

VOLUME 3

SECTION 6

The logo for Jamaica Public Service Company Limited, featuring the letters 'JPS' in a bold, italicized, sans-serif font with a thick outline.

Jamaica Public Service Company Limited

CHANGING LIVES WITH OUR *e*NERGY

ELECTRICITY SERVICES GUIDE FOR DEVELOPERS AND INVESTORS

**Managed by
The Jamaica Public Service Company
6 Knutsford Boulevard
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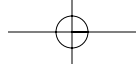
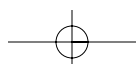
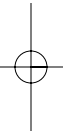
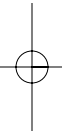
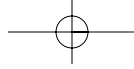


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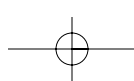
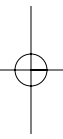
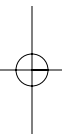
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CHAPTER I

VITAL STATISTICS

1.0 BACKGROUND

Electricity was introduced in Jamaica in 1892, thirteen years after Thomas Edison invented the first successful lamp. The Jamaica Electric Light Company began to supply electricity from a small coal-burning steam generating plant on Gold Street in Kingston. This was quite an achievement for Kingston, a small island city, then only 19 years old. At that time many large British cities were still without electricity.

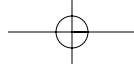
Thirty-one years later on May 25, 1923, the Jamaica Public Service Company Limited (JPS) was established as a legal entity with the objective of developing the island's electrification system. Up to that time, electricity had been provided by a number of small suppliers, whose assets were eventually taken over by JPS. On March 30, 2001 the Government of Jamaica privatised JPS. The Mirant Corporation, an Atlanta-based international energy company, bought 80% of the shares in the Company and charted a new Vision and Mission for the Company's operations.

1.1 STATISTICS

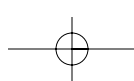
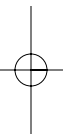
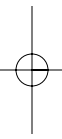
Today, JPS is the primary producer and sole distributor of electricity in Jamaica. The company has grown into a modern electric utility, with an extensive network reaching more than 95% of Jamaica's population. From 3,923 customers in 1923, JPS, in 2005 serves over 540,000 customers.

The JPS operates under an electricity licence, with approval from the Office of Utilities Regulation (OUR). The OUR is an independent regulatory agency with responsibility for the electricity sector. The last rate application was approved in June 2004 with the next rate review slated for 2009.

- The customer base of the JPS is comprised of 89% residential accounts and 11% commercial, industrial and streetlight customer accounts.
- JPS has a workforce of approximately 1,500 employees across the island.
- JPS owns and operates 28 generating plants, 54 substations, and approximately 14,000 kilometres of distribution and transmission lines.



- **JPS has a total generating capacity of 780 MW with an average peak demand of 600 MW.**



CHAPTER 2

MAKING THE RIGHT CONNECTION

2.0 SCOPE OF OPERATIONS

The Jamaica Public Service Company (JPS) is an integrated electric utility company, and is the sole distributor of electricity in Jamaica. The Company is involved in the generation, transmission and distribution of electricity. JPS also purchases power from the Jamaica Private Power Corporation (JPPC) and the Jamaica Energy Partners (JEP), two Independent Power Producers (IPPs) and several small co-generators. As a good Corporate citizen, JPS is committed to the delivery of quality service at reasonable costs, in an environmentally responsible manner. In addition, JPS is integrally involved in programmes that support the long-term social and economic development of Jamaica.

The **Jamaica Public Service Company Limited** has at present the all-Island franchise governing the sale or re-sale of electricity. All references therefore, to the application for service, Terms and Condition of Service and generally accepted practice in the construction of electrical lines (overhead and underground) and related aspects such as the rental of street lighting facilities to Parish Councils and Statutory Bodies are based on the practices of this Company. The **Jamaica Public Service Company Limited** is hereinafter referred to as **JPS** in this section. Any references to the **Customer Care Office**, implies the particular JPS Customer Care Office, which is responsible for the area in which the Development is to be located.

2.1 PARTNERING FOR GROWTH

JPS has been helping Jamaica grow by providing energy services and technical expertise to the business and residential communities. As an active participant in the economic development of the island, JPS understands the challenges businesses face in today's increasingly competitive marketplace. As such, its services are structured to assist with all phases of the investment process. As soon as investments are being considered by developers they are invited to consult with the JPS team of Marketing and Energy Services and Economic Development professionals for information that will support their planning process. The information given will help them to make the right connection.

