



# **BAHAMAS POWER AND LIGHT COMPANY LIMITED**

## **CONSUMER PROTECTION PLAN SUBMITTED TO THE UTILITIES REGULATION AND COMPETITION AUTHORITY**

**29, August 2019**

**Version: Draft 5.0**

## Table of Contents

### PART 1: INTRODUCTION

• PART 1: INTRODUCTION .....	4
• PART 2: STANDARDS OF SERVICE QUALITY AND SAFETY .....	6
• Description of Service .....	6
• Service Applications.....	7
○ <b>Required Documents to Support Application</b> .....	7
○ <b>Cost of Connection</b> .....	7
○ <b>Connection of Services</b> .....	8
○ <b>Renters’ Accounts for Services</b> .....	8
○ <b>Temporary Services</b> .....	8
• Right of Refusal.....	9
• Security Deposits .....	9
• PART 3: RATES AND BILLINGS .....	10
• Electricity Rates .....	10
○ <b>Rate Adjustments</b> .....	10
○ <b>Rate Affordability</b> .....	10
• Meter Accuracy .....	10
• Billing .....	10
○ <b>Estimate Readings</b> .....	11
• Payment Options .....	11
• Disconnections .....	12
• Reconnections .....	13
• Vulnerable Consumers .....	14
○ Levelized Billing Option for Vulnerable Consumers .....	14
○ Disconnection of Service to Vulnerable Consumers.....	14
• PART 4: POWER QUALITY .....	15
○ <b>Voltage Deviation</b> .....	15
○ <b>Frequency Deviation</b> .....	15
○ <b>Transient Voltages</b> .....	15

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

- PART 5: CONSUMER COMPLAINTS ..... 16
  - **Lodging Complaints**..... 16
- Consumer Complaints – Billing..... 16
- Consumer Complaints – Power Quality and Service Interruption ..... 17
- Consumer Complaints – Tree Trimming..... 18
- Consumer Complaints - Street Lighting..... 18
- Consumer Complaints – Damage of Electrical/Electronic Apparatus and Spoilage..... 19
  - **Consumer Claims Process** ..... 20
- PART 6: CONSUMER DISPUTE RESOLUTION ..... 20
- Accelerated Dispute Resolution Related to Billing..... 21
- PART 7: AMENDING CONSUMER PROTECTION STANDARDS ..... 21
  - **Procedure** ..... 21
- Part 8: Index of Other Charges ..... 22
- PART 9: STANDARDS OF SERVICE ..... 23
- Overall Standards ..... 23
- Guaranteed Standards of Service ..... 24
- APPENDIX 1..... 25
- Consumer Summary by Island (As at 2016)..... 25
- Consumer Summary by Class (As at 2016) ..... 25
- APPENDIX 2..... 26
  - **Electrical Installation Approval Form** ..... 26
- APPENDIX 3..... 27
  - **BPL System Generated Application Form** ..... 27
  - **Consumer Claim Form**..... 27
- APPENDIX 4..... 28
- Landlord Authorization Form ..... 28
- APPENDIX 5..... 29
- Rates for the Usage of Electricity ..... 29
- APPENDIX 6..... 30
- BPL Bill Pay Sites ..... 30

## PART 1: INTRODUCTION

### Purpose

The Bahamas Power and Light Company Limited (BPL) is required to submit to the Utilities Regulation and Competition Authority (URCA) for approval a Consumer Protection Plan pursuant to the Electricity Act, 2015 (Act), Section 40. In compliance with the Act, the following plan is submitted to URCA for its approval.

BPL provides services to more than 108,000 consumers throughout 23 service territories within the Commonwealth of the Bahamas with 74% of these consumers residing on the Island of New Providence (see Appendix 1). BPL is committed to providing its consumers with exceptional service which results in customer satisfaction.

### Definitions

- **Act** means the Electricity Act, 2015.
- **BPL** means Bahamas Power and Light Company Ltd.
- **Demand Charge per kVA** means a billing mechanism used to recover the cost of providing transmission and distribution service to non-residential consumers with a maximum load greater than 10kVA.
- **Easements** mean the right to use and/or enter onto the real property of another without obtaining ownership of it.
- **First Tier Electricity Units** mean that in some classes of utility consumers, rates for electricity usage may change for a portion of the units used, depending on the amount of power consumed. The first tier represents the first portion of units used for the particular class of consumer.
- **Fuel Charge** means variable component of the electricity bill which covers all costs associated with the fuel used for the amount of power consumed.
- **Generator Feed-Through Arrangement** means a written agreement made with the consumer for the installation of a single generator to a building (most often with respect buildings with multiple occupants such as a commercial, office or apartment building) through a single transfer switch, resulting in the electrical meters being powered either by BPL supply or by the consumer's generator.
- **High Voltage Overhead Mains** means pole mounted power lines at voltages over 600 volts.
- **Instrument Transformers** mean high accuracy class electrical devices used to isolate or transform voltage or current levels (e.g. voltage transformers or current transformers). In metering, they may be used to reduce current or voltage levels to a safe, readable value for the electrical meter to comprehend.
- **Levelized Billing** – The monthly bill for a particular account is the rolling average of the electric usage for the most recent twelve months (i.e. the last 11 months and the current month). This is designed at increasing predictability in the monthly billing.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

- **Low Voltage Cable Feeds** mean underground service cables from the utility's point of supply (such as a transformer, overhead line or service pillar) to the consumer's electrical service (i.e. main switch or transfer switch).
- **Low Voltage Overhead Power Lines (Mains)** mean pole mounted power lines at voltages less than 600 volts.
- **Paperless Billing** means consumers receiving their bills via email and text message.
- **Rate Reduction Bond Fee** means the fee imposed by BPL on consumers in accordance with Section 18(4) of the Act and which is calculated per unit usage by the consumer, subject to periodic adjustments in accordance with Section 13 of the Electricity Rate Reduction Bond Act.
- **Rate of Return on Capital** means the profit to be received from investments should be equivalent to at least the Bahamian Prime Rate.
- **Security Deposit** means a payment collected by BPL from the consumer to mitigate any actual or perceived credit risk which BPL assumes in providing service to the consumer.
- **Services** means the provision of electricity by BPL to consumers.
- **Single-Phase Voltage** refers to a two wire or three wire AC circuit arrangement where one wire is the neutral wire and the other wire(s) is the hot or live wire. This arrangement is typically used for lower loads such as in residential services.
- **System Frequency** means the frequency of the oscillations of alternating current (AC) in an electric power grid transmitted from a power plant to the end-user.
- **Three-Phase Low Voltage** refers to a four wire AC circuit arrangement where one wire is the neutral (reference) and the other three wires are the hot or live wires. This arrangement is typically used for higher circuit loads such as in commercial or industrial accounts.
- **Transient voltages** mean momentary fluctuations (less than one second in duration) in the voltage of a circuit. These may be spikes, surges, dips or swells.
- **Tree Trimming** means directed pruning of tree limbs back to the main trunk of the tree away from power lines.
- **Underground Services** means cables from the utility's point of supply (such as a transformer, overhead line, service pillar) to the consumer's electrical service (i.e. main switch or transfer switch) which are buried under the ground along their length.
- **URCA** means the Utilities Regulation and Competition Authority.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

- **Vulnerable Consumers** means consumers who require protection against disruption or termination of electricity supply due to low income, being of pensionable age, disability, chronic illness or other vulnerabilities.
- **Wayleave Management Operations** mean works carried out to maintain proper access to privately owned land for which consent to access by BPL has been granted by written agreement. Works may involve, but is not limited to, tree cutting/felling, brush/bush removal and installation of bollards.
- **Working Days** means Monday to Friday from 8 am – 4:30 pm, excluding public holidays.
- **Wrongful Disconnection** means the disconnection of services to an electricity account not eligible for disconnection as specified in the Disconnection section of this Consumer Protection Plan.

