

Commercial Quality of Service in Portugal Electricity Sector

October 2022

Commercial quality of service in the electricity sector in Portugal

Indicators, standards and compensations

Information and improvement of regulation

Customers participation, special needs and priority customers

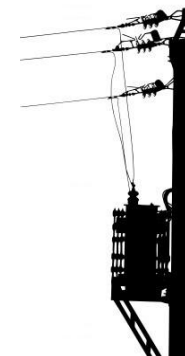
Lessons learned



Customers



Distribution system operators (DSO)



Suppliers or service providers (SP)



Commercial quality of service in the E. Sector in Portugal




Customers




Distribution system operators (DSO)

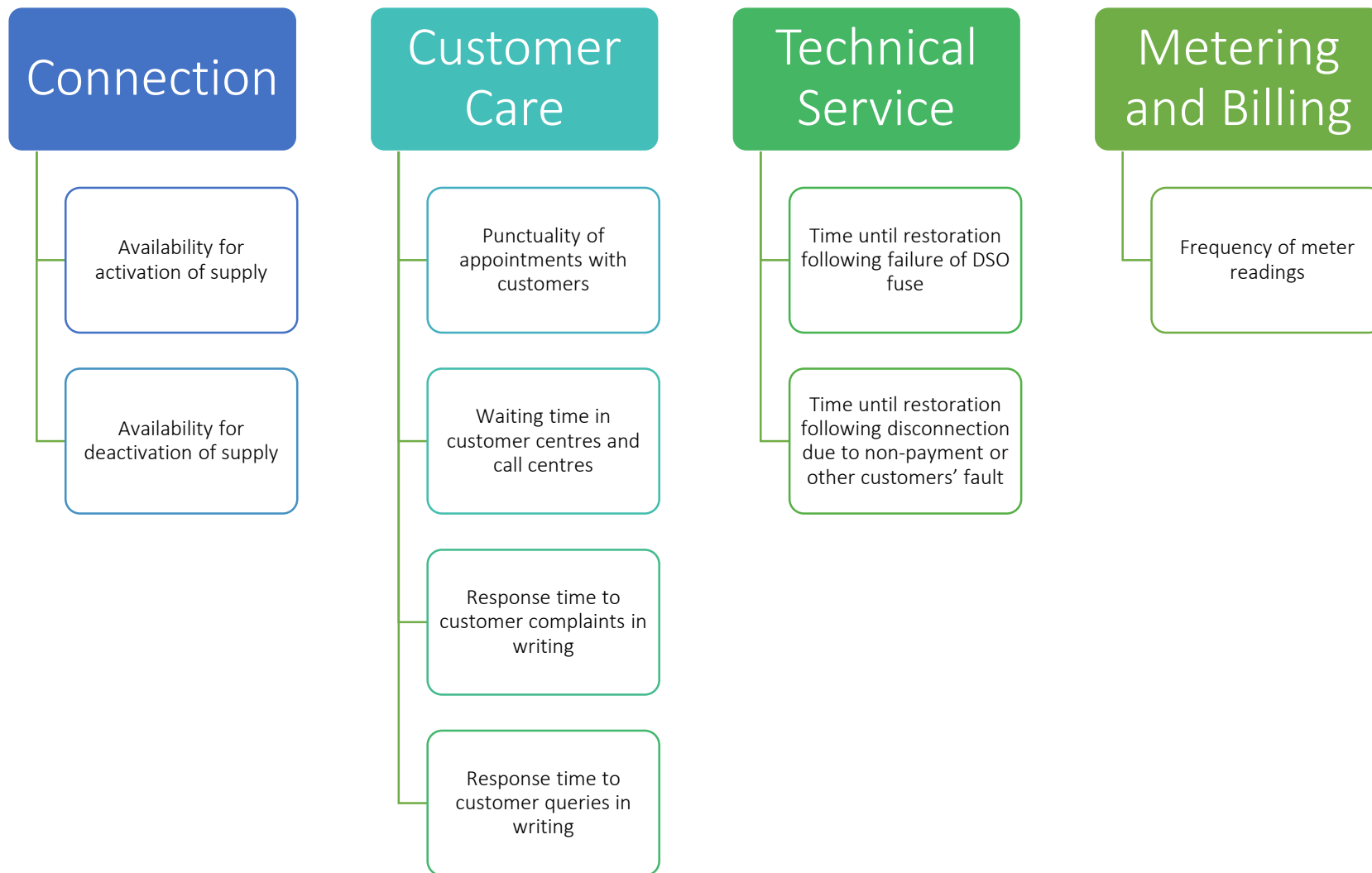


Distribution system operators (DSO)