2.2 SUPPORT STRUCTURES

2.2.1 The Economic Development Team

With strong partnerships in the JPS' local network of economic development agencies, business associations, private and public sector leaders, realtors and developers, JPS' Economic Development Team can be the first point of contact to help to guide the developer and investor with location decisions. The Economic Development team provides assistance with:

- Energy information,
- Access to technical resources,
- Site and industry tours,
- Business forecasts and incentive information, and
- Referrals to associations and agencies that can assist companies/persons in business planning.

2.2.2 The Marketing and Energy Services Department

The Marketing and Energy Services Department plays an important role in improving customer satisfaction and loyalty. The JPS' Key Account Programme supports large industrial and commercial customers by providing personalized services for their unique business needs. The company's Key Account Managers are available and will provide current, relevant information and customer support to enhance the required electricity services. These services include:

- Single point of contact/coordination for new connections and service upgrades.
- Energy efficiency advice on blueprints and energy use analysis.
- Energy management training and sensitisation sessions for key staffers.
- Billing analysis, rate comparisons and technical investigations.
- Power quality monitoring and power factor correction support.

2.2.3 The Regional Offices

The Regional offices provide integrated customer care, transmission and distribution services to the parishes they serve. The island is divided into

three regions as follows:

- Region 1 serves Kingston & St. Andrew, St. Thomas, Portland and St. Mary.
- Region 2 serves St. Catherine, Clarendon, Manchester and St. Elizabeth
- Region 3 serves St. James, St. Ann, Trelawny, Hanover and Westmoreland.

In these regions General Managers and Parish Managers are responsible for maintenance and emergency operations, field services (meter reading), customer care, collections and meter sealing and/or repairs.

2.2.4 The Power Delivery Services

The Power Delivery Services consists of Central Engineering and Technology, Projects and Contracts Services, Transmission and Planning. This group supports the wider Region operations and establishes technical standards.

CHAPTER 3

DEVELOPING A SOUND ELECTRICITY INFRASTRUCTURE

3.0 PLANNING REQUIREMENTS

This Chapter gives a broad outline of the requirements relating to Residential, Commercial or Industrial Developments and in some cases, provides specific details regarding standards or practices to which the developer must adhere.

This Chapter in no way negates the need for the developer to use qualified and experienced professionals in preparing designs or establishing the necessary communication with JPS.

3.0.1 Standard Specifications

A section has been provided at the end of the Chapter, which provides a list of some of JPS' Standard materials and equipment, however, this list shall not be used as a specification for ordering of materials. The JPS Regions' Operations Staff shall be consulted for specifications, should the need arise. Where written copies of specifications cannot be obtained, the developer shall obtain specifications from suppliers for materials or equipment, which he intends to order. These must be made available for the scrutiny of JPS personnel if the intention is to have the Electrical Infrastructure once completed, taken over by JPS.

3.0.2 Restrictions & Rates

Developers and Investors should consult JPS' Standard Terms and Conditions Booklet, for important information pertaining to restrictions in the utilisation of the electricity supplies offered. Additionally, it is important to Consult JPS' Rate Schedules Sheet, which gives specific information on JPS' Residential Service (Rate 10), General Service (Rate 20), Power Service (Rate 40 and Rate 50), and Street Lighting (Rate 60).

3.1 ELECTRICITY SUPPLY

The supplies available are as follows:

3.1.1 Secondary Metered Supplies

- Single Phase, 110/220 Volts, 50 Hz
- Three Phase, 220 Volts, Delta, 50 Hz

- Three Phase, 240/415 Volts, Wye (Star), 50 Hz

3.1.2 Primary Metered Supplies

Primary metered supplies are also available depending on location and include:

- Three Phase, 13.8/23.9 kV, Wye (Star), 50Hz
- Three Phase, 13.8 kV, Delta, 50Hz
- Three Phase, 11.95 kV, Wye (Star), 50Hz

In general, types of supplies not outlined on the Rates Schedules Sheet will require the developer to purchase, install and maintain his own transformer(s) and high voltage switchgear. The Power Service Rate 50 applies to customers who own the main supply transformer(s).