## PART 2: STANDARDS OF SERVICE QUALITY AND SAFETY

### Description of Service

BPL provides single-phase or three-phase low voltage services at the voltage and size requested by the consumer. In certain instances, BPL may provide high or distribution level voltage services to consumers. Consumers are required to request services by submitting an Electrical Specification Form (see Appendix 2). BPL reserves the right to periodically amend the Electrical Specification Form.

BPL will install as appropriate on the premises of the customer all equipment necessary for example, meters and transformers to satisfactorily provide the requested supply. BPL will maintain ownership of all equipment up to and including the meter, except in certain circumstances (for example, generator feed through arrangements and special low voltage cable feeds) as agreed in writing. The consumer may be held liable for damages to BPL equipment housed on their premises. Consumers must ensure that unrestricted access to its equipment is granted to BPL for the purpose of safety, network management and routine or after fault maintenance. All BPL equipment must be free from obstruction at all times. Consumers are prohibited from tampering with, adjusting or otherwise interfering with any BPL equipment.

Any electrical equipment beyond the metering point (including the meter can and connections behind the meter) shall be the property of the consumer. The consumer must ensure that all electrical apparatus within their control remain in a state of good repair, properly weatherproofed and meet all the criteria and specifications as set out in the appropriate electrical codes identified by the Ministry of Works.

In the event that a consumer requests a specific voltage that is unavailable in the particular area, BPL will inform the consumer as to the voltages that are available and will recommend an appropriate solution. Alternatively, the consumer may be requested to pay the cost of providing the voltage should BPL determine that it is practical in the particular area. The normal voltages provided by BPL throughout its service territories are listed in the table below.

Description	Voltage Phase – Neutral (Volts)	Voltage Phase – Phase (Volts)
Single Phase Two Wire	120	N/A
Single Phase Three Wire	120	240
Three Phase Three Wire	120	208
Three Phase Four Wire	120	208

## Service Applications

Application for services at a new installation, or for the addition or modification to an existing installation, shall be made in person by the owner or occupant of the premises at a BPL Consumer Service Center. An application for Supply Form will be generated during the visit (see Appendix 3), which must be signed by the applicant. An Electrical Specification Form (in duplicate) (see Appendix 2) must be completed by the consumer's licensed, certified electrician (single or three phase as per the type of installation) and submitted to the Building Control Section of the Ministry of Works for approval before the commencement of any works to provide services. The Electrical Specification Form will subsequently be forwarded to BPL after the relevant approvals are granted by the Ministry of Works. The specifications will then be reviewed by BPL and the method of connection determined. A listing of certified single and three phase electricians can be found on the BPL website.

At the time of application, BPL provides the consumer with information on its services, current rates and billing, and other associated offerings and charges to ensure that the consumer is fully aware of the terms and conditions of the services. This information as well as the Guaranteed Standards of Services is also made available through hard copy at all Consumer Service Centers and are published on BPL's website. The information is also provided upon request to the consumer, free of charge. Information pertaining to the description of the consumer's individual service (voltage level, service capacity, billing multipliers etc.) is also provided to the consumer at the time of application. The consumer may be required to acknowledge this information by signing a copy of the service level agreement for BPL's record.

## Required Documents to Support Application

The applicant must provide a government issued photo identification such as a passport or, driver's license AND a National Insurance Card. Businesses applying to open an account must provide:

- An original letter of request for services on the company's letterhead. The letter must be signed by two authorized signatories, one of whom must be a Director of the company. The company's seal should also be affixed to the letter.
- Government issued photo identification of each authorized signatory
- A copy of the Memorandum and Articles of Association
- Copy of the company's Certificate of Good Standing
- A copy of the most recent Annual Statement filed with the Registrar General's Department or a Certificate of Incumbency
- VAT Certificate of Registration (if applicable)

All the above documents, along with the Installation Approval, Occupancy Certificate and the Security Deposit Payment must be brought by one of the authorized signatories to a representative at one of BPL's Consumer Service Centers.

## Cost of Connection

Upon completion of the review of the Electrical Specification Form, BPL will determine the cost to the consumer for the requested services.

- Overhead service requests under 60 amps and within 60 feet of existing and available low voltage overhead power lines are provided without a charge to the applicant.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

- Overhead services or extensions over 60 amps and beyond 60 feet of existing and available low voltage overhead mains or extensions from existing and available high voltage overhead mains are provided at a charge to the applicant.
- Where an applicant or a number of applicants require an extension along a public roadway, BPL may prorate the cost of service among the expected number of prospective applicants, provided the lot owners make written commitments accordingly. If the anticipated revenue is estimated by BPL to be sufficient to provide an adequate return on capital, BPL may contribute up to one third of the high voltage mains cost.
- Where underground services are required, the entire cost is borne by the applicant.
- Developers of new subdivisions, private tracts of land, or other developments are responsible for the full cost of the infrastructure required within the development necessary for the services to the individual lots of the subdivision. Additionally, the developer bears the cost of providing the services to the subdivision or tract of land as a whole. The developer is further responsible for the installation of street lights (or the cost thereof) within the development.
- Easements must be granted by the applicant to BPL in writing before the installation of poles, guys, lines/cables, sub-stations or other works needed for the extension.

### Connection of Services

The connection of the services is subject to approval of the installation by the Ministry of Works as evidenced by an executed Electrical Installation Approval Form (see Appendix 2) and a Building Occupancy Certificate (where applicable), the approval of the installation by BPL, the completion of a Supply/Service agreement between the applicant and BPL, and the payment of the applicable Security Deposit.

### Renters' Accounts for Services

A new tenant moving into a rental property must provide a signed copy of a BPL Landlord Authorization Form (see Appendix 4) providing information on the property, the name of the last tenant and the date the last tenant vacated the property, and the name of the new tenant and the date that tenant moved in.

The Tenant must also provide:

- Government issued photo identification
- National Insurance Card
- Copy of the lease agreement or proof of payment of first month's rent
- Work Permit or Permanent Residency Card and National Identification Number from Overseas Territory or Home Country (if applicable)

### Temporary Services

Temporary services accounts are granted for construction purposes only and should only be opened for a period of 6 months. The applicant's licensed electrician or electrical contractor must install a meter can, and the switch and plugs required. The contractor can then arrange for the installation to be inspected by the Building Control Department of the Ministry of Works. If approved, a Temporary Supply of Electricity Certificate will be issued bearing the permit number. The applicant must bring this certificate, a government issued photo identification card, and two current references (including phone contacts of the signatories) to BPL at the time of paying the applicable security deposit. If a business is opening the temporary account, the other requirements for a business account also apply.

Temporary services should not be connected to the permanent wiring in a building, which must be inspected prior to receiving services. A security deposit fee is also required for temporary services and a



connection fee may apply if the service location is fed by an underground cable or the overhead service is more than 60 feet away from existing and available low voltage overhead mains.

