QOS8</b> | Calls answered within 30 seconds  | 70% of calls should be answered within 30 seconds        | N/A        | N/A            | N/A             | N/A          | N/A            | N/A        | N/A          |

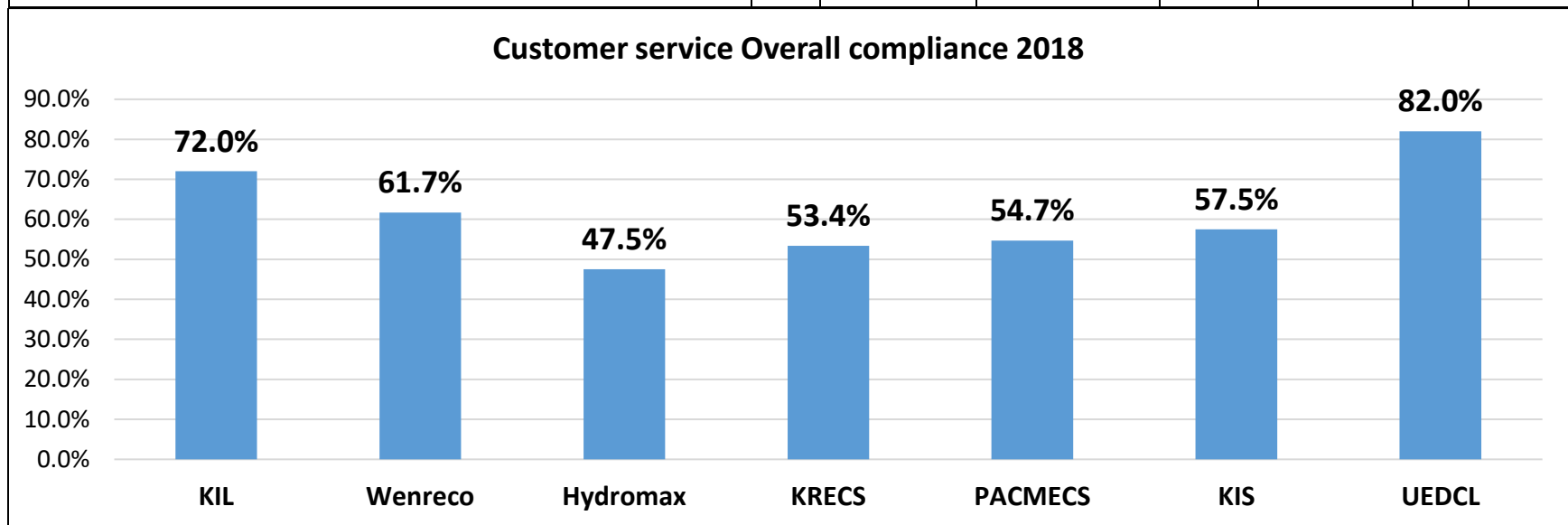
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| S/N          | Indicator  | Requirement  | KIL  | WENRECO | HYDROMAX | KRECS | PACMECS | KIS | UEDCL |
|--------------|--|--|------|---------|----------|-------|---------|-----|-------|
| <b>QOS9</b>  | Number of emergency calls attended to within 30 minutes                        | 100% response of all emergence calls within 30 minutes                       | 0%   | 25%     | 25%      | 0%    | 8%      | 25% | 66%   |
| <b>QOS10</b> | Number of technical complaints/queries investigated within 5 to 7 working days | 100% of technical complaints/queries resolved within 7 working days          | 86%  | 93%     | 75%      | 94%   | 69%     | 92% | 81%   |
| <b>QOS11</b> | Number of non-technical complaints/queries investigated within 30 working days | 100% of non-technical queries and complaints resolved within 30 working days | 100% | 71%     | 40%      | 0%    | 100%    | 94% | 87%   |
| <b>QOS13</b> | Period taken to replace a faulty meter (no tampering)                          | Within 5 working days  | 86%  | 87%     | 50%      | 100%  | 81%     | 20% | 88%   |



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| S/N                            | Indicator | Requirement | KIL | WENRECO | HYDROMAX | KRECS | PACMECS | KIS | UEDCL |
|--------------------------------|-----------|-------------|-----|---------|----------|-------|---------|-----|-------|
| Overall compliance performance |           |             | 72% | 62%     | 48%      | 53%   | 55%     | 58% | 82%   |



**Figure 2: Customer Service Performance of All DISCOS for 2018**

|                 |  |
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## 4.2 Observations

ERA observed that UEDCL had the highest performance of 82% as per Customer Service Standards, followed by KIL at 72% and WENRECO at 61.7%. ERA also noted Poor Performance as per Customer Service Standards by HYDROMAX at 47.5% and KRECS at 53.4%.

The onsite visits of HYDROMAX revealed that the performance was due to both lack of Customer Service Structures such as:

- I. No streamlined complaint handling procedures;
- II. Lack of knowledge of the requirements of some standards (QOS14 and QOS16).

During the onsite visit, ERA provided a refresher training on the QOS Standards and also an Action Plan agreed upon.

ERA also engaged the Distribution Licensees in meetings both at ERA House and at the Licensees' premises. ERA and the Licensees agreed-upon action plans to improve on the performance in the subsequent reporting period.

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## 5 Reliability of Electricity Supply

Regarding the Reliability of Electricity Supply, Licensees are required to report on Outages (planned and unplanned) and Reliability Indices (SAIDI and SAIFI).

The detailed areas of reporting under this category include;

- I. Notice of Planned Outages within 48 hours;
- II. Duration of Planned Outages not to exceed 9 hours for all voltage levels and Network Types;
- III. Notice of Unplanned Outage within 2 hours of occurrence;
- IV. Duration of interruptions in service on the Distribution System (SAIDI);
- V. Frequency of interruptions in service on the Distribution System (SAIFI).