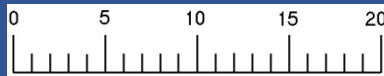


Service providers (SP)

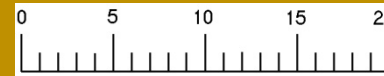




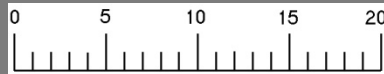
Time



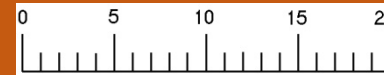
Accuracy



Client
satisfaction



?





Time



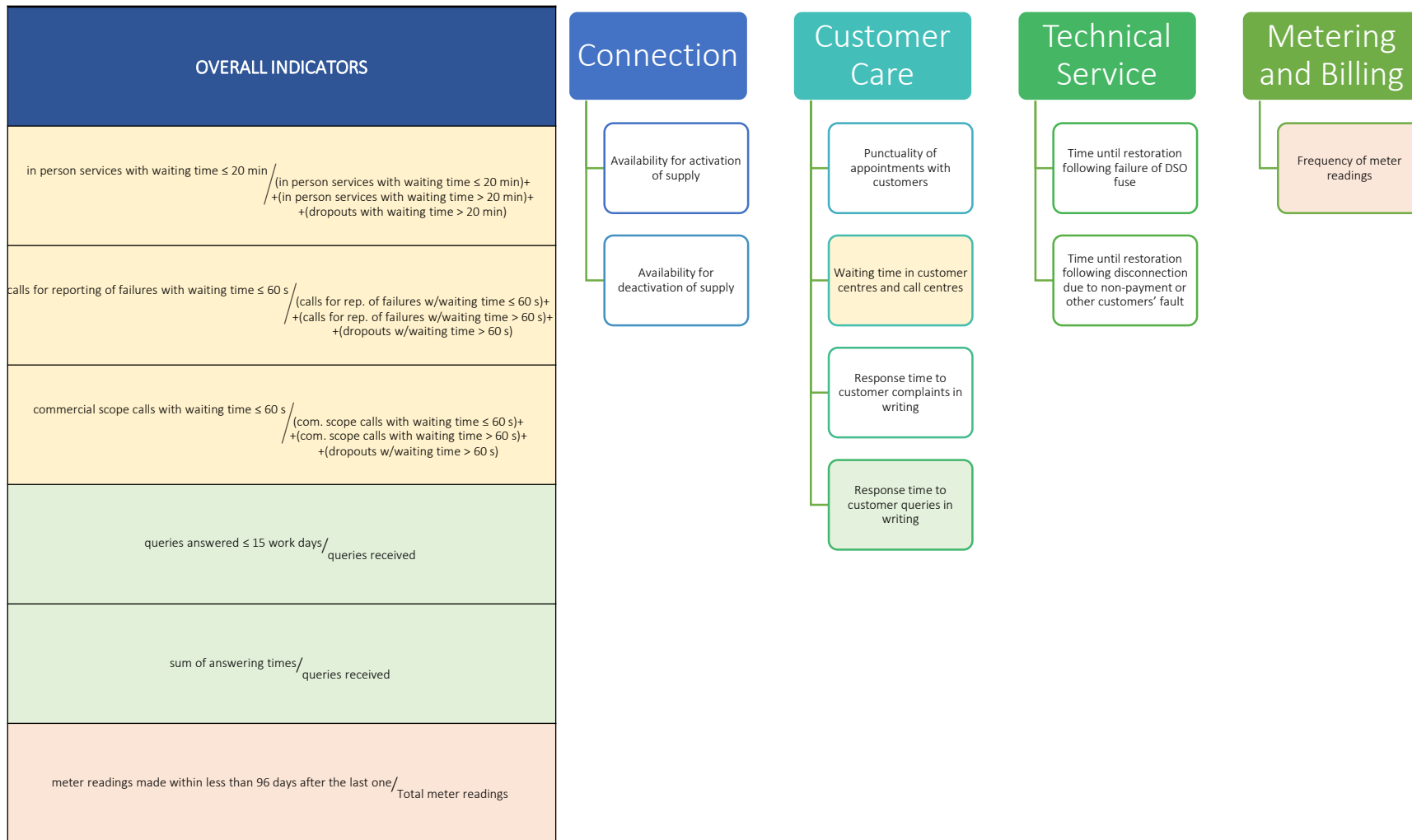
Indicators, standards and compensations

Indicators, standards and compensations



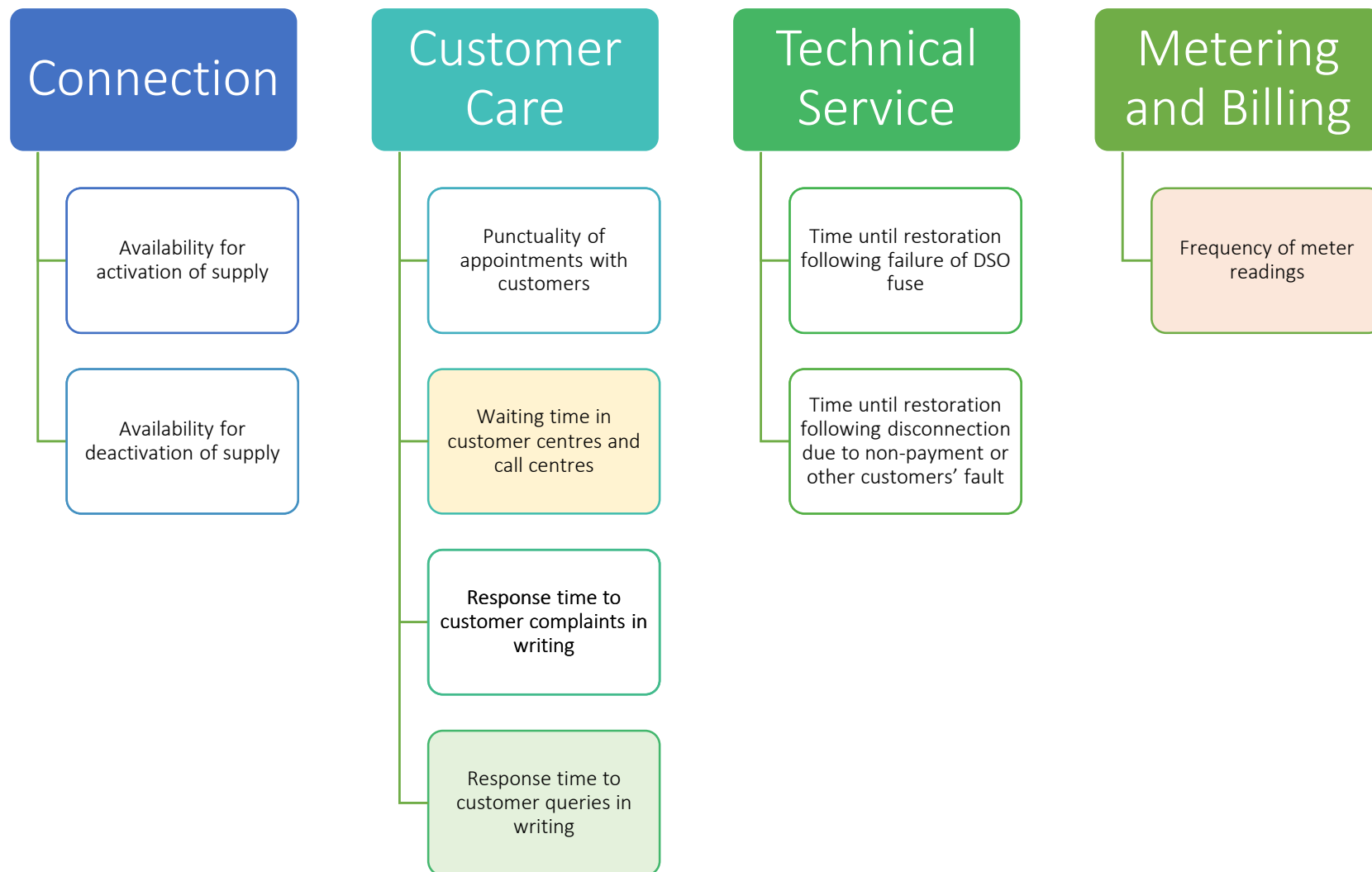
SUBJECT	OVERALL INDICATORS	STANDARD	APPLICABLE
Waiting time in customer centres	$\frac{\text{in person services with waiting time } \leq 20 \text{ min}}{(\text{in person services with waiting time } \leq 20 \text{ min}) + (\text{in person services with waiting time } > 20 \text{ min}) + (\text{dropouts with waiting time } > 20 \text{ min})}$	Not Defined	DSO and Suppliers
Waiting time in call centres	$\frac{\text{calls for reporting of failures with waiting time } \leq 60 \text{ s}}{(\text{calls for rep. of failures w/waiting time } \leq 60 \text{ s}) + (\text{calls for rep. of failures w/waiting time } > 60 \text{ s}) + (\text{dropouts w/waiting time } > 60 \text{ s})}$	85%	DSO and Suppliers
Waiting time in call centres	$\frac{\text{commercial scope calls with waiting time } \leq 60 \text{ s}}{(\text{com. scope calls with waiting time } \leq 60 \text{ s}) + (\text{com. scope calls with waiting time } > 60 \text{ s}) + (\text{dropouts w/waiting time } > 60 \text{ s})}$	85%	DSO and Suppliers
Response time to customer queries in writing	$\frac{\text{queries answered } \leq 15 \text{ work days}}{\text{queries received}}$	90%	DSO and Suppliers
Response time to customer queries in writing	$\frac{\text{sum of answering times}}{\text{queries received}}$	Not Defined	TSO
Frequency of meter readings	$\frac{\text{meter readings made within less than 96 days after the last one}}{\text{Total meter readings}}$	92%	Electricity DSO and Suppliers