### Right of Refusal

BPL will make every effort to provide services to applicants within its service territory. There are however instances when the services, or the type of services required is beyond the company's capability to provide. In such circumstances, BPL reserves the right to refuse to provide services in the event:

- The technical requirements (voltage requested, loading required) are beyond the capability of BPL within one of its service territories to provide and/or beyond or outside of the services offerings of the BPL.
- The history on the account(s) of the individual or business shows a history of delinquency, account disconnections, tampering and/or security deposit forfeitures.

### Security Deposits

All postpaid accounts for electricity services are subject to the payment of a security deposit before the provision of the services. BPL will indicate to the consumer, upon application for the services, the amount of the security deposit and all terms regarding the deposit. Historical data is used to calculate the deposit for services being reinstated or transferred to a location with previous service. For new installations, the data provided by the consumer's electrician on the electrical specification form is used to calculate the security deposit. Past payment history with BPL or the Bahamas Electricity Corporation may be used in this assessment, as well as data from other sources. The type of property (dwelling home, temporary housing/apartment etc.) may also impact the security deposit calculation. In all cases BPL will inform the consumer of:

- The level of the security deposit and the manner in which the deposit was calculated.
- How the deposit will be kept, and the conditions under which the deposit may be forfeited, or repaid.
- The process to apply for the return of the security deposit.
- The terms for refunding the security deposit (or remaining balance) within two weeks of the termination of the services.

The security deposit is non-transferable and will not accrue any interest over the life of the services. The deposit calculation is based on twice the expected average monthly charge (including fuel) of the account. The minimum security deposit charge on any account is B\$50.00. The security deposit will be augmented, if applicable, by a credit risk factor as shown below.

- No issues or concerns – 1.0
- Past Tampering History – 2.0
- Temporary/Winter Residents or Transient Account Holders -2.0
- Poor Payment History – 1.5
- Access Control Problems/Issues – 1.5

If multiple risk factors apply, the single factor with the higher rating will be used (i.e. the risk factors will not be compounded).

#### **Example: Security Deposit Calculation**

**2 x Average Monthly Billing x Credit Risk Factor (if applicable)**

In the event that a consumer's account is suspended by BPL due to non-payment and the security deposit has been applied to cover the arrears on the account, the account holder is required to reestablish the security deposit in order to restore the services. The security deposit amount may be reevaluated given account history and credit risk, or to reflect changes in the rate since the creation of the account.

## PART 3: RATES AND BILLINGS

### Electricity Rates

The rates and charges for services supplied by BPL are those set forth in the approved Tariff Schedule (see Appendix 5) and include a base rate which may be tiered, a rate reduction bond fee, the fuel charge and a demand charge per kVA (where applicable). The revenue raised by BPL shall be sufficient to cover its operational and fuel expenses, pay its long and short term debt and interest, maintain its covenants, and create and maintain a reserve fund.

### Rate Adjustments

BPL may make application to URCA for a rate adjustment where it is necessary to recover the cost of necessary system upgrades or reinforcements due to unforeseen circumstances or circumstances that will otherwise improve operational efficiencies which may reduce cost.

### Rate Affordability

As BPL is not a profit driven organization, rate of return is not considered a component of the electricity rate. One objective of the components of the electricity rate is to place BPL on a solid financial footing, while enabling it to properly service its consumers. BPL wishes to ensure that all consumers have access to electricity, regardless of their financial circumstances, and has purposely priced the cost of the first tier of electricity units at a discounted level.

### Meter Accuracy

Meter performance tests are performed by the manufacturer and a test certificate is provided for each meter, which is retained by BPL. The percentage error on any meter used by BPL for the measurement of power consumed does not exceed 2%. Local testing of meters for verification of meter accuracy, as indicated on the performance certificate, is conducted on all meters prior to installation for commercial accounts, and on at least 10% of all residential meters prior to installation. Additionally, all meters removed from the system are tested to ensure that the accuracy of the meter was within the specifications up to the time of removal from service. Meters may also be tested in the field by BPL for verification or upon the justified request of the customer once per year free of charge. Adjustments may be made to the customer account as a result of a failure of the meter to accurately measure consumption.

All commercial accounts using instrument transformers have additional accuracy ratings (error). The full metering system, including the instrument transformers, is tested in the field to ensure accuracy within the stated 2% error.

### Billing

Bills to all consumers are calculated at the approved tariff rates using the readings provided by the appropriate type and class of metering apparatus and any applicable multiplier. The actual reading on the face of the meter takes precedence over any other billing data (e.g. transmitter readings), provided

no unauthorized modification has been made that impacts the meter readings. Meters are ordinarily read and accounts are billed approximately every 28 to 32 days according to their assigned route and cycle. Consumers have 21 days after the invoice date to pay the stated amount. After the expiration of the 21 days, bills are considered overdue and the account may be subject to a late payment fee and/or disconnection of the services.

In addition, BPL is introducing “paperless” billing: that is, consumers receiving their bills by electronic mail or text message. The paperless billing campaign – Less Paper, More Green – gives eco-friendly consumers the choice of not receiving paper bills, while providing those consumers who still desire to have a paper bill the choice to opt out of the programme.

Paperless billing offers consumers convenience, added security, and an improvement in customer satisfaction. It provides the consumer instant access to her or his information anywhere, anytime, and makes for easier and more secure archival and retrieval of electronic bill statements, helping meet budgetary needs.

BPL offers immediate implementation of paperless only for Opt-In consumers, with dual operation – paper bills and electronic access – for six months for Buy-In consumers. Paper bills will be available via request after six months for Opt-Out consumers. A hard request (in writing) is required in order to receive a paper bill.

### Estimate Readings

Where, due to either meter or remote transmitter failure, lack of access or any other reason, actual readings from the meter are not received, an estimate of the consumer’s consumption for the billing period may be used to calculate the bill. The estimate for the consumption may be based on the:

- Average consumption of the consumer at the location for the past 12-month period;
- Actual consumption of the consumer at the location for the prior three-month period; or
- Actual consumption of the consumer at the location during the same billing period in the prior year.

It shall be clearly indicated on the consumer’s billing that the consumption used in the calculation of the billing was an estimated value. The consumer should also be easily able to determine that the consumption estimate is in line with the consumption pattern through the use of past consumption data normally displayed on the billing.

If an estimate consumption figure is used to calculate a billing for two or more periods, an investigation is initiated to determine the reason why the actual consumption value was not obtained. On completion of the investigation, the consumer is advised as to the reason for the estimate billing and the corrective action taken.

### Payment Options

In New Providence, consumers may pay at our Main Office location at Blue Hill & Tucker Roads, at our Marathon Mall location. In the Family Islands, payments can be made at our Local Family Island Office or the relevant payment center (see Appendix 6). Payments are accepted at these locations in cash, check, or by credit card.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

Payment can also be made on our website at <https://iwr.bahamaselectricity.com/WebPayments> or using our Telephone Bill Pay Service (242) 302-1130 using a valid major credit card. Consumers can also pay via our third party cash collection vendors or visit the following commercial banking institutions to make payments or make payments on their electricity accounts through the bank's websites.

