

CODES OF PRACTICE (R2 160623)

1. PROCEDURES FOR ACCESS TO CUSTOMERS PREMISES

When visiting a customer's premises, all Connect Saint Helena employees and contractors will:

1.1 Possess the skills necessary to perform the duties required (Licence 23.2 a).

All employees who are new to a job will be accompanied by a fully trained person until such time as they are deemed competent to visit independently

1.2 Be readily identifiable to members of the public (Licence 23.2 b)

Employees/contractors visiting a customer's premises will carry an ID card showing the Company name, their name and a photograph.

1.3 Be appropriate persons to visit and enter a customer's premises (Licence 23.2 c)

All employment is subject to appropriate references and Police Record checks.

When available, Connect Saint Helena will subscribe to the employee vetting service to be established by Saint Helena Government

1.4 Be able to inform customers, on request, of a contact point for help and advice they may require in relation to the supply of services (Licence 23.2 d)

Employees will have office contact details printed on the reverse side of their ID cards. Contractors will be advised of office contact details

Office contact details are printed on the quarterly utilities bills

2. PAYMENT OF BILLS

2.1 Methods of payment (Licence 24)

Information will be included on the Customers utility bill about how and where they can pay their utility bills

2.2 Assistance for tariff customers who may have difficulty in paying their bills (Licence 24)

Details will be included on the customer's utility about who to contact if they are having difficulty paying their bill

3. DEALING WITH TARRIF CUSTOMERS IN DEFAULT

Occasionally we may become aware of a tariff customer who, through misfortune or inability to cope, is finding difficulty in discharging their obligation to pay for utilities supplied on credit terms. In order to help to manage these cases, Connect Saint Helena Ltd will:

3.1 Distinguish such customers from others in default (Licence 25.1 a)

Adopt an 'early warning system' where any Customer whose bill far exceeds the normal amount is spoken to informally to make them aware of the difference and to discuss appropriate repayment plans.

Following contact from the customers, the Billing Coordinator will highlight these cases and keep under review.

3.2 Detect failures by such customers to comply with arrangements made for paying by installments (Licence 25.1 b)

Where agreed payments have been missed, the customer will be contacted by the Billing Coordinator within 10 working days of the missed payment

3.3 Any arrangement made to pay by installments will take into account the customer's ability to comply with such arrangements to pay (Licence 25.1c)

The Billing Coordinator will review each case on an individual basis with the customer, taking into account income/out goings and any other relevant facts.

3.4 Ascertain, with the assistance of other persons or organisations the ability of the customer to comply with arrangements made. (Licence 25.1 d)

Where customers either fail to agree to, or defaults on a repayment plan, CSH will follow the Disconnection Protocols agreed with the SHG Safeguarding Directorate.

4. CONNECTIONS AND DISCONNECTIONS (Licence 26)

4.1 Customer will be advised of the procedure and costs for new connections, reconnections and disconnections either verbally, in writing or by provision of an information leaflet

4.2 A site visit to assess the work required for connection of a new supply will be made within 5 working days of the customer advising Connect Saint Helena that the electricity meter board or connection points for water/waste water are available

4.3 A quotation for works required to make the new connection will be issued within 5 working days of the site visit.

4.4 Reconnections will be made within 5 working days of a customer providing proof of payment of any fees or outstanding charges

4.5 Disconnection will be made within 5 working days of a written request being received from a property owner and any fees or outstanding charges are paid.

5. PROVISION OF SERVICES FOR TARIFF CUSTOMERS WHO ARE DISABLED, CHRONICALLY SICK OR OF PENSIONABLE AGE.

5.1 Means to identify employees or contractors authorised by Connect Saint Helena (Licence 27.1 a)

A password can be agreed with a customer should they request it. Such a password will be used by employees or authorised contractors to identify themselves

5.2 Provision of advice on use of utilities (Licence 27.1 b)

The reverse of the utility bill to state that information on efficient use of utilities will be made available on request. This information can be given verbally should it be necessary

In the event of tariff customers who are disabled, chronically sick or of pensionable age falling into default, they will be offered a home visit to offer advice on ways that may help to reduce consumption of utilities.