Indicators, standards and compensations





Indicators, standards and compensations



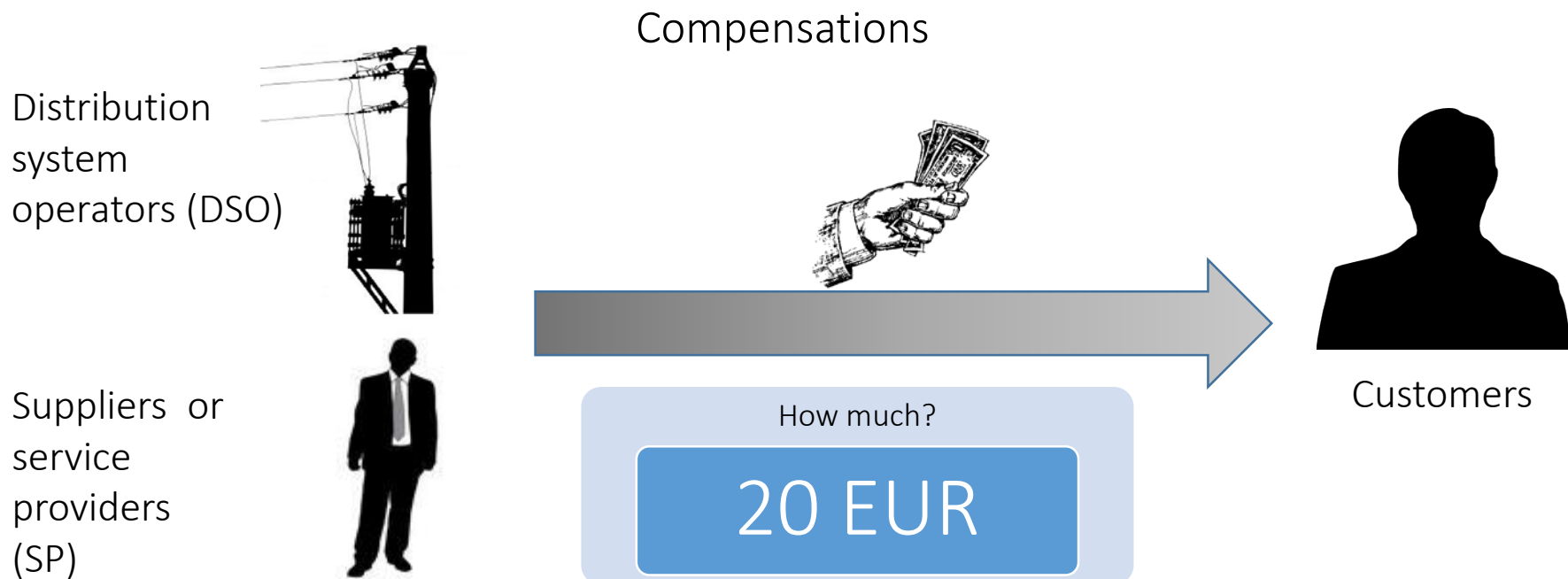


Indicators, standards and compensations



GUARANTEED INDICATORS	GOALS
Response time to customer complaints in writing	DSO: within 15 working days
	Suppliers: term defined contractually with each customer (within 15 working days)
Availability for activation of supply	DSO must be able to schedule an activation of supply within the next three working days
Availability for deactivation of supply	DSO must be able to schedule a deactivation of supply within the next three working days
Punctuality of appointments with customers	DSO: arrival must be within a set interval of time no longer than two and a half hours (2h30m)
	Customer: must be present during the 2h30 interval until the DSO arrives at the premises
	Cancelling or rescheduling is allowed until 17h00 of the previous working day, to both customers and DSO
Time until restoration following failure of DSO fuse	<p>The DSO must arrive at the customer's premises within two hours for priority customers and within four hours for other customers.</p> <p>If a low voltage customer communicates between 0h00 and 8h00, then the counting of the arrival time begins only at 8h00.</p>
Time until restoration following disconnection due to non-payment or other customers' fault	<p>The suppliers must request the reactivation to the DSO within 30 minutes after the correction of the situations (between customers and suppliers) that led to the deactivation.</p> <p>Electricity Sector</p> <p>The DSO must arrive at the customer's premises to perform the reactivation within:</p> <ul style="list-style-type: none"> - 4 hours if the customer pays the urgent reactivation fee; - 12 hours for low voltage customers; - 8 hours for other customers.

Indicators, standards and compensations



When?

Whenever a service provider or an operator fails to comply with Guaranteed Standards minimum performance level

Payments

Automatic in the next invoice
45 days after the failure occurs

Indicators, standards and compensations



- Compensations

Distribution system operators (DSO)



Suppliers or service providers (SP)



Customers



How much?

20 EUR

When?

Failure on clients' premises wiring for which customers are responsible

Absence in appointments to visit customers' premises



How are indicators, standards and minimum levels defined?
How are compensation values defined?

International References

- Italy, Spain, United Kingdom...

History

- Historic values from companies

Optimization of resources

- If too demanding it creates unnecessary higher costs

Applicability

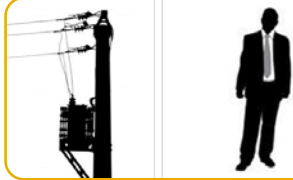
- Has to be simple to understand and apply

Satisfaction surveys

- What do customers prefer or value? Does the regulator know?



Information and improvement of regulation



Distribution system operators and service providers have to...

Publish yearly Quality of Service Reports

- Content and deadline defined by regulation
- Understandable by the general public

