

**Independent
Regulatory
Commission**



Regulating Electricity, Promoting Our Energy

ENERGY FOCUS

NEWSLETTER OF DOMINICA'S ELECTRICITY REGULATOR

June 2014

Conference in Fiji: Effective and Sustainable Regulation of Power and Water Services

Executive Director of the Independent Regulatory Commission Lancelot McCaskey attended the conference in Fiji in March 2014. The regulators present told of the operations in their respective organisations and got to share experiences. The conference also gave participants an opportunity to explore Fiji and be exposed to the culture there.



IRC Executive Director Lancelot McCaskey giving presentation



IRC Director (I) and Glen Khan the Deputy Executive Director of RIC Trinidad

National Energy Policy and Sustainable Energy Policy Presentations

The National Energy Policy (NEP) and the Sustainable Energy Policy (SEP) were presented to stakeholders and Cabinet. Once approved implementation will begin.



BLACK OUT

Unit trips was said to be the cause of an island black out experienced on May 31st 2014. There was an island wide blackout between the hours of 12:56pm and 2.57pm on Saturday 31st May, 2014.

This outage was caused by several

generators at the generating plant at the Fond Cole Power station tripping off line. The Regulations Department of the IRC met with General Manager of DOMLEC Colin Cover, Engineering, Transmission and Distribution Manager Lemuel Lavinier and Generation Manager Dave Stamp to discuss the blackout and the measures that can be taken to avoid a reoccurrence.



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World Bank Visits IRC

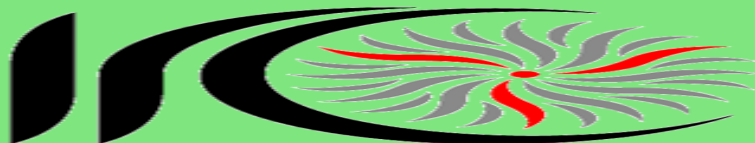


On April 14, 2014, a small contingent made up of representatives of the World Bank, IFC, Electrical Division and DOMLEC met with the Executive Director and the Regulations Section of the IRC to furnish information on the cost of obtaining an electrical

connection for a standard commercial/industrial concern. The IFC/World Bank has a basic test scenario which is used to determine the various components of the cost for achieving an electrical connection to the utility's grid. The IFC/World Bank needs to acquire correct information for their test case for obtaining an electrical connection. Discussions ensued around the estimation taken from the last test case which seemed to be incorrect. Some of the steps outlined for obtaining connection were correct, but the most salient incorrect responses were the cost estimates provided to the IFC/World Bank that DOMLEC's representative could not substantiate. Thus, the representatives of the IFC/World Bank agreed to follow-up with the DOMLEC and the Electrical Division's representatives on the matter.

The IFC and World Bank carries out this annual survey of the cost of doing business in many countries worldwide in order to inform their publication. Thus, it is incumbent on the IFC and World Bank to ensure that the information that is published reflects as accurately as possible, the cost of doing business in any country.

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DOWLEC's unclaimed breaches for the period April 2013 to March 2014

CATEGORY OF GUARANTEED STANDARD	NUMBER OF BREACHES	UNCLAIMED AMOUNT \$
GS03- New connection of supply (complex):		
Commercial	17	561.00
Domestic	16	192.00
GS04- Billing punctuality:		
Commercial	0	0.00
Domestic	1	12.00
GS05- Estimated bills:		
Commercial	9	297.00
Domestic	18	216.00
Industrial	2	66.00
TOTAL UNPAID /UNCLAIMED	63	1344.00

NB: GS09 - Response to emergency calls - is not included on this report as the source of the complaint made under this standard cannot be traced to a specific customer or account type. For example the customer making the complaint to the utility provider, might not necessarily be the one directly affected.

Consumer Advisory Commitee

The Consumer Advisory Committee (CAC) was established to provide advice and feedback to the IRC on its directions, policies, and services as they affect consumers.

The CAC:

- serves as a formal mechanism to exchange ideas and concerns related to electricity services as identified by CAC members and consumers in their communities.
- assists in the education of consumers on electricity matters
- serves as a communications vehicle to Dominica through the various communities on the work and plans of the IRC and its impact on the country and consumers.



CAC members at quarterly meeting

WELCOME



Seignorette Hypolite (l) and Aikuali Joseph (m) representing the Kalinago Territory and Armour Thomas (r) representing Grand Bay.

Vacancies exist in the following areas

Calibishie, Capuchin, Castle Bruce and the Parish of St Luke,

Contact Corine Pinard

email: pinard@ircdominica.org

telephone 4406634/ 6156635

DOMLEC's percentage compliance for OVERALL STANDARDS for the period July 2013 to March 2014

OVERALL STANDARD	DESCRIPTION	STANDARD	TOTAL Quantity	PERCENTAGE COMPLIANCE
OS01	Line faults repaired	(within 16 hrs)	51	100%
OS02	Billing & punctuality	(mail bills within 5 working days of meter reading)	197,901	100%
OS03	Frequency of meter testing	Annual test of metres over 5 yrs in service	Zero	NIL
OS04	Planned interruption notice	(3 days)	77	82.8%
OS05	Street light maintenance	10 days of report	446	60.5%
OS06	Responding to customer meter complaint or request for meter test	Response within 15 days	110	100%

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Questions regarding your electricity provider.
Visit us at 42 Cork Street.
Or call us 440-6634/
440-7247.





SOLAR



WIND



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RENEWABLE

TRANSPARENT



BALANCED



ENVIRONMENT



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42 Cork Street
P.O Box 1687
Roseau , Dominica
Tel: 767 440 6634/440 7247
www.ircdominica.org