6. CUSTOMER COMPLAINT HANDLING PROCEDURE (Licence 28)
(with Revisions Approved by URA 15 Dec 14)

At Connect Saint Helena we are committed to providing the best possible service to all of our customers all of the time. However, we are human and there may be occasions when we get something wrong. If we can't resolve the problem through the usual channels, our customers have recourse to a formal complaints procedure

Through the formal Complaints Procedure we aim to ensure that complaints are:

6.1 Taken seriously and dealt with by specified officers

All employees will be advised that there is a complaints procedure and any customer with a complaint should be directed to the Business Support Manager on 22255.

At each stage of the complaints procedure, customers will be advised of who is dealing with the complaint.

A copy of the Customer Complaints Procedure is available at the Connect Saint Helena offices, on the CSH website and will also be e-mailed or posted out on request.

6.2 Resolved to the customers satisfaction as quickly as possible

The table below shows the responsibility levels and response times for dealing with complaints.

It would be expected that complaints will mostly be resolved at Step 1 either the same day or within 1 working day where the complaint is received after 1pm.

There will be occasions when complaints are referred to CSH legal advisors to handle on behalf of CSH. The customer will be advised if this is the case and the BSM will be the point of contact for the legal advisor.

	Action	Who is responsible	Response Target	Outcome
Complaint Received				
Stage 1	Details recorded, response sent either directly or via legal advisor	Business Support Manager (BSM)	5 days	Resolved or refer to stage 2
Stage 2	Passed to Operations Director or legal advisor	Operations Director / BSM	10 days	Resolved, passed to legal or refer to Stage 3
Stage 3	Passed to CEO or legal advisor,	CEO / BSM	5 days	Resolved or Unresolved

6.3 Recorded to highlight any areas where we may be able to improve service standards

The Business Support Manager will monitor complaints and will bring to the attention of the Operations Director any areas where there is more than 1 complaint. The Operations Director will review and recommend areas where it might be appropriate to review policies, services, staff training/awareness.

Such recommendations will be included in a summary report on number and nature of complaints provided to the CEO

7. READING OF CUSTOMERS METERS

The Meter Reading Contractor is contractually committed to comply with the requirements of the Code of Practice

7.1 Ensure that the person reading the meter and any associated appliance possesses the appropriate expertise (Licence 29.1 a)

All trainees or those new to a job will be accompanied by a fully trained person until such time as they are deemed competent to visit independently

7.2 Inspection of the meter for any evidence of deterioration which might affect its function or safety (Licence 29.1b)

Employees and contractors will be issued with information concerning factors which might indicate deterioration of or tampering with a meter or service fuse. Any meters that show evidence of deterioration, tampering or missing seals are to be reported to the Electricity Distribution Manager.

Information to Meter Readers to be updated as necessary. The information will also be posted on CSH website.

7.3 Ensure that the premises that the meter reader is attending is left no less secure by reason of the attendance. (Licence 29.1 c)

Any doors/gates that are opened to access premises in order to read a meter, will be closed on leaving the premises.

7.4 Make good or pay compensation for any damage to property caused by the person reading the meter. (Licence 29.1 d)

This obligation is included in the contract entered into with the Meter Reading contractor.

7.5 Reporting the reading of the meter (Licence 29.1 e)

The meter reading will be recorded by the meter reader and uploaded into the computerised billing system

7.6 Adjusting charges for erroneous meter readings (Licence 29.1 f)

Occasionally a reading may be incorrect and an inaccurate bill is issued as a result. When a customer queries a reading, a new reading will be made and a revised bill issued if appropriate with no administrative cost to the customer.

8. EFFICIENT USE OF UTILITIES (Licence 30)

8.1 Information will be made available to customers on the efficient use of utilities to enable customers to make informed judgments on measures to improve the efficiency with which they use utilities



Customers will be advised on the reverse of the utility bill that information is available on request.

A minimum of twice per year, an advertisement or article will be placed in local press to remind customers of the availability of advice and information

In the event of tariff customers who are disabled, chronically sick or of pensionable age falling into default, they will be offered a home visit to offer advice on ways that may help to reduce consumption of utilities.

URA APPROVED 23/06/16