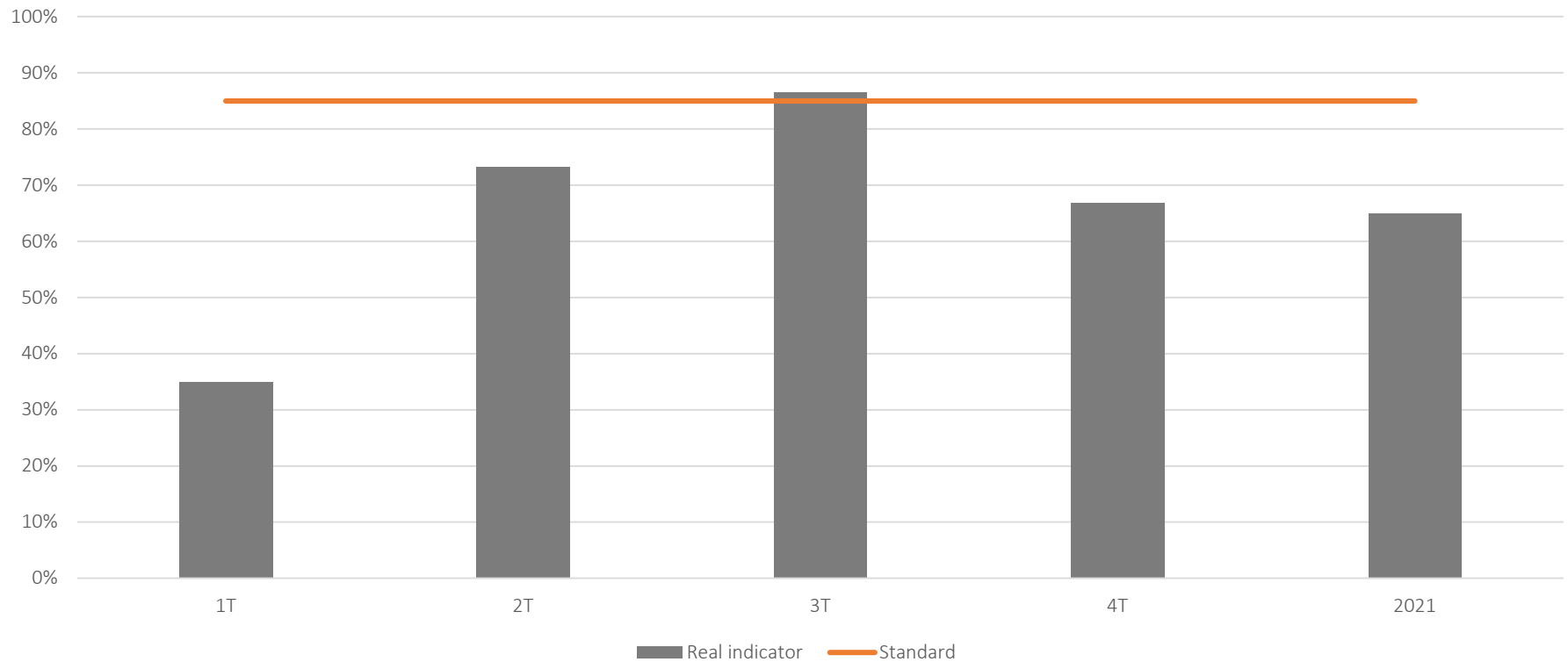
Inform the regulator

- Indicators and compensations data
- Keep all information necessary for the verification of compliance
- Auditing results

