



SERVICE STANDARD	DEFINITION OF STANDARD	SERVICE CATEGORY	TIMELINE (Days)	PENALTY
<b>Connection of a new service</b>	This standard deal with new supplies. New supplies refer to where 1. Primary or secondary network required (period in days after ST&C conditions fulfilled)  2. Primary or secondary network NOT required (period in days after ST&C conditions fulfilled)	Commercial	50	\$2,000 for each day that the Standard is breached and continuing to a maximum of \$80,000.
		Residential	60	\$1,000 for each day that the Standard is breached and continuing to a maximum of \$40,000.
	Where only a service line and meter are involved.	Commercial	12	\$4,000 for each day that Standard is breached and continuing to a maximum of \$80,000.
		Residential	12	\$2,000 for each day that Standard is breached and continuing to a maximum of \$40,000



<b>Reconnection of service after consumer has rectified reason for disconnection</b>	Where a service line and / or meter are required for re-connection, the standard allows additional time as very often a new meter and service line has to be allocated. The clock starts the day after which the customer rectifies the reason for the disconnection.	<b>(Service and meter in place (days after ST&amp;C requirements met))</b>		
		<b>Georgetown</b>	<b>2</b>	Commercial- \$2,000 per day until service is reconnected  Residential-\$1,000 per day until service is reconnected.
		<b>Elsewhere</b>	<b>3</b>	Commercial- \$2,000 per day until service is reconnected.  Residential- \$1,000 per day until service is reconnected.
		<b>(Service and meter not in place (days after ST&amp;C requirements met))</b>		
		Commercial	<b>7</b>	\$2,000 per day, to a maximum of \$20,000.
		Residential	<b>7</b>	\$1,000 first day, \$2,000 per day thereafter, to a maximum of \$20,000.
<b>Response to repairs</b>	The Customer must have filed a report with one of GPL's emergency Call centers and must have received a reference number.	Residential	<b>1</b>	\$1,000 per day to maximum of \$10,000



	The time starts to elapse after GPL would have received the call and an adequate and accurate address is provided	Commercial	<b>1</b>	\$2,000 per day to maximum of \$50,000
<b>Billing, service complaints and inquiries</b>	The standard to respond to inquiries received over the counter, via correspondence or by telephone assuming that only GPL's records have to be accessed to resolve the problem.	Inquiries- written, OTC, telephone	<b>5</b>	\$500 per day to a maximum of \$3,500
		Acknowledge only	<b>3</b>	\$500 per day to a maximum of \$3,500
		Billing inquiries- no site visit	<b>7</b>	\$500 per day to a maximum of \$35,000
		Legal inquiries- No site visit	<b>90% - 21 100% - 30</b>	\$1,000 per day to a maximum of \$35,000
		All inquiries	<b>30</b>	\$1,000 per day to a maximum of \$5,000
<b>Response to written notice by customer that a meter is improperly registering.</b>	The standard for responding to a written notice from a Customer that a meter may be improperly registering.	Time to respond to notice	<b>5</b>	\$500 per day to a maximum of \$3,000
		Time to complete test	<b>9</b>	\$1,000 per day to a maximum of \$50,000.
<b>Replacement of improper meter reading after the issue has been confirmed.</b>	The standard for replacing an individual Customer's meter once the company has determined this to be necessary following a complaint and testing of the meter.	Commercial	<b>55</b>	\$1,000 per day to a maximum of \$5,000.
		Residential	<b>55</b>	\$500 a day to a maximum of \$2,500.

**Table showing customer service standards of GPL, timeline and the penalties attached. Taken from the GPL customer standards 2016.**