3.2 CONSULTATION

For information regarding compliance with the Electricity Law of Jamaica and Standard Acceptable Practice, contact the Chief Electrical Inspector's Office, in the Electricity Division of the Ministry of Commerce, Science & Technology.

3.3 STANDARDS

The Standard method of supply by JPS is via overhead Pole-lines, using primarily pre-stressed cone poles.

The standard method of Primary supply to pad mounted transformers is underground installation connected to the overhead primary and involves the use of Single-core, XLP insulated, 25 kV Class cables installed in PVC ducts. These cables are connected either between Overhead lines and Pad-mounted equipment. All Pad-mounted, Single Phase and Three Phase, oil-filled Transformers are designed for cable entry. They are installed on concrete pads (plinths).

Developers who desire an underground service as an alternative to the standard JPS overhead system are required to notify the company to obtain construction specifications and cost. Such underground installation shall be at the expense of the developer.

CHAPTER 4

JPS AND THE ENVIRONMENT

4.1 ENVIRONMENTAL POLICY

The Jamaica Public Service Company Limited is the main provider of electricity on the island. The company generates the energy that creates opportunities - improving the quality of life and supporting economic development in the communities it serves.

In carrying out this role, the JPS continually strives to achieve the appropriate balance of supplying dependable, low-cost energy in an environmentally responsible manner.

The core values of the JPS drive its commitment to environmental stewardship. The company approaches the environment with the same innovation, integrity, and drive for tangible results that characterise all other aspects of its business.

4.2 ENVIRONMENTAL STEWARDSHIP

The JPS defines environmental stewardship through the following principles:

4.1.1 Environmental Philosophy

The JPS is committed to responsible business practices. Its paramount environmental objective is to be a good steward of the environment and to conduct its business in a manner contributing to sustainable development in the communities that it serves, ensuring that the JPS meets the needs of the present generation without compromising the quality of life of future generations.

4.1.2 Environmental Compliance

Compliance is the foundation of the JPS' environmental philosophy. In its operations, the company will meet or exceed all applicable environmental laws and regulations. The JPS supplements local environmental regulations by implementing prudent business practices.

4.1.3 Management Commitment

The JPS will commit the resources necessary to implement its Environmental Policy. The JPS' comprehensive environmental management

programme is an integral element of its business, providing the framework for integrating environmental considerations into business operations and strategy and driving continuous improvement in environmental performance.

4.1.4 Accountability

JPS measures its performance through environmental performance indicators, systematic compliance audits and self-assessments for all assets that it operates.

4.1.5 Continuous Improvement

JPS monitors and assesses the environmental impact of its operations, and is committed to measurable improvement in environmental performance. JPS seeks opportunities to reduce emissions per kilowatt-hour and reduces consumption of natural resources through operational improvements and new and improved technologies that are consistent with operational and fiscal responsibilities. The JPS implements programmes and practices to ensure the proper management of hazardous materials in its operations and to reduce and recycle waste.

4.1.6 Transparency

JPS will communicate with the public regarding its environmental performance. JPS will work to foster mutual respect and understanding with environmental stakeholders through responsible dialogue on its environmental policies and performance.

4.1.7 Public Policy

JPS seeks constructive engagement in legislative and regulatory processes to help ensure that environmental laws and regulations are balanced, effective, and based on sound science and proven technology.

4.1.8 Employee Involvement

JPS expects every employee to take ownership of and responsibility for implementing its Environmental Policy. JPS educates its employees on the company's Environmental Policy and environmental requirements. Employees are encouraged to report any environmental problems, and the management is expected to address, promptly, any reported problems.

CHAPTER 5

DESIGN PLANNING & LOAD DETAILS

5.0 DESIGN SPECIFICATIONS

Plans (Large sheets showing Drawings along with notes, tables, etc. – showing mostly plan views) are required from Developers for the following types of Developments:

- i Industrial, Commercial and Residential Developments consisting of nine (9) lots or more.
- ii Industrial, Commercial and Residential Developments requiring Underground supply (this includes any supply which requires a Pad-mounted Transformer).

Where plans are required, they shall show a complete electrical distribution design layout including details such as the Take-off pole, the supply Transformer(s) switchgear (if used and the metering point).

