

ENERGY



March 2016

Independent
Regulatory
Commission



Commissioners Receive Training

Commissioners Dr Eisenhower Douglas, Marilyn Cuffy-Morris and Elizabeth Hill attended the 39th PURC Utility Regulation and Strategy training program was held in Gainesville, Florida from January 11th to 22nd 2016 at the Hilton Hotel. All Commissioners attended the first training, the *Basic Economic training* which was hosted by Ted Kury/ University of Florida and Eric P. Chiang/Florida Atlantic University. This session took place in the Dogwood conference room of the Hilton hotel. It encapsulated topics on demand, supply and changes in demand and supply among others. The two week program which followed encompassed topics in areas such as market reform, price regulations, pricing, rate structure regulatory process management to name a few. There were opportunities for the participants to take in group discussions, live presentations and other forms of information sharing by speaking through the PA system on important topics. Commissioner Mrs. Marilyn A. Cuffy-Morris was able to cop the first *Gator Scholar Award* for the Commonwealth of Dominica during a presentation on the topic, "*Market Reform: Case Study on Choosing Regulatory Priorities*". Participants also visited a number of sites to include The largest Power plant in Gainesville, Florida, Oaks shopping Mall - Gainesville largest shopping mall, Disney World Parks in Orlando Florida, Kennedy Space Center, The water plant in Gainesville, Florida and The Florida State University. Opportunities for discussions and feedback were also presented in gainful group presentation on various topics and participants were placed in groups based on like sectors (electricity, water, telecoms) to deliberate on topics and present their findings. This proved to be very, very beneficial during the course of the training program as leaders from each group presented their findings. Though this exercises other persons were able to receive Gator Scholar awards as well. The Commissioners left the training with a few lessons as well. They learnt the basis of calculating the rate base, the importance of conducting a successful rate review and its implications, What not to do when being interviewed and the importance of the Independent Regulatory commissions ability to become self-financing to ensure its survival.



◀ Dr. Mark Jamison/Director of Telecommunications Studies, University of Florida
Ms. Aracelli Castaneda/Director of Leadership Studies, University of Florida
Dr. Ted Kury – Director of Energy Studies, University of Florida
Dr. Sanford Berg/Florida Public Utilities Professor, University of Florida

▶ Course Participants





Visit to the main Electricity plant in Gainesville, Florida

A total of eighty people attended the training programme. They represented countries to include Jamaica, Ghana, Zimbabwe, Belize, Bahamas, Trinidad and Tobago and Samoa.

Quality of Service Standards: Overall Standards

Overall Standards (OS) are service criteria which affect the public supply system meaning large groups of customers. Breaches of these standards have an overall impact on delivery of service either to customers generally or impact on the technical performance of the power system. Although there is no direct compensatory payments under this group of standards, the Commission will take the performance of the Utility in these regards into account at tariff reviews.

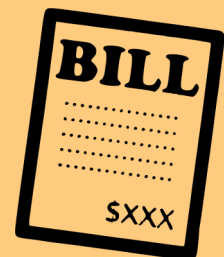
OS01 Line fault repairs

The service provider is required to repair 95% of faults within 16 hours reported fault. **This encourages diligence in attending to the distribution system generally.**



OS02 Billing Punctuality

The service provider is required to mail 100% of bills within 5 working days after meter reading. **This ensures prompt delivery of bills after meter reading so as to provide the opportunity for customers to receive bills in good time before the due date.**



Keep reading ENERGY FOCUS for more on Overall Standards

The Consumer Advisory Committee - For Consumers

The Consumer Advisory Committee (CAC) is continuing its efforts to represent consumers on issues of electricity. The Committee was challenged for much of the second half of 2015 due to the passage of TS Erika. Members were unable to meet due to problems related to access. The Independent Regulatory Commission (IRC) saw it necessary to establish the Consumer Advisory Committee (CAC) to provide advice and feedback to the IRC on its directions, policies, and services as they affect consumers.

The Objectives of CAC are:

- to serve as a formal mechanism to exchange ideas and concerns related to electricity services as identified by CAC members and consumers in their communities.
- to assist in the education of consumers on electricity matters
- to serve 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.

The Independent Regulatory Commission seeks applicants to fill vacancies on its Consumer Advisory Committee

The following areas are in need of a representative.

- **Tan Tan, Portsmouth**
- **Capuchin**
- **Calibishie**
- **Pond Casse**
- **Pointe Michel**
- **Vieille Case**
- **Rosalie/ Grand Fond**

Visit the IRC office on 42 Cork Street or call 440-6634/ 4407247.



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



Listen to



Energy
Focus

Tuesday: Q95FM @ 11:20 am

Wednesdays: Kairi FM @ 12:35 pm

Thursday: DBS Radio @ 10:30 am

A programme of the



A programme highlighting developments in the Energy Sector. A programme informing electricity consumers of their rights .

A programme aimed at educating you. Join us weekly on your favourite radio station



The Independent Regulatory Commission is an independent Authority established to ensure that customers in Dominica receive the highest quality of electricity at fair and reasonable prices, while also maintaining the financial viability of the electric utilities and protecting the national environment.

The Regulations Department



The Regulation Manager at the IRC is Francis Paul . responsible for directing economic analysis and research in the area of public utility operation; plan and organize the design and execution of economic research projects pertaining to the operation of electric companies operating within Dominica, direct theoretical and econometric analysis of utility sales and revenues, estimate income and price elasticity, develop short and long-run forecasts and present expert testimony in regulatory proceedings,



Justinn Kase is the Utility Engineer. He is required to provide guidance and technical expertise for authorization of connection to the national grid; design prescription of technical standards for electrical installations and equipment, and conduct research and compile yearly reports indicating the need for future expansion of electric generating facilities. He is also required to perform engineering investigations; provide recommendations to assist in defining and resolving utility regulatory engineering problems; review the utility plans for electric generating, transmission and distribution facilities; perform the more complex engineering work in determining the need for electric rate increases and provide guidance in all areas of technical regulatory engineering problems



Connie Joseph- Louis is the Financial Analyst. She reviews the tariffs of the operating electric utilities to identify their revenue requirements to allow them to carry on commercially sustainable operations, while providing cost effective service to the consumers. The Analyst also monitors regulatory compliance within the utilities and identifies any regulatory, legal and accounting issues arising.

DOMLEC's percentage of compliance for OVERALL STANDARDS for the period October to December 2015 is tabulated below:

OVERALL STANDARD	DESCRIPTION	STANDARD	TOTAL Quantity	PERCENTAGE OF COMPLIANCE
OS01	Line faults repaired	(within 16 hrs)	5	100%
OS02	Billing & punctuality	(mail bills within 5 working days of meter reading)	60,541	100%
OS03	Frequency of meter testing	Annual test of metres over 5 yrs in service	Zero	nil
OS04	Planned interruption notice	(3 days)	16	100%
OS05	Street light maintenance	10 days of report	202	92.6%
OS06	Responding to customer meter complaint or request for meter test	Response within 15 days	6	100%

Independent
Regulatory
Commission



Regulating Electricity, Promoting Our Energy

42 Cork Street

P.O Box 1687

Roseau , Dominica

Tel: 767 440 6634/440 7247

Fax: 767 440 6635

www.ircdominica.org