

FIRST TABLE**DISTRIBUTION SYSTEM OWNER PERFORMANCE INDICATORS**

(Regulations 2, 5, 6, 7, 8, 9, 10, 11, 12, 18, 19, 21, 23 and 27)

The Table setting out the key performance indicators to be achieved by the Distribution System Owner, the amount of the fine specified and the procedure by which it will be paid to consumers for any failure to comply with said indicators, within the specified deadlines and the time of payment of the fine specified.

	FIRST COLUMN	SECOND COLUMN	THIRD COLUMN	FOURTH COLUMN	FIFTH COLUMN	SIXTH COLUMN
	Performance indicator	Regulation	Specified deadline or response time	Fine £	Payment procedure	Time at which the payment of the fine specified is imposed
1	Repair of main fuse failure	6(1), (3) 19	4 hours	5	Automatic credit	To the next bill
2	Installation and connection of low voltage meter	7(1),(2) 19	3 days	5	Automatic credit	To the next bill
3	Overhead service line from the existing distribution network	8(1),(2) 19	6 days	10	Automatic credit	To the next bill
4	Estimation of charges for electricity supply	9(1), (2) 19	30 days	20	Upon application, within 10 days	Within 15 days of the application
5	Notification of planned power outage	10(1), (2)	2 days	0	-	-
6	Investigation of voltage complaints	11(1), (2) 19	30 days	20	Automatic credit	To the next bill
7	Investigation of meter accuracy complaints	12(1), (2) 19	30 days	20	Automatic credit	To the next bill
8	Replying to complaints, applications, letters or providing information	18(1), (2) 19	20 days	10	Upon application, within 10 days	To the next bill

SECOND TABLE**SUPPLIER'S PERFORMANCE INDICATORS**

(Regulations 2, 5, 13, 14, 15, 16,17, 18, 19, 21, 23 and 27)

The Table setting out the key performance indicators to be achieved by the Supplier, the amount of the fine specified and the procedure by which it will be paid to consumers for any failure to comply with said indicators, within the specified deadlines and the time of payment of the fine specified.

	FIRST COLUMN	SECOND COLUMN	THIRD COLUMN	FOURTH COLUMN	FIFTH COLUMN	SIXTH COLUMN
	Performance indicator	Regulation	Specified deadline or response time	Fine £	Payment procedure	Time at which the payment of the fine specified is imposed
1	Replying to electricity bill complaints	13(1), (2) 19	3 days	10	Automatic credit	To the next bill
2	Arrangement of appointments	14(1), (2) 19	2 days	20	Automatic credit	To the next bill
3	Meter reconnection requested by customer.	15(1), (2) 19	1 day	5	Automatic credit	To the next bill
4	Meter disconnection requested by customer	16(1), (2) 19	1 day	5	Automatic credit	To the next bill
5	Reading of the meter and registration of consumption	17(1), (2),(3) 19	2 days	5	Automatic credit	To the next bill
6	Replying to complaints, applications, letters or providing information	18(1), (2) 19	20 days	10	Upon application, within 10 days	To the next bill