The design shall be to-scale and plans submitted in duplicate in standard blue-print or photo-static copy form. Plans shall conform to the JPS format.

The electrical plans must be accompanied by related plans showing general facility layout, water, sewage and any other underground facilities. Any other above-ground facility which may be called into question as far as easements, right-of ways or inadequate clearances are concerned, must be included on the electrical plan.

5.1 TRANSFORMER CONNECTIONS

A Transformer Connection (Balancing or Phasing Diagram) is required in the following cases:

- i Where Primary Three-Phase lines are required.
- ii Where Two Primary Phase wires and a Primary or Common neutral wire is required. This applies to the Multi-grounded Wye (Star) Systems – 23.9 kV and 11.95 kV Systems.

The Transformer Connection Diagram shall show to which Phase(s) the Transformer or bank of Transformers is connected. In addition, the diagram shall show the kVA rating of each Transformer, the Location Reference and the positions

of all the Transformer and line protection equipment.

5.2 PLANS AND DIAGRAMS

For underground systems utilising Pad-mounted and Vault-mounted equipment, the Connection Diagram shall clearly show whether the connections are separable or bolted type. The internal connections of switchgear (when used) shall also clearly be shown.

- i The Plan shall show drawings of typical assemblies to be used during construction of the line.
- ii These assemblies shall conform to the JPS ES, 300 Standard on other standard issued from time to time by JPS and shall include:
 - Three Phase Primary constructions (with Secondary underbuild).
 - Two Phase and Neutral Primary constructions (with Secondary underbuild).
 - Single Phase Primary constructions (with Secondary underbuild).
 - Single Phase or Three Phase Secondary constructions (Secondary-only) poles.

The drawing(s) provided for this purpose shall clearly show all important dimensions and descriptions of items.

Where unusual designs are used or situations are encountered which may lead to misinterpretation of the types of assemblies (or the proper orientation etc.) required for construction, a drawing should be incorporated on the plan (including three dimension, sections or projections of various views if necessary).

The drawing(s) provided for this purpose shall clearly show all important dimensions and descriptions of items.

Where a Secondary circuit is designed to serve multiple future JPS customers, the percentage voltage drop shall be shown at the termination of each Secondary circuit.

5.2.1 Overhead Lines

If the Overhead line will be constructed over hilly terrain, a profile of the pole-line shall be shown on the plan.

The profile shall show the height exaggerated with vertical dimensions being ten (10) times the horizontal dimensions.

The profile shall also show the height of all poles to scale and show all conductors (Primary and Secondary) exhibiting proper sag.

5.2.2 Legend & Notes

The Developer shall ensure that the Legend and Notes pertaining to all relevant symbols and activities that are outlined on the plan are fully illustrated and explained in the Legend and Notes respectively. The Drawing shall be effected to scale. All text on the drawing shall be neatly stenciled using suitable drawing pens.

All lines and symbols shall be neatly drawn using suitable drawing pens of varying sizes so as to accentuate or de-emphasize certain details in order that the plan may be easily interpreted.

5.3 DESIGN CRITERIA

Where a Secondary circuit is to be established to serve multiple future JPS customers, the calculated percentage voltage drop as shown at the termination of each Secondary circuit on the Plan, shall not exceed 3% (6.6V on 220V base).

The date for such calculations shall be based on the information submitted as part of the Load Details requirement.

Where a span of an overhead line crosses any roadway or an entrance that is heavily used by pedestrians or vehicles, (e.g. a school entrance), each conductor in the circuit shall be supported by two insulators.

Typically all lines (when necessary) shall cross at right angles (90°) to the longitudinal direction of the roadway. If this cannot be obtained, a maximum deviation of $+ 30^{\circ}$ to the previously described direction, is acceptable.

Grounding of the neutral is required at a maximum distance of every 152.5m/500 ft. from the Transformer location and at all Secondary dead ends. This applies whether the neutral is a common neutral or a Secondary neutral only.

5.4 STANDARD MATERIALS & EQUIPMENT – UNDERGROUND CIRCUITS

5.4.1 Ducts:

- i 150 mm/6 inch PVC (Schedule 40) - typically used for Primary circuits.
- ii 100 mm/4 inch PVC (Schedule 40) - typically used for Secondary circuits.
- iii 50 mm/2 inch PVC (Schedule 40) - typically used for Service circuits.

