

DOMINICA ELECTRICITY SERVICES LIMITED

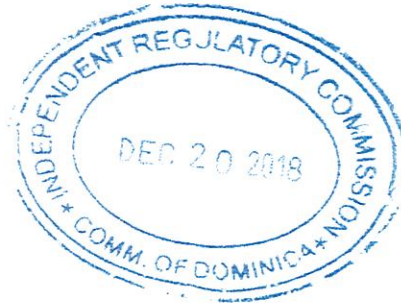
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17th December 2018

Mr Justinn Kase
Executive Director
Independent Regulatory Commission
42 Cork Street
P O Box 1687
ROSEAU



Dear Mr Kase

Re: INTRODUCTION OF MINIMUM PPAY-AS-U-GO POWER PURCHASE

DOMLEC intends to introduce a minimum Pay-As-U-Go (PAUG) purchase of \$10.00 from 1st February 2018. This was deemed necessary due to the large number of customers who purchase very small units of power before weekends and holidays in order to give them a meagre positive balance in their PAUG wallet so that they may benefit from the non-disconnection policy that applies to those periods (see attached tables of purchase patterns extracted from the PAUG software).

This practice creates the following problems for DOMLEC:

1. An unduly large number of calls from disconnected customers;
2. Distraction of System Control Officers (SCOs) who must divert their attention from T&D network monitoring to deal with numerous calls from disconnected customers;
3. Disproportional cost to DOMLEC to send a Trouble Call crew out to resolve reconnection issue for a minuscule top-up that could not be resolved remotely.

We believe that the establishment of a minimum purchase amount would significantly reduce the incidence of the reconnection issues. Furthermore, it will allow the SCOs more time to focus on the greater task of network monitoring.

Your support for this initiative would be greatly appreciated.

I would be happy to discuss this with you in person should you find this necessary.

Sincerely

Paul Moses
Commercial Manager

PAUG Transactions for September 2018

No. of Transactions by PAUG Purchase Amount

Top-up Amount	\$10	\$9	\$8	\$7	\$6	\$5	\$4	\$3	\$2	\$1
No. of Transactions	6257	52	116	204	180	2436	54	79	52	25

Total transactions \$10 or less	Total transactions less than \$10	Total transactions \$5 or less
9455	3198	2646

No. of Customers by PAUG Purchase Amount

Minimum Purchase	\$1	\$2	\$3	\$4	\$5	\$6	\$7	\$8	\$9	\$10
No. of Customers	28	43	45	37	1116	43	46	35	18	1829

153 bought a minimum of <\$5; 1269 of \$5 or less; or less; 1411 <\$10; 3240 of \$10 or less

Minimum Purchase	\$10	\$20	\$30	\$40	\$50	\$60	\$70	\$80	\$90	\$100
No. of Customers	1829	1996	426	298	1117	84	52	38	7	698