Information and improvement of regulation



Waiting time in call centres - commercial calls
2021





Tools of the commercial quality of service regulation

Periodical meetings with companies

Inspections

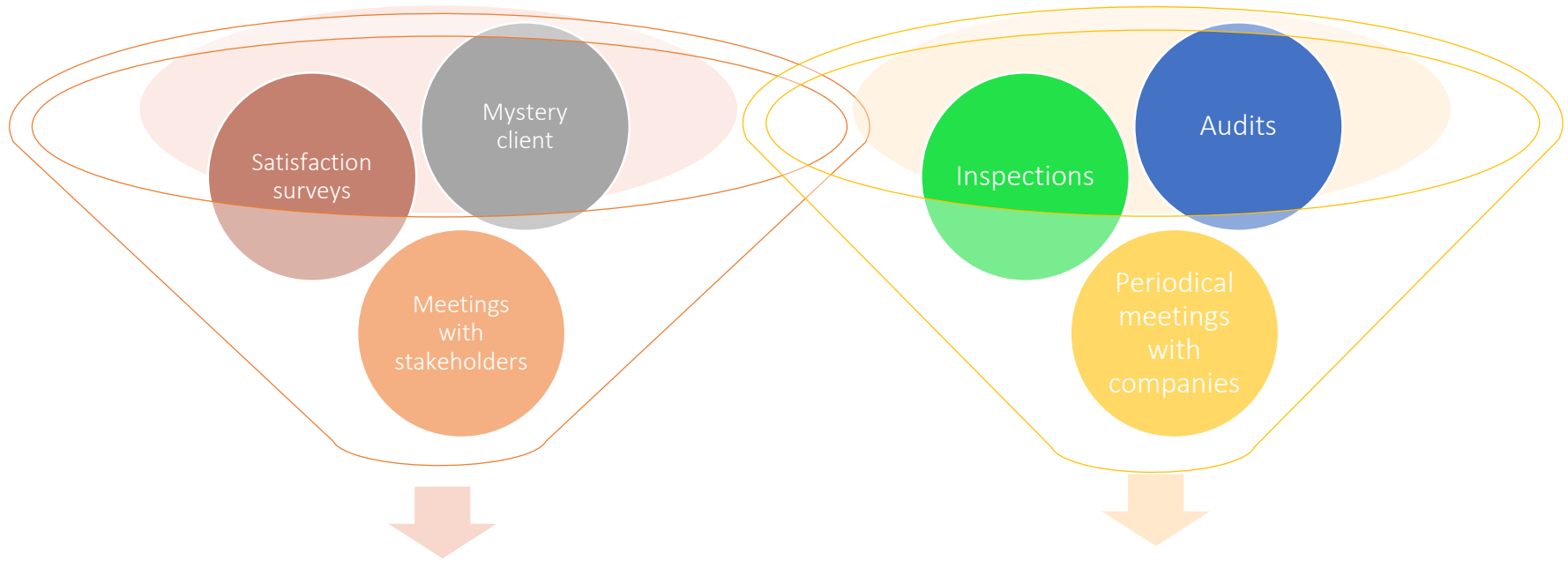
Audits