All duct joints are encased with cement during installation.

5.4.2 Manhole Dimensions

Manholes (Reinforced Concrete) – Dimensions:

- i 1.8 m/6 ft. length x 1.2 m/4ft. width x 1.8 m/6 ft. depth. This is required where the distance between manholes is between 30.5 m/100 ft. and 122 m/400 ft
- ii 1.8 m/6 ft. length x 1.2 m/4ft. width x 1.2 m/4 ft. depth. This is acceptable where distance between manholes is less than 30.5 m/100 ft.

5.5 SECONDARY HANDHOLDS/PEDESTALS

The Secondary Pedestal is of the flush mounting type suitable for making low voltage electrical connections. The unit consists of a green fiberglass 38 cm/15 inch diameter outer shell and an inner bell attached to a fiberglass green ribbed lid. It is suitable for complete burial, flush mounting, partial burial or surface mounting on a concrete pad.

5.6 SECONDARY HANDHOLDS/PEDESTAL PADS

The prefabricated handhold pad is constructed of reinforced concrete and is complete with non-skid steel cover and embedded rim. The pad has the following dimensions:

Overall		
Thickness	-	7.6 cm/3 inches
Width	-	76 cm/30 inches

Length	-	76cm/30 inches
Opening		
Width	-	61 cm/24 inches
Length	-	61 cm/24 inches
Lip	-	3.8 cm/1.5 inches
Cover		
Width	-	60.64 cm/23.875 inches
Length	-	60.64 cm/23.875 inches

5.7 LOAD DETAILS

The developer is required to submit full details concerning the types of loads to be connected including the duty-cycle of the major equipment to be used, the voltage phases and load rating of the equipment and the type of operation to be carried out.

The developer shall also submit a summary of the design criteria used, including assumed diversity factors, load factors, power factor, etc.

CHAPTER 6

APPLYING FOR SERVICE

6.0 APPLICATION FOR SERVICE

Application for Service may be made:

- i in person by the Developer or the Developer's Engineering Consultant,
- ii or by letter from the Developer or the Developer's Engineering Consultant.

6.0.1 Applying in person

For applications in person, the applicant will be interviewed by Customer Care Representative in the Parish Office or the Customer Care Centre, who will require details of expected electrical load, and/or details of major equipment to be used, the Service address or location and the date by which supply is required.

6.0.2 Applying by letter

More typically, applications for supply to medium and large-scale future developments are made in writing. Applications should include the approximate date by which permanent electricity supply is required.

6.1 TEMPORARY SUPPLY

If temporary electricity supply (to facilitate completion of construction) will be necessary some time before the permanent supply will be required, this shall be clearly stated in the application letter and the approximate date for this provision noted.

The applicant will also need to furnish details of expected electrical load (kW or HP), and /or details of major equipment to be used.

6.2 LOCATION MAP

A Large Scale Location Map (typically 1:12,500) of the proposed development site showing the location of the property access roads and surrounding areas shall be

furnished where necessary. Relevant aps coordinates may also be provided.

6.3 TIMEFRAMES

Applications for service to Residential, Commercial and Industrial Developments shall be made well in advance of the time that the supply is needed, typically six months to one (1) year in advance. This will give JPS sufficient time to plan and implement any necessary system improvement and to order materials and equipment required specifically for the project.

6.4 APPROVALS

Having satisfied JPS' requirements as far as submission of the necessary plans and other applicable information are concerned, and after a successful review of the same by the Commercial Engineering staff in the JPS' Parish Office and/or in the Engineering Design Department, the plans will be returned properly stamped to the developer.

The Developer may request a preliminary costing of the job at this stage.

6.5 DETAILED ESTIMATE

For a detailed estimate, the Developer must first submit an "Intermediate" copy (a special translucent film which may be used in place of an original drawing) of the aforementioned approved plans. The "Intermediate" copy may be the **sepia, blue or black** line type.

The Developer shall also provide a copy of the Terms and Conditions under which the development was approved by the KSAC, the Local Planning Authority or the Town and Country Planning Authority.

On receipt of these items, an estimate of the cost of construction will be prepared and the Developer advised of JPS' conditions for undertaking the work.

6.6 DEPOSIT

Developers should note that a deposit might be required before the detailed estimate is prepared. This is to cover the cost of site visits, additional surveying and additional design and draughting to make the plan fully useable.