- RBC Royal Bank
- Scotiabank (Bahamas) Limited
- Bank of The Bahamas
- CIBC FirstCaribbean International Bank
- Commonwealth Bank
- Fidelity Bank (Bahamas) Limited

### Disconnections

All consumers are required to pay their utility bills in full each month on or before the due date indicated on the bill. Any postpaid consumer whose account enters into a thirty day arrears will be subject to disconnection. Additionally, such a consumer may be required to accept pre-paid service, once available, prior to the reconnection of the service. All disconnections shall be carried out on days that allow the consumer to be reconnected within 24 hours of payment (typically Monday through Friday) between the hours of 7:00 am and 3:00 pm, thereby giving the consumer sufficient time to pay the outstanding balance and be eligible for reconnection. BPL assesses a fee of \$10.00 for a service visit with intent to disconnect for any residential account. Similarly, a fee of \$15.00 is charged for a service visit with intent to disconnect at a commercial account location.

As BPL is aware that electricity is an essential service, every effort will be made to notify consumers prior to the issuance of a disconnection work order. BPL uses several methods to notify consumers with delinquent accounts or those that are flagged for disconnection in our processes.

- **Monthly Billing** – Each month the consumer's bill will indicate the total amount owed, separating that amount into the current month's billing and the total delinquent amount.
- **Door Hangers** – BPL may deliver notices through the use of 'door hangers'. These cards, which are left at the consumer's residence, show the consumer account number and the delinquent amount. It notifies the consumer that a disconnection of the account is pending.
- **Automatic 'robo' Calls** – BPL's IVR systems are capable of carrying out notification of delinquency by telephone calls. This system is dependent however, on the consumer providing and maintaining an up to date, active phone contact.
- **Email notification** – BPL's systems are capable of sending an email notification to consumers, providing the actual monthly billing and disconnection notice. This system is also dependent on consumers providing and maintaining an up to date, active email account to the company.
- **Advertisements in the Media** – BPL uses advertisements in daily newspapers and on radio stations to advise to its consumers that outstanding electricity arrears should be paid in full to avoid the disconnection of the supply. The advertisement may also advise the consumer that they should come in to make payment arrangements, where possible, to avoid disconnection.

The implementation of paperless billing has no functional impact on the delinquency processing system as all bills whether hard copy or electronic will become due after 21 days.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

If the service is disconnected, the BPL representative leaves a notice at the residence, informing the consumer of the disconnection and the requirements to have the service restored. The notice, which is bright yellow in color, will be left either at the point of disconnection, that is the consumer's main switch, or at the front door.

BPL may disconnect the service to consumers or accounts in the following circumstances:

- Non-payment of accounts 30 days in arrears;
- Where there is a safety violation or concern – (e.g. uncontrolled access to live electrical wires, busbars or components, outdoor installations not sufficiently weatherproofed or where there is restricted access to BPL service equipment);
- Where there is a confirmed case of meter or installation tampering;
- Temporary service accounts active beyond the allotted timeframe or being used for permanent residences; and
- Unauthorized use of the supply (e.g. consumer distribution of services to other structures not approved or sub-metering).

### Reconnections

All consumers disconnected as a result of nonpayment must pay all, or make arrangements to pay all overdue amounts prior to reconnection. A reconnection fee of \$20.00 will be charged. Where payments are made and verified at a BPL Consumer Service Center, through BPL's website or using BPL's telephone bill pay service, BPL will undertake to have the service reconnected within 1 business day. For a standard reconnection, if the outstanding amount is paid by 12:00 noon, BPL will undertake to have the service reconnected on the same day. Payments made through other centers, such as local banks, payment companies or collection agencies, may not be communicated to BPL in a timely manner which might delay the reconnection of service.

BPL may enter into payment arrangements with its consumers who are unable, after being disconnected, to pay the full outstanding amount. The terms of the arrangement will be agreed upon between BPL and the consumer on a case by case basis. During the term of the arrangement, the consumer must pay all new bills in full and ensure the payment of all outstanding amounts within the agreed timeframe. Consumers who default on an arrangement may not be eligible for further payment arrangements.

The following are the conditions which must be met before reconnection of the supply if service was disconnected for any of the reasons specified above or elsewhere within this document.

- The reason for the disconnection must be satisfactorily addressed
- Any identified safety violation or dangerous condition must be removed. The cost of this remedy will be borne by the customer and works may need to be verified by the relevant authority before reconnection
- All arrears must be paid or an arrangement entered into by the customer to pay all outstanding amounts owed for service used. The security deposit on the account may also be reassessed or another suitable guarantee may be required regarding payment of all future bills.
- The customer may be required to pay estimated amounts as reasonably identified by BPL as a result of tampering.
- A reconnection fee as indicated in the schedule of charges must be paid.

## Vulnerable Consumers

BPL recognizes two categories of vulnerable customers: economically vulnerable customers and physically vulnerable customers. An economically vulnerable person satisfies the criteria for levelized billing and has met the criteria approved by the Director of Social Services as prescribed by the annual poverty line index published in the Bahamas Household Expenditure Survey. A physically vulnerable customer is a customer who is unable to take care of themselves by reason of age, illness, disability or any other similar reason and may be harmed through the loss of electricity services to the building in which they are domiciled.

During the application process, or at any other time, vulnerable consumers with a medical condition should indicate to the processing agent that the application is being submitted for a residence or business with a vulnerable consumer. The application must be accompanied by a letter from a medical doctor, confirming the affiliation of the residence or business with a vulnerable consumer. The account will be identified in the system as a **Vulnerable (Medical) Consumer Account**. Consumers are required to renew this status semiannually by submitting an updated letter from the medical doctor detailing the need (patient on ventilators etc.).

In addition, customers may make application to BPL to be identified as a Vulnerable Consumer for economic reasons. Given privacy concerns, BPL cannot conduct an economic assessment to determine the financial wellbeing of a customer. Instead, the customer will be required to provide a letter from the Department of Social Services identifying the customer as someone who has been awarded assistance for a specific period. This letter coupled with a review of the account energy usage will allow BPL to determine whether any considerations should be afforded the customer. Only customer accounts with usage in the first tier of the tariff structure will be considered. This low cost tier is specifically designed for this type of customer.

### Levelized Billing Option for Vulnerable Consumers

Consumers meeting the requirements for identification as a Vulnerable Consumer may opt to accept levelized billing. The customer will then be billed at a flat monthly fee equivalent to the average of the previous 11 months' electricity billing and the current month's billing for the service location. This will reduce the volatility in the billings on the account and allow the consumer to budget more effectively.

### Disconnection of Service to Vulnerable Consumers

BPL will make an attempt to advise the consumer by telephone, messenger services, email or through the use of door hangers of the need to make urgent payment of the overdue balance, indicating the projected date of disconnection of the service. This allows the consumer to come in to make arrangements to pay the bill, seek assistance from the relevant government agency, or take such other necessary steps given their circumstances. If a work order is issued for the disconnection of the service, the Vulnerable Consumer Account status of the account appears on the work order. The disconnect work order will not be issued until personal contact is confirmed with the consumer or a designee. The disconnecter will also communicate directly with the consumer before taking any action.

Vulnerable Consumers, other than those with a medical condition, may be afforded special disconnection considerations on a case by case basis. Any special arrangement made shall expire after 6 months unless additional information is presented which will warrant the extension of the vulnerable status of the account. Vulnerable Consumers who seek the assistance of any relevant government agency such as

Social Services Department will be assisted by BPL. BPL will respond to requests for information from such relevant government agency as required.

### PART 4: POWER QUALITY

BPL seeks at all times to provide quality electricity to its consumers. Any electrical service, however, may be subject to power quality concerns such as voltage deviations, transients, and outages of the supply. Electrical and electronic devices may be susceptible to such power quality issues. Consumers are encouraged to take the necessary steps or install the required devices to safeguard their equipment against malfunction or damage. Where applicable, consumers should consider insuring their equipment to mitigate their losses.