### 5.1 Compliance Performance on Reliability of Supply Standards

The Distribution Licensee's performance regarding network operations was noted as detailed in **Table 3 and Figure 3** below.

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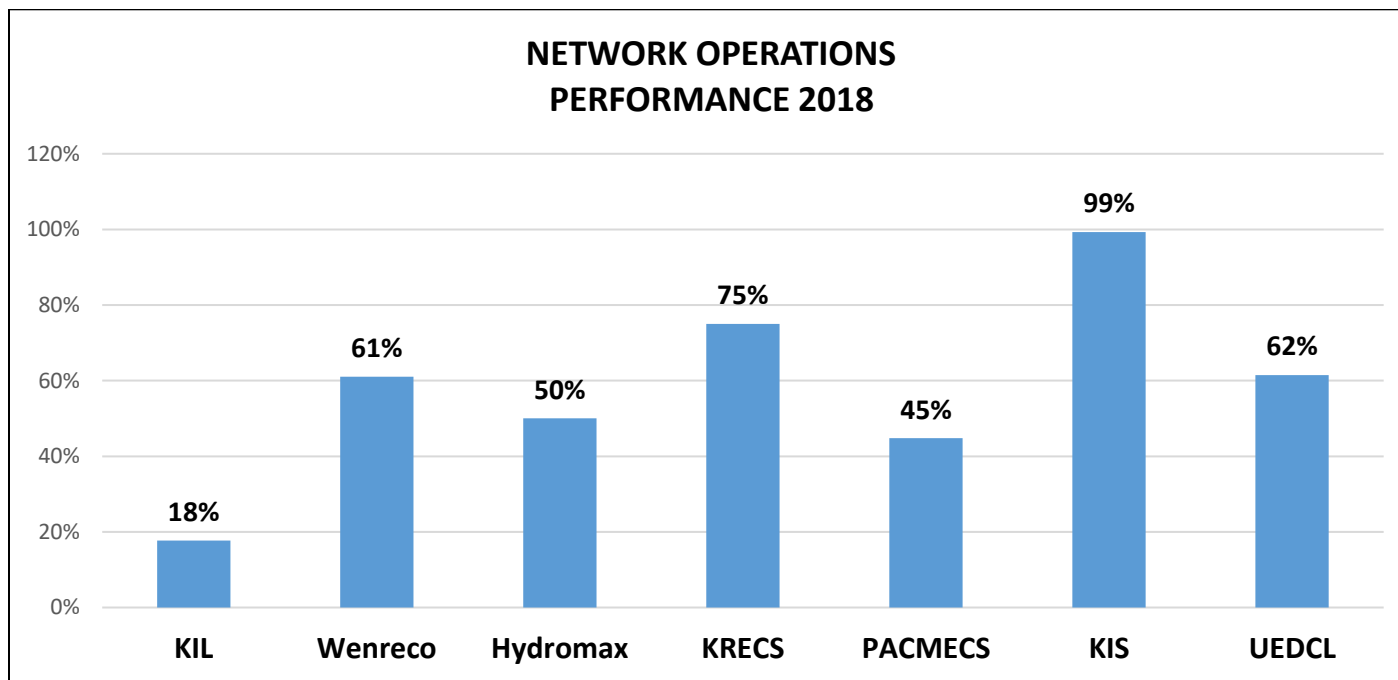
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| S/N          | Indicator  | Requirements   | KIL | WENRECO | HYDROMAX | KRECS | PACMECS | KIS  | UEDCL |
|--------------|--|--|-----|---------|----------|-------|---------|------|-------|
| <b>QOS14</b> | Notice of Planned Outages within 48 hours  | 100% of Planned Outages to have 48 hours' notice provided                          | 33% | 100%    | 100%     | 100%  | 50%     | 100% | 82%   |
| <b>QOS15</b> | Duration of planned outages not to exceed 9 hours for all voltage levels and network types | 90% of planned outages should be within 9 hours for all voltages and network types | 5%  | 44%     | 0%       | 100%  | 79%     | 98%  | 88%   |

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| <b>QOS16</b>              | Notice of unplanned outage within 2 hours of the occurrence | 100% of unplanned outages to have notification provided within 2 hours of the occurrence | 33%        | 100%       | 100%       | 100%       | 50%        | 100%       | 76%        |
| <b>Overall compliance</b> |   |  | <b>18%</b> | <b>61%</b> | <b>50%</b> | <b>75%</b> | <b>45%</b> | <b>99%</b> | <b>62%</b> |

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**Figure 3: Network Operations Compliance Performance in 2018.**

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## 5.2 Observations

ERA observed that KIS (99%) and KRECS (75%) had performed well as per Network Operations for the period 2018. ERA also noted Poor Performance of KIL (18%) and PACMECS (45%) for the period 2018. The presented reasons for the Poor Performance were lack of knowledge on the requirements of the QOS14 and QOS16 (communication of outages to consumers)

ERA undertook the following actions:

- a) Conducted onsite visits and refresher training on QOS Standards.
- b) Held meetings with Licensees and agreed on action plans to improve performance in the subsequent reporting periods.

## 6 CONCLUSIONS

ERA made the following observations as per the Compliance Performance of the Distribution Licensees for the period 2018.

- a) The Access to Supply Compliance Performance was 64% in 2018.
- b) The Customer Service Compliance Performance was 61% in 2018.
- c) The Network Operations Compliance Performance was 58% in 2018.

The overall Compliance Performance of all Distribution Licensees except for Umeme Limited was 61%.