CHAPTER 7

NEW SERVICE CONNECTIONS & METERING

7.0 ACCESSIBLE METERS

In planning the construction of buildings, meters need to be positioned 1.4 metres to 2.4 metres (4.5 feet to 7.5 feet) from the ground and located at the front of the premises, to allow meter readers easy access. Meter boxes should have a minimum of 1.3 metres (4 feet) clearance. No permanent obstructions such as trees, bushes, or walls should be placed within the clearance space. Additionally JPS reserves the right to test meters for accuracy and remove and/or replace meters. Meter readings are essential to the bill production process. Inaccessible meters will be subject to disconnection by JPS, until access is provided and the conditions outlined above are met. In the event of disconnection for inaccessibility, reconnection fees and other outstanding charges will be required to continue electricity service.

7.1 PROVISIONS FOR SERVICE CONNECTIONS & METERING – RESIDENTIAL

Generally, metering will be at Secondary voltages, utilising socket-type, and single-phase meters.

Arrangements in regard to meter security should be discussed with the Commercial Engineering staff of the JPS District Office.

The Developer is expected to provide each residence with “**separate**” meter socket.

7.1.1 Location

The meter socket location shall be chosen such that when JPS subsequently installs the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

7.1.2 Meter Sockets

Location of the meter sockets shall be such that the meter when installed may be mounted according to any of the following methods:

- i On a private pole, preferably near the front boundary of the premises, positioned in such a manner as to allow a Meter Reader

to read the meter without entering the premises.

The cable between the meter socket and the main switch/circuit breaker, may be via overhead lines (duplexed, triplexed or quadruplexed twisted cables) or via underground cables in conduits of appropriate size. Developers shall avoid using directly buried cables between meters and main switches/breaker panels.

- ii On a wall at the front of the building providing a clearly accessible path is available from the road to the meter location.
- iii In a Meter Centre situated in a special lockable room to which JPS will have access. This is especially desirable where the Developer envisages that there may be security problems.

7.1.3 Meter Centres

The Meter Centre shall consist of individually wired meter sockets on a panel. Typically, the capacity of the Meter Centres will range from 4-way to 12-way in capacity (number of meters accommodated).

Meter Centres chosen by the Developer shall be those types that minimise the possibility of “tampering” once the unit is installed and energised.

At all Single Meter locations, the meter sockets shall be installed at a height of 1.8 m/6 ft. above ground/floor level.

Where service cables are part of an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or handhold to the meter location. The conduit shall have a minimum internal diameter of 50mm/2 inches.

7.2 COMMON AREAS - APARTMENTS/ TOWNHOUSES

Common areas for apartments or town houses or resort residences, etc. are generally supplied and metered separately. These supplies may require Primary or Secondary metering.

7.2.1 Large Common Areas

For large common areas, when:

- i Primary metering is required; the Developer shall install a private pole that will accommodate the underground cable

riser terminations as well as the metering equipment.

- ii Secondary metering is required; the Developer shall provide a convenient indoor location or a special outdoor weatherproof metering “kiosk” to accommodate additional equipment.

The need for Primary or Secondary metering shall be discussed with the Commercial Engineering staff of the JPS Parish Office. The particular type of metering used is at the discretion of JPS.

7.3 PROVISIONS FOR SERVICE CONNECTIONS & METERING – (RATE 10 & 20 – RESIDENTIAL/SMALL COMMERCIAL)

Generally, metering will be at Secondary voltages, utilising socket-type, and single-phase meters.

Arrangements in regard to meter security should be discussed with the JPS Engineering Department or JPS Parish Office.

The Developer is expected to provide each intended JPS customer unit with a “separate” meter socket.

7.3.1 Socket Location

The meter socket location shall be chosen such that when JPS subsequently installs the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

Location of the meter sockets shall be sought such that the meter when installed may be mounted according to any of the following methods:

- i On a private pole (preferably near the front boundary of the premises, positioned in such a manner as to allow a Meter Reader to read the meter without entering the premises.

The cable between the meter socket and the main switch/circuit breaker, shall be via overhead lines (duplexed, triplexed or quadruplexed twisted cables) or shall be via underground cables in conduits of appropriate size.