#### Voltage Deviation

The normal voltage provided to consumers is as stated in the service proposal from BPL to the consumer at the time of the application for service. The voltage under normal system operation will be allowed to deviate by a value not to exceed +/- 6% of normal. BPL will take corrective action to return the voltage within the allowed range up to and including the temporary disconnection of the service to ensure safety. The consumer should notify BPL in all cases where there is a concern about the voltage level. The table below lists the upper and lower voltage limits for the various voltages offered by BPL.

Voltage	Lower Limit	Upper Limit
120 Volt Single Phase L-N	113	127
120/240 Volt Single Phase L-L	225	254
120/208 Volt Three Phase L-N	113	127
120/208 Volt Three Phase L-L	195	220
277/480 Volt Three Phase L-N	260	293
277/480 Volt Three Phase L-L	451	509

#### Frequency Deviation

The declared system frequency within BPL's jurisdiction is 60 Hertz (Cycles/Second). The frequency is allowed to deviate under normal operation of the network to a maximum value of +/- 2.0% of normal. Outside this range, BPL shall take corrective action to address the deviation. Such action may include the temporary disconnection of the supply.

#### Transient Voltages

Transient voltages including surges, swells, spikes or sags, are very brief fluctuations (less than one second) in the voltage outside the normal range. Transients can be caused by lightning strikes, electrical equipment or switching loads. Transient voltages caused by lightning can be transmitted over power lines, telephone lines, cable television wires/data lines and external antennae. Switching of loads on the power system by the utility, or of devices in a consumer's home or business such as air conditioners, freezers, refrigerators, printers or elevators can all cause these transient voltages. Electronic equipment may be sensitive to transient voltages and BPL recommends the use of suitable suppression or conditioning devices in order to safeguard against damage or loss. Other factors affecting whether equipment may be damaged as a result of transient voltages include the integrity of the consumer's grounding and wiring

connections, the type and adequacy of protective devices used and the design of the equipment itself. BPL does not accept liability or responsibility for damage to any equipment as a result of transient voltages.

## PART 5: CONSUMER COMPLAINTS

### Lodging Complaints

BPL has plans to shortly establish a single call center which will accept all calls to the company from its consumers in any of its jurisdictions. Currently, however there are mechanisms in place to allow the consumer to communicate any issue to BPL and receive the requisite attention. Incoming consumer complaints are directed to the responsible area for call logging, handling, and follow up. Non-emergency complaints may be formally written to the organization, logged on the company's website, sent by mail on the company's Facebook page, made by phone or in person. Formal written communication can be sent or delivered to the local office in the various Family Islands (see Appendix 6) or to BPL's Headquarters at:

**General Enquiries and Administration**  
**Bahamas Power and Light Company Ltd.**  
**Blue Hill and Tucker Roads**  
**P.O. Box N-7509**  
**Nassau, Bahamas**

Consumers may contact BPL on the company's webpage at:  
[http://www.bahamaselectricity.com/contact/contact\\_form.cfm](http://www.bahamaselectricity.com/contact/contact_form.cfm)

or send mail on BPL's Facebook page at:  
<https://www.facebook.com/mybec242/?fref=ts>

Consumers may also visit or call any of the Consumer Service Offices in the Family Islands, the BPL Main Office at Blue Hill and Tucker Roads at (242) 302-1000, or the Mall at Marathon Location at (242) 393-6052 in New Providence. Depending on the nature of the complaint, verbal or written follow up with the consumer takes place to advise them of the course of action undertaken by BPL or that needs to be carried out by the consumer.

Emergency Complaints

### Consumer Complaints – Billing

Any consumer with a concern regarding their monthly bill is encouraged to contact the Consumer Relations Section of BPL by phone or to lodge a complaint in person. Billing queries normally fall into one of several categories, namely, bill provision, high consumption or bill estimates and the initial step is to determine whether the issue is clerical or technical.

Clerical matters can typically be addressed in the office and may involve corrections to the consumer account setup or information. Technical matters are addressed initially through a special meter read (i.e. a technician will be dispatched to visit the site, confirm proper meter function, and record the present meter reading) followed by the appropriate corrective action. This may involve testing or changing the meter or reviewing the consumer's consumption pattern to determine whether the issue is due to a



CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

periodic shift in the consumer's usage. If it is determined that there is an actual error in the consumer's bill, the relevant correction is made and appropriate remedial action taken. The consumer is then advised of the findings.

### Consumer Complaints – Power Quality and Service Interruption

A consumer's service can be affected in a number of different ways for several reasons. In every case, when there is something out of the ordinary, the consumer should call the Emergency Line for the island location where the problem is being experienced. It is important that these emergency lines be kept clear so that we can be notified of emergencies. Therefore, emergency lines should only be used for problems with the electricity supply and should not be used for billing complaints, disconnections due to nonpayment or for any other reason.

All BPL emergency lines are manned 24 hours a day. Interactive voice response (IVR) technology may also be used to enable operators to handle a large volume of calls. When IVR is used, consumers will be called back in order to collect the information necessary to correct the problem, and teams will be dispatched as needed. Calls received by the IVR are instantly displayed on the operators' screens, allowing areas being affected by a problem to be identified quickly. The IVR system also creates a permanent record of the consumer call, including recorded messages.

Emergency Response Teams work 24 hours a day 7 days a week to respond to consumer trouble calls. Calls are dispatched in the order they are received. Calls will be prioritized however for the following reasons:

1. Calls involving assistance to emergency response agencies (ambulance, fire, police)
2. Calls requesting response to an emergency condition (live wire down, equipment fire, accident)
3. Calls impacting a large geographic area
4. Calls from critical agencies or essential services such as hospitals, water/sewerage services, airport. Calls relating to unstable voltage (fluctuating, high and low) which may result in equipment damage

The table below contains the emergency phone number presently in use across the various service territories of the organization.

New Providence 24 Hr. Emergency Line	302-1800 / 323-5141
Eleuthera Rock Sound Power Station	334-2131
Eleuthera Hatchet Bay Power Station	334-0041
Harbour Island Power Station	333-2044
Abaco Cooper's Town	365-0033
Abaco Green Turtle Cay	365-4087
Abaco Man-O-War Cay	365-6577
Abaco Great Guana Cay	365-5552
Abaco Hope Town	366-0527
Abaco Murphy Town	367-4459
Abaco Treasure Cay	365-8781/3
Acklins	344-3182
Andros Nicholl's Town	329-2314

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

Andros Fresh Creek	368-2516
The Bluff South Andros	369-4510
Mangrove Cay	369-0300
Berry Islands Bullock's Harbor	367-8788
Berry Islands Great Harbor Cay	367-8808
Bimini	347-3018
Cat Island	342-8001/2
Crooked Island	344-2040
Exuma - George Town	336-2022
Exuma - Black Point	355-3000
Exuma - Farmers Hill	358-4025
Exuma - Farmers Cay	355-4033
Long Island	338-8914
Mayaguana	339-3232
Rum Cay	331-2822
Ragged Island	344-1510
San Salvador	331-2120/1

### Consumer Complaints – Tree Trimming

Consumers may report trees interfering with the overhead lines that are in road verges or public spaces to BPL at (242) 302-1470. It shall be the consumer’s responsibility to keep trees and other similar growth on the consumer’s property clear of overhead lines and service conductors. Where, in the determination of BPL, a consumer fails to adequately maintain the necessary clearances from overhead conductors, BPL shall have the right to enter upon the consumer’s property to effect such clearance at the consumer’s expense or to disconnect the service to the consumer, whichever action is warranted or expedient.