Mystery client

Satisfaction surveys

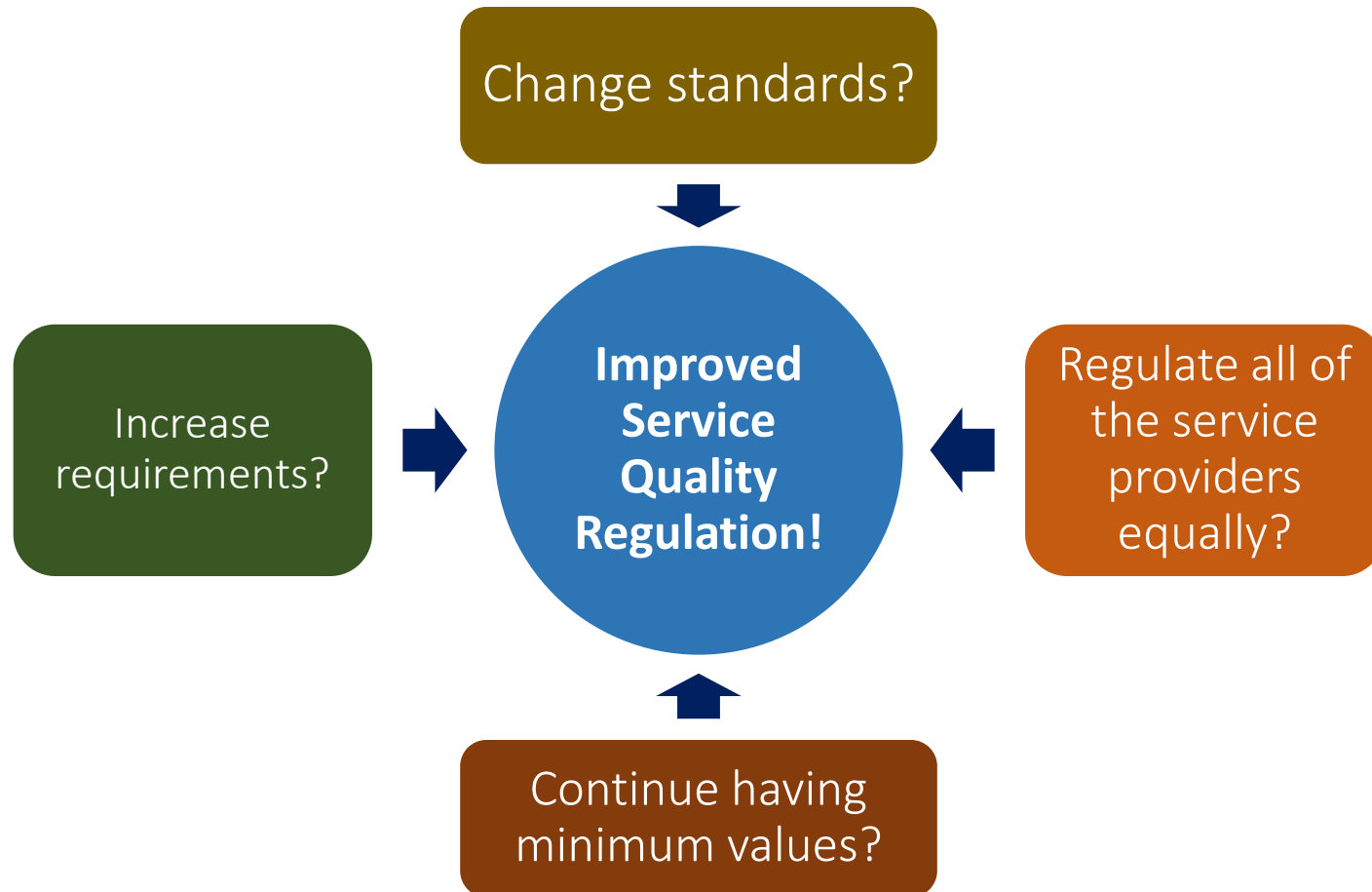
Meetings with other stakeholders

Information and improvement of regulation



Quality of Service Regulation compliance checking
Accuracy of information checking
Regulation adequacy