- ii On a wall at the front of the building (providing a clearly accessible path is available from the road to the meter location).

- iii In a Meter Centre situated in a special lockable room to which JPS will have access.

7.3.2 Meter Centres

The Meter Centre shall consist of individually wired meter sockets on a panel. Typically, the capacity of the Meter Centres will range from 4-way to 12-way in capacity (number of meters accommodated).

Meter Centres shall be secured in such a manner to view but restrict contact to the individual to JPS or authorised agents of the customer.

At all Single Meter locations, the meter sockets shall be installed at a height of 2m/(6 ft). above ground/floor level.

Where service cables are part of an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or handhold to the meter location. The conduit shall have a minimum internal diameter of 50 mm/2 inches.

7.3.3 Common Areas - Apartments/ Townhouses

Common areas for multi-unit complexes such as apartments or town houses or resort residences, etc. are generally supplied and metered separately. These supplies may require Primary or Secondary metering.

7.4 PROVISIONS FOR SERVICE CONNECTIONS & METERING – RATE 40 COMMERCIAL & INDUSTRIAL

Generally, metering will be at either Primary or Secondary voltages, requiring Three Phase meters. The use of Primary metering is typically dependent on the load, with the higher loads requiring Primary metering.

Arrangements concerning meter security should be discussed with the JPS' Engineering Department or JPS Parish Office.

7.4.1 Socket Location

The Developer is expected to provide each unit with a “separate” meter socket.

The meter socket location shall be chosen such that when JPS subsequently install the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

Locations of the meter sockets shall be as outlined for Residences.

In addition, Provisions for Primary metering may be part of a Pad mounted High Voltage Switchgear Assembly. Discussions regarding these special requirements should be held with the Commercial Engineering Staff of the JPS Parish Office.

Where service cables are from an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or handhold to the Meter location. The conduit shall have a minimum internal diameter of 50 mm/2 inches.

For larger service loads, the Developer shall provide conduits leading directly from the Padmounted transformer.

7.4.2 Metering

For metering, the following accommodations shall be made:

- i When Primary metering is required, and a future customer will maintain the installation, the Developer shall install a private pole that will accommodate the underground cable riser terminations as well as the metering equipment.
- ii Where the installation is to be owned and maintained by JPS, the design shall show the Primary metering equipment and underground cable terminations on a pole that is separate from the rest of the Feeder pole-line.
- iii When Secondary metering is required, the Developer shall provide a convenient indoor location or a special outdoor weatherproof metering “kiosk” to accommodate additional equipment.
- iv The need for Primary or Secondary metering shall be discussed with the Commercial Engineering staff of the JPS Parish Office. The particular type of metering used (Primary or Secondary type), is at the discretion of JPS.

CHAPTER 8

FLEXIBLE TARIFF OPTIONS

8.0 ELECTRIC BILL COMPONENTS

The JPS bill for the month will reflect the electricity rates approved by the Office of Utilities Regulation (OUR). Bills are mailed to customers several days after the meter is read. Bills may also be emailed to customers who provide email addresses as a part of their contact information. There are three major components that make up the energy and demand charges of the electricity bill as follows:

- i Generation
- ii Transmission, and
- iii Distribution.

8.1 RATE MATRIX

The overall electricity bill is dependent on several factors which include: fuel cost, independent power production costs, foreign exchange conversion cost, and the customer charge for meter reading and bill preparation.

JPS RATES AS OF AUGUST 1, 2005

Rate	Category	Customer Charge \$/month	Energy Charge \$/kWh	Standard Demand Charge \$/kVA	On Peak Demand Charge \$/kVA	Partial Peak Demand Charge \$/kVA	Off Peak Demand Charge \$/kVA
10	Residential	\$72	\$4.809 for 1 st 100 kWh	\$8.466 over 100 kWh			
20	General	\$165	\$7.428				
40-LV	Power Low Voltage	\$2,287	\$1.882	\$770	\$429	\$335	\$32
50-MV	Power Medium Voltage	\$2,287	\$1.694	\$693	\$387	\$302	\$28
60	Streetlight	\$599	\$8.887				
60	Traffic Signals	\$599	\$5.983				

Notes

- 1 Minimum standard billing demand per month: 25 kVA for Rate 40 and Rate 50.
- 2 Billing demand in the on-peak period is the maximum registered demand for the On-Peak hours of that month.