As it remains the responsibility of the consumer to keep trees clear from the overhead lines which may impact their services or the services of others, consumers should not plant trees that will grow to a height or width so as to impact electricity conductors. It is imperative that consumers not attempt to cut trees that are already impacting the power lines. The consumer may contact BPL to arrange for temporary disconnection of supply to allow for the safe clearing of offending trees, or may request that BPL perform the tree cutting services at a cost to the consumer. BPL consumers are advised that BPL is routinely engaged in scheduled Tree Trimming and Wayleave Management Operations that may impact the ability of BPL to respond to individual tree trimming requests.

### Consumer Complaints - Street Lighting

BPL recognizes the importance of street lighting to the safety of the motoring public and the additional benefit that ambient lighting provides to crime deterrence. Consumers are reminded that security lighting for their properties remains their responsibility. BPL’s Public and Street Lighting Section manages the timely restoration of extinguished streetlights through a maintenance program which includes nightly patrols and receiving and managing reports of outages. Reported outages are handled in the order that they are received unless the area in question is one that has already been identified for routine maintenance. Outages may be reported to BPL as above in writing, through the website on Facebook, or by phone at (242) 302-1593.

### Consumer Complaints – Damage of Electrical/Electronic Apparatus and Spoilage

Should a consumer experience problems with the service and damage occurs as a result, consumers may submit a damage claim to BPL. BPL will examine claims for damage to electric/electronic equipment and spoilage in the event of a negligent act by an authorized employee executing the installation or maintenance of any part of the network. In all instances, consumers should attempt the repair of the affected device from a licensed technician and should provide information from that technician, detailing the type and extent of damage and the cost to repair or replace the equipment (where applicable).

The Bahamas Power and Light Company will not honor claims for damages due to:

- Normal wear and tear failure of equipment on the transmission or distribution system;
- Third party damage or interference with the transmission or distribution system (including vandalism, accidents and/or sabotage);
- Weather related damages, including but not related to wind, storm and lightning related damages;
- Electrical faults on the consumer's premises beyond (or behind) the meter. Failures behind or beyond the customer's meter or of any equipment installed by the customer or the customer's agent will be excluded. Damages that are as a result of the failure of any connection made by the customer or the customer's agent behind or before the meter may also be excluded
- Trees on consumers' properties which interfere with the power or service lines, including trees on neighboring properties;
- Voltage deviations due to transient faults; and
- Switching surges
- Claims may also be rejected and no compensation offered if it is found that the customer's service installation is not in keeping with the electrical code specified by the relevant authority, the service is in a state of disrepair or the service is a temporary supply which has remained in service for more than six months. The customer should ensure all connections are as set forth in the relevant codes and that the grounding for the home is well maintained, and within the specifications of the code.

The Bahamas Power and Light Company will review submissions by consumers and will seek to make an offer of compensation in the following cases:

- The negligent act by an authorized employee executing the installation, construction, reinforcement or maintenance of any part of the network directly impacting the claimant.
- The premature failure of a newly installed service (less than three years old) which in some way impacts the voltage being delivered to the customer. This includes failures due to improper workmanship and failures with respect to the service connection itself
- Verified spoilage claims resulting from errors in disconnection or negligence. Customers may be asked to provide proof of purchase for any claim exceeding \$250.00. Claims of this nature may also be capped at \$750.00.
- Claims arising from trees interfering with power lines where the trees are not on a consumer's property but are instead located within public areas or road verges with the power lines.

BPL recommends that consumers insure electric and electronic equipment against damage.

## Consumer Claims Process

Consumer Claims Forms may be collected from any of BPL's offices or from BPL's website. The completed claim form along with proof of purchase/value of the damaged item(s), technician's reports and estimates to repair or replace the damaged item(s) should be addressed to the Operations Department, located in the E. Coburn Sands Building of the BPL Administration Complex. Consumers are advised to keep copies of the documents submitted to BPL. Submissions must be made within 6 months of the damage incident date. The claim form should be completed in its entirety and all necessary supporting documentation provided in order to avoid delays in processing the claim.

Once the claim submission is complete, a site visit will be arranged during which technicians from BPL will:

- Confirm the integrity of the supply;
- Examine the consumer's electrical installation up to the main switch only; and
- Examine the damaged item(s) and collect information/view spoiled items.

BPL will then respond to the consumer in writing, advising of its position in the matter.

## PART 6: CONSUMER DISPUTE RESOLUTION

Consumer disputes arise when an action or activity taken or carried out by BPL is unsatisfactory to the consumer or another third party. If a consumer objects or disagrees with any decision or action proposed or performed by BPL, the consumer should document the concern using the email address below:

[resolutions@bplco.com](mailto:resolutions@bplco.com)

The customer should include the following information in the email.

- Consumer's name and Account Number
- Date of the occurrence/incident
- All appropriate documentation (previous letters to and from BPL, other information supporting the consumer's position or claim)
- Name of Representative or Department handling the matter to this point
- Summary of the issue/problem or claim

This email address will be monitored by a Customer Service Manager or Senior Representative who will manage the resolution process in the following manner.

1. Log the dispute and assign the matter a case resolution number. This will be either the same as or associated with any record locator previously assigned the customer's case (service work order, system fault report number, claim identification number etc...)
2. Provide an acknowledgement of the resolution request to the customer within 5 working days
3. Obtain the relevant records pertaining to the case and provide the information to the relevant Department Head for a review and response
4. Provide the Department Review to the Director of Customer Service for a case review and approval
5. Provide a response including a final position of the organization to the customer within 30 days.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

---

Should the parties be unable to amicably resolve the dispute, arbitration options or litigation initiated by legal counsel may be pursued by either party. The consumer may also make a complaint to URCA, by any of the following means:

By traditional mail:

**Utilities Regulation and Competition Authority**  
**P.O. Box N-4860**  
**Nassau, Bahamas**

By email:

[consumer@urcabahamas.bs](mailto:consumer@urcabahamas.bs)

By fax:

(242) 393-0153

### Accelerated Dispute Resolution Related to Billing

BPL treats the resolution of all disputes as being equally important. Resolutions are sought in a timely manner irrespective of the individual issue's complexity, multi department involvement and dollar values. Consumer Complaints relative to Billing are given additional consideration and the Customer Relations Unit is tasked with reviewing/investigating all consumer complaints in a timely manner. In the event that the consumer is dissatisfied with the findings of the Customer Relations Unit, the consumer may raise the dispute through the dispute resolution process. Disputes relating to Billing will receive the immediate attention from the responsible Department Head. Once a departmental review of the case has concluded, the information will be forwarded to the Director, Customer Services for approval. A response will then be provided to the customer within 20 days. Following this review, if the consumer remains dissatisfied, the consumer may contact URCA for intervention.

## PART 7: AMENDING CONSUMER PROTECTION STANDARDS

### Procedure

BPL is constantly in pursuit of technological innovations that reduces inefficiencies and other operating costs and adds value to the consumer's experience. Whenever technological advancements impact both BPL and its consumer base, BPL may convene a consumer impact assessment study to determine the long term best economic and safety interest of both BPL and the consumer base at large. Once completed, the appropriate submissions and proposals will be made to URCA to be incorporated into the amendments relevant to the Consumer Protection Standards.