Regulation adequacy: improvement

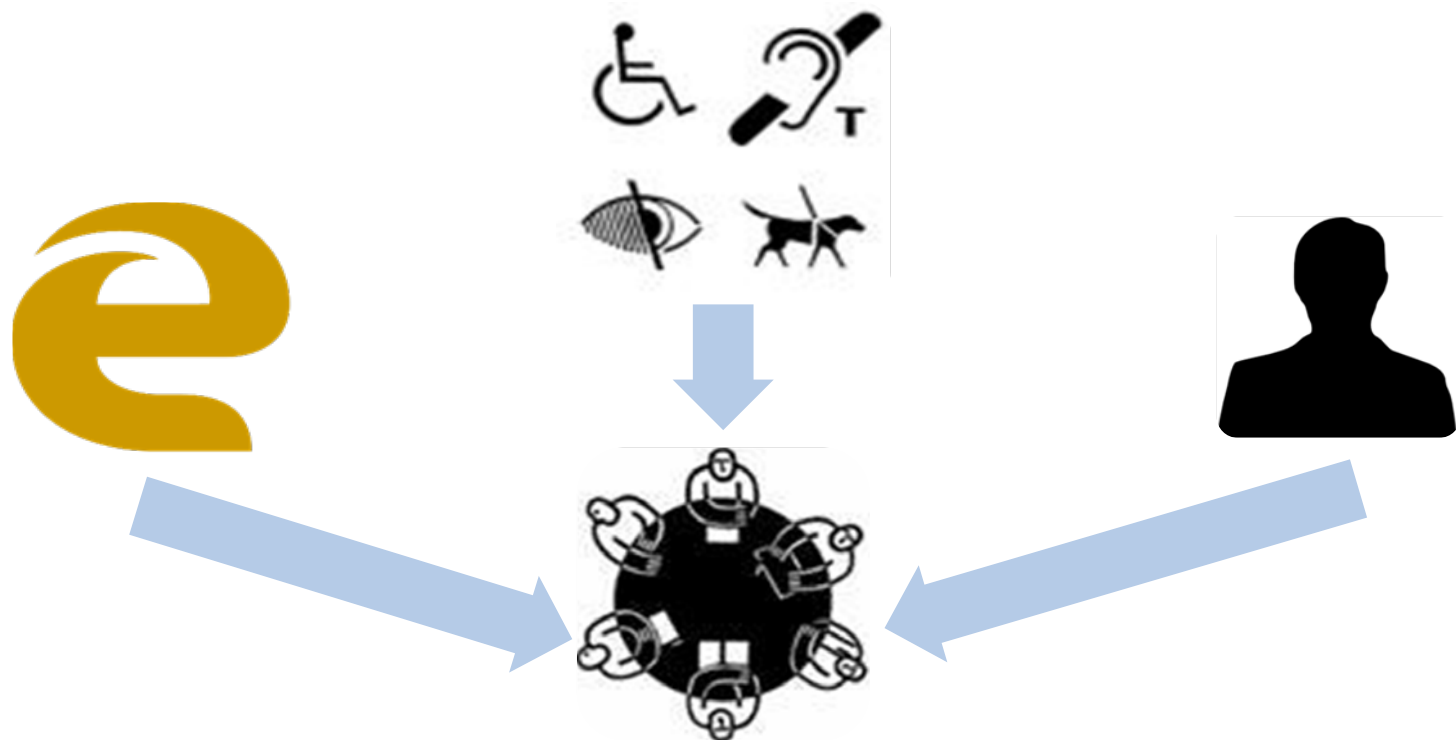




Customer participation, special needs and priority customers

Customer participation

- ERSE consults consumer associations and disabled consumer associations about matters of their interest and in the elaboration of brochures





Special needs customers

- Who are they?

Visually impaired or weak sighted

Hearing impaired or hard of hearing

Mute

Service providers and operators duties

- Set up a Special Needs Register
- Pay special attention to guarantee them the same level of quality of service (Invoices in Braille, meetings with special needs citizens associations, etc.)
- Report to the regulator on specific measures taken to address the specific needs of these consumers

Priority customers

- Who are they?

Customers for whom survival or mobility depend on equipment whose functioning is secured by the electricity network

Facilities that provide fundamental services, for which the interruption of supply causes severe disturbance to their functioning

- Hospitals, fire departments, national security facilities, prisons, etc.

Service provider and operator duties

- Priority in the reconnection of supply following unplanned interruption, faster reconnection
- Individualized prior notice in case of planned interruption



Lessons learned



Lessons learned

Gathering and quality of data

Progressive demand in commercial quality of service levels

Adaptation to new technology (smart metering, smart networks, mobility...)

Take into account customers' expectations

Publication of quality of service results

Permanent monitoring and checking of information

Periodic contacts and meetings



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