



BERMUDA

REGULATORY AUTHORITY (SERVICE STANDARDS INDICATORS FOR
ELECTRICITY LICENSEES) GENERAL DETERMINATION 2019

BR 54 / 2019

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The Regulatory Authority, in the exercise of the power conferred by section 62 of the Regulatory Authority Act 2011, as read with sections 12 and 13 of that Act and sections 6, 14, 17 and 34 of the Electricity Act 2016, makes the following General Determination:

Citation

1 This General Determination may be cited as the Regulatory Authority (Service Standards Indicators for Electricity Licensees) General Determination 2019.

Interpretation

2 In this General Determination, unless the context otherwise requires, terms shall have the meaning given in the Regulatory Authority Act 2011, the Electricity Act 2016, and the Schedule to this General Determination.

General purpose

3 This General Determination establishes service standards indicators for reliability, power quality, safety, environmental impact and customer service for the supply of electricity.

REGULATORY AUTHORITY (SERVICE STANDARDS INDICATORS FOR
ELECTRICITY LICENSEES) GENERAL DETERMINATION 2019

Determination

4 (1) This General Determination is made pursuant to the Consultation Document entitled “Service Standards for Generation and Transmission, Distribution and Retail Licensees” dated 30 August 2018, the Preliminary Report, Preliminary Decision and Order entitled “Indicators for Generation and Transmission, Distribution and Retail Licensee Service Standards” dated 6 December 2018 and the Regulatory Authority’s Decision on them.

(2) Taking into account the received responses to the Consultation Document and the Preliminary Report, Preliminary Decision and Order, for the reasons given in the Decision, the Authority determines that service standards indicators set forth in the Schedule are consistent with the purposes of the Electricity Act 2016, including to ensure the efficient and secure functioning of the power system and network, appropriate quality of electricity supply and customer service.

Terms and conditions of General Determination

5 (1) The Schedule to this General Determination has effect.

(2) The Schedule is published on the Regulatory Authority’s website (www.rab.bm), and is also available for inspection at the offices of the Authority (1st Floor, Craig Appin House, 8 Wesley Street, Hamilton HM 11) during ordinary business hours.

Effective Date of General Determination

6 This General Determination shall become effective on the day it is published in the Official Gazette.

Signed this 4th day of April 2019

Chairman, Regulatory Authority

[Operative Date: 12 April 2019]