The above represents a draft of BPL's proposed consumer protection plan in advance of the commencement of discussions necessary to satisfy recent changes to the Electricity Act and the regularization of the electricity industry.

## Part 8: Index of Other Charges

SERVICE	CHARGE OR FEE (B\$)
Replacement of Consumer Fuses	5.00
Special Meter Reads	5.00
Check Read	5.00
Temporary Disconnection of the Supply (at the consumer's request)	15.00
Follow Up Inspection of Installation Completed by Contractor after failing initial (free) site visit	25.00
Testing of Meter due to High/Low Consumption Complaint where no defect is found in the meter	15.00
Testing of Meter due to High/Low Consumption Complaint where the meter is deemed defective or the % error of the meter or metering installation exceeds 2.5%	25.00
Late Payment Fee	2% of the outstanding amount subject to a 5.00 Minimum Charge
Disconnection Fee – Residential	10.00
Disconnection Fee – Commercial	15.00
Reconnection Fee	20.00
Returned Cheque Fee	15.00
Trimming of trees within a consumer's property which the consumer fails to keep clear of overhead lines or services.	\$75.00/hr. – With Consumer responsible for removal of debris \$115.00/hr. – With BPL responsible for removal of debris

## PART 9: STANDARDS OF SERVICE

### Overall Standards

SERVICE CATEGORY	TARGET
Service Activation or Transfer of Service (Removal of Disconnect Lock/Seal or Setting of Socket Meter in Existing Energized Service Location following completion of application by the consumer and payment of the security deposit)	Within 5 working days
Simple Service Connection (Final Connection to Existing Overhead Infrastructure within 60 feet/under 60 amps)	No charge for service connection Within 5 working days
Simple Service Connection (Final Connection to Existing Underground Infrastructure where service pillars or padmount transformers exist)	Customer Cost Estimate within 10 working days Connection within 21 working days following full payment
Complex Service Connection (Connections beyond 60 feet requiring service extensions)	Customer Cost Estimate within 21 working days following receipt of all required information needed for design Connection within 45 working days following full payment
Complex Service Connection (Connections requiring system reinforcements)	Customer Cost Estimate within 45 working days following receipt of all required information needed for design Connection dependent on works required to accommodate new loading.
Complex Service Connection – Developments, Subdivisions or projects requiring site visits	Customer Cost Estimate within 60 working days following receipt of all required information needed for design Connection dependent on works required to accommodate new loading.
Meter Reading (Frequency of Meter Reading)	100% of Residential Consumer Meters read every 3 months 100% of Commercial Consumer meters read every 2 months
Billing Period (Period between two meter readings whether actual or estimated)	95% of Consumers in the Billing Period shall be invoiced for no more than 33 days
Reconnection after disconnection for non-payment – Once payment is received in full for arrears on the account and consumer requests reconnection from the Credit and Collections Department CSR	Within 2 business days after required payment received by BPL
Wrongful Disconnection – Reconnection of a consumer account that was disconnected in error (i.e. customer not eligible for disconnection)	Reconnection within 6 working hours of notification by the consumer and verification by BPL.

CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

Outage Notices	All Planned Outages announced via the local media 48 hours in advance of scheduled works
Trouble Call Dispatched to 24 Hour Service Crews	Within 24 hours of receipt of verified trouble call unless specific arrangements are made with the consumer to address otherwise.
Voltage Complaints – Resolution of High/Low Voltage complaint	Visit within 24 hours, resolved where possible during this visit. For issues requiring system changes –assessment within 5 working days Resolution within 30 Days
Billing Complaints	Acknowledgement within 5 days Response within 15 days to advise resolution or whether additional testing/investigation is required.
Fault Repair – On a single consumer service (after review by Emergency Services and call passed for further action)	Within 12 hours
Fault Repair System – Time to restore supply to multiple consumers affected by a Distribution System Fault	Within 24 hours
Response to Consumer Claims for Damage (Acknowledgement)	Acknowledgement returned to consumer on completed submission within 5 working days
Response to Consumer Claims for Damage (Resolution)	Review completed and initial response provided within 2 months of receipt of the completed consumer claim

### Guaranteed Standards of Service

- All payments would require a customer application and amounts would be credited to customer accounts and not paid in cash
- Additional Guaranteed Standards may be added following the roll out of reliability improvement initiatives and technology enhancements over the next 3-5 years.

Standard (as defined above)	Target	Compensation
Service Activation/Transfer of Service	5 Working Days	B\$\$10.00
Reconnection after disconnection for non-payment	2 Working Days	Refund of the Reconnection Fee
Reconnection after wrongful disconnection	1 Working Day	B\$\$20.00 applied to the customer's account during the next billing cycle



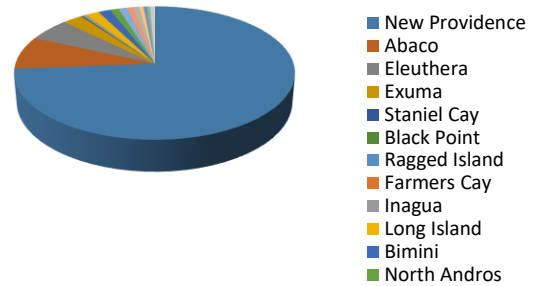
CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED

## APPENDIX 1

### Consumer Summary by Island (As at 2016)

ISLAND	LOCAL OFFICE	# of Consumers
New Providence	YES	80,185
Abaco	YES	8,703
Eleuthera	YES	6,032
Exuma	YES	2,876
Staniel Cay	NO	173
Black Point	NO	120
Ragged Island	NO	48
Farmers Cay	NO	40
Inagua	YES	476
Long Island	YES	1,877
Bimini	YES	1,737
North Andros	YES	1,219
Cat Island	YES	1,219
Central Andros	YES	963
South Andros	YES	825
San Salvador	YES	583
Great Harbour Cay	YES	529
Mangrove Cay	YES	422
Acklins	NO	295
Crooked Island	NO	157
Mayaguana	NO	151
Rum Cay	NO	86
Long Cay	NO	11
<b>TOTAL</b>		<b>108,727</b>

**Bahamas Power and Light Company  
Limited  
Customers by Island**



### Consumer Summary by Class (As at 2016)

CLASS	Number of Consumers
BEC Accounts	61
Residential	89,768
Small Commercial	14,931
Major Load	21
Large Commercial	691
Temporary Supply	2,969
Churches etc.	281
Street Lighting	5
<b>Total: Consumers</b>	<b>108,727</b>



**CONSUMER PROTECTION PLAN  
BAHAMAS POWER AND LIGHT COMPANY LIMITED**

**APPENDIX 3**

**BPL System Generated Application Form**

Bahamas Power and Light Company Ltd

4/22/16, 11:07:32 CUSTOMER SERVICE APPLICATION USER ID [REDACTED]

NAME [REDACTED] CUSTOMER ID [REDACTED]  
 ADDRESS [REDACTED] Old Account Number [REDACTED]

EXEMPT TAX NO [REDACTED] PENALTY NO [REDACTED]  
 CASH ONLY NO [REDACTED]

SERVICE ADDRESS [REDACTED] CYCLE/ROUTE [REDACTED] LOCATION ID [REDACTED]

INITIATION DATE [REDACTED] BALANCE [REDACTED]  
 JURISDICTION NEW PROVIDENCE CLASS RESIDENTIAL  
 INSIDE UNITS 1.00 SECTION \*\*\*\*\*  
 SOCIAL SECURITY NUMBER DRIVERS LIC NUMBER  
 DOING BUSINESS AS  
 ALT CUSTOMER ID 2

ELECTRIC METERED METERED RATE UNITS 1.00  
 METER NUMBER [REDACTED]

MISC. INFORMATION  
 \*\*\*5627  
 EMPLOYER [REDACTED]  
 EMP PH # [REDACTED]  
 SPOUSE [REDACTED]  
 SPOUSE EMP [REDACTED]  
 SP EM PH# [REDACTED]  
 E-MAIL [REDACTED]  
 CELL PHONE [REDACTED]  
 REF NAME 1 [REDACTED]  
 REF PH # [REDACTED]  
 REF NAME 2 [REDACTED]  
 REF PH # [REDACTED]  
 LICENCE # [REDACTED]

**Consumer Claim Form**

For Official Use Only

Account [REDACTED]

**B.P.L.**

CUSTOMER CLAIM FORM

On completion, return or mail form with supporting documents to:  
**Attention: Distribution Maintenance Department**  
**Bahamas Power and Light Company Limited**  
 P.O. Box #9599  
 Blue Hill/Tucker Road  
 Nassau Bahamas

Account Number	[REDACTED]
Name or Name of Business	[REDACTED]
Address	[REDACTED]
Subdivision	[REDACTED]
Street Name	[REDACTED]
Directions	[REDACTED]
Mailing Address	[REDACTED]
Daytime Phone	[REDACTED]
Mobile Phone	[REDACTED]
Evening Phone	[REDACTED]
Date of Incident:	[REDACTED]
Approximate Time of Incident	[REDACTED]

Yes  No Was your incident reported to the BEC Emergency Section at 323-5561-4?  
 Yes  No Were you (your area) visited by a BEC Service Crew?

Items or Property Being Claimed, including Make and/or Model Where Available (If your claim is not for an electrical item, please provide a description of what you are claiming for and supporting documentation if available)

Item / Item Make	Model	Age	Purchase price	Repair/Replace Cost

FILENAME: BPL Customer Claim Form.lxd

Brief description of what occurred and any other information that may be relevant e.g.

- Did you lose power?
- How long were you without power?
- Did it affect only you or surrounding areas?

(If more space required, please attach details on a separate sheet)

If your claim is not for an electrical item, please provide a description of what you are claiming for and any supporting information.  
 (If more space required, please attach details on a separate sheet)

**Declaration**

By signing this document I acknowledge that the information I have provided is true and correct

Name [REDACTED]

Signature [REDACTED] Date [REDACTED]

- The information requested by BPL on this form is not an indication that BPL has accepted any liability whatsoever. The information is requested to enable BPL to investigate and assess the validity of the claim being made upon the Corporation
- No Consideration will be given to claims for the damage or loss of perishables unless BPL was notified within 48 hours. BPL may on occasion opt to verify certain claims by inspection
- All claims should be submitted within six months of the incident date
- Please fill out this form completely to avoid delays in the processing of your claim
- All damaged items should be examined by an approved repair company (see attached instruction sheet for list) and reports provided as attachments to this form
- Please do not discard damaged equipment as it may be necessary for our technicians to inspect it.

**For official use only (do not write in this space)**

Acknowledgement card issued in person on [REDACTED] Initials [REDACTED]

Acknowledgement card mailed on [REDACTED] Initials [REDACTED]

Forward to Insurers

APPENDIX 4

Landlord Authorization Form

DATE: \_\_\_\_\_

TO WHOM IT MAY CONCERN:

Re: Meter Number: \_\_\_\_\_  
Street Name: \_\_\_\_\_  
Apartment/House #: \_\_\_\_\_  
Lights On: Yes \_\_\_\_\_ No \_\_\_\_\_

I write to inform you that Mr./Mrs./Ms./Miss \_\_\_\_\_  
BPL Account No. \_\_\_\_\_ moved out of the above  
premises on M/D/Y \_\_\_\_\_

The new tenant, Mr./Mrs./Ms./Miss \_\_\_\_\_  
BPL Account No. \_\_\_\_\_ moved in on  
(M/D/Y) \_\_\_\_\_.

Should you require additional information, please do not hesitate to contact the  
Landlord at telephone number \_\_\_\_\_, email  
address \_\_\_\_\_.

Sincerely yours,  
\_\_\_\_\_  
Landlord's Signature  
\_\_\_\_\_  
(Print Clearly) Landlord's Name

Directions to Location: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

New Tenants must bring in either a Passport, Driver's License or Voters Card, along with a National Insurance Card (NIB) and the Lease Agreement or 1<sup>st</sup> & last months' rent receipts for identification. For Non-Bahamians: All of the above, plus a valid Work Permit or Permanent Residency.

BPL will insert new account number and email to the landlord within five business days to evidence new account established and former tenant's account finalized.

Disclaimer – BPL shall not be held liable for any altered or falsified information included on this form.

## APPENDIX 5

### Tarriff Schedule

#### Rates for the Usage of Electricity

Rates are filed with the Utilities Regulation and Competition Authority and are available on the BPL website or at any of our offices or Consumer Service Centers.

## APPENDIX 6

### BPL Bill Pay Sites

---

#### **ABACO**

Marsh Harbour Main Office

Green Turtle Cay Office

Treasure Cay Office

Hope Town Office

Moore's Island (No BEC Office - Local Police Office)

Sandy Point (No BEC Office - Administration Office)

Grand Cay (No BEC Office - Local Government Office)

Cooper's Town (No BEC Office - Local Government Office)

Guana Cay (No BEC Office - Local Government Office)

Man-O-War Cay (No BEC Office - Public Library)

Cherokee Sound (No BEC Office - Public Library)

Fox Town (No BEC Office - Local Post Office)

#### **ACKLINS**

No BEC Office

#### **ANDROS (NORTH)**

Nicholl's Town Main Office

#### **ANDROS (SOUTH)**

The Bluff Main Office

Little Harbour, Mangrove Cay May Office

#### **ANDROS (CENTRAL)**

Fresh Creek Local Office

#### **BERRY ISLANDS**

Bullocks Harbour Office

#### **BIMINI**

Alice Town Main Office

#### **CAT ISLAND**

The Cove Main Office

#### **CROOKED ISLAND**

---

Landrail Point Main Office

## **ELEUTHERA**

Rock Sound Accounts Office

Harbour Island Accounts Office

Governor's Harbour Accounts Office

## **EXUMA**

Exuma & Ragged Island Area Operation

Farmer's Cay (No BEC Office - Local Government Office)

Black Point (No BEC Office - Local Government Office)

Staniel Cay (No BEC Office - Local Government Office)

## **RAGGED ISLAND**

Ragged Island (No BEC Office - Local Government Office)

## **INAGUA**

Matthew Town Office

## **LONG ISLAND**

Millers Long Island Main Office

## **MAYAGUANA**

Betsy Bay, Pirates Wells, Abraham Bay (Local Government Office)

## **SAN SALVADOR**

Cockburn Town Main Office

## **NEW PROVIDENCE**

Blue Hill & Tucker Roads Main Office

BEC Main Post Office

BEC Mall at Marathon

Big Pond Complex