- 3 *The Billing Demand for the partial peak period each month shall be the maximum registered demand for the on-peak and partial-peak hours during the six-month period ending with the month for which the bill is rendered, whichever is higher but not less than 25 kilovolt-amperes (kVA).*

- 4 *The billing demand for the off-peak period each month shall be the maximum demand for that month (regardless of the time of use period it was registered in), or 80% of the highest maximum demand during the six-month period ending with the month for which the bill is rendered, whichever is higher but not less than 25 kilovolt-amperes (kVA).*

Standby Schedule – This rate is applicable for standby service to customer with a minimum demand of 25 kilovolt-amperes (kVA), who own and operate power production equipment or other sources of power to meet their own power requirements and in addition contract to take supply from the Company at one location through one meter at a single point of delivery, on a firm basis. Service will be provided upon execution of the appropriate Contract for Standby Services. Service in excess of the firm contracted reserve capacity may be provided at the sole discretion of the Company, based on the availability of the supply.

Voltage Classification	Character of Service	Customer Charge	Demand Charge	Energy Charge
Low Voltage (LV)	50 Hz, 3 phase	\$2,287	\$770.00 per kVA	\$1.882 per kWh
Medium Voltage (MV)	50 Hz, 3 phase	\$2,287	\$693.00 per kVA	\$1.694 per kWh

8.2 TIME OF USE RATES

The Time-of-Use facility was established to encourage large customers to move some of their operations to the off-peak or partial peak period to improve their load factor and realise savings, as well as reduce the demand for on-peak energy. Hence, rates for the off-peak and partial-peak periods are lower.

8.2.1 Time of use Periods

The time-of use periods are as follows:

On-Peak	Monday - Friday	6:00 p.m. to 10:00 p.m.
Partial-Peak	Monday-Friday	6:00 a.m. to 6:00 p.m. Weekends and public holidays 6:00 a.m. to 10:00 p.m
Off-Peak	Monday – Friday	10:00 p.m. to 6:00 a.m. and on Weekends and public holidays (all hours except 6 a.m.-10 p.m. which are partial peak hours)

CHAPTER 9

TRANSFORMER OWNERSHIP

9.0 SINGLE PHASE TRANSFORMER PADS

The prefabricated Single Phase Transformer Pad is constructed of reinforced concrete having the following dimensions:

Overall	
Thickness	15 cm/6 inches
Width	127 cm/50 inches
Length	127 cm/50 inches
Slot	
Width	58 cm/23 inches
Length	23 cm/9 inches

The Pad has 2.5 cm (1 inch) chamfer along its top edges as well as a similar chamfer along the bottom edges of the Slot.

9.1 TRANSFORMERS – SINGLE PHASE, PAD-MOUNTED

i	10 kVA	(13800:120/240)
ii	25 kVA	(13800:120/240)
iii	50 kVA	(13800:120/240)
iv	100 kVA	(13800:120/240)
v	167 kVA	(13800:120/240)
vi	10 kVA	(13800 x 6900:120/240)
vii	25 kVA	(13800 x 6900:120/240)
viii	50 kVA	(13800 x 6900:120/240)
ix	100 kVA	(13800 x 6900:120/240)
x	167 kVA	(13800 x 6900:120/240)

“(i)” to “(v)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(vi)” to “(x)” are suitable for use on the above systems as well as 6.9/11.95kV Wye (Star) multi-grounded systems.

All of the above transformers are of the Dead-front, Loop-feed type. They are also specifically designed with bushings positioned for Straight-up feed using EPDM

encased separable connectors.

The transformers are fully enclosed and require no fences. Transformers may be connected Open-Wye (Star) Open Delta for Three Phase operation.

9.2 TRANSFORMER – THREE PHASE, PAD-MOUNTED, SUBSTATION TYPE

i	500 kVA	(24000:120/240 x 240/415)
ii	1000 kVA	(24000:120/240 x 240/415)
iii	1500 kVA	(24000:120/240 x 240/415)
iv	2000 kVA	(24000:120/240 x 240/415)
v	2500 kVA	(24000:120/240 x 240/415)
vi	3000 kVA	(24000:120/240 x 240/415)
vii	5000 kVA	(24000:120/240 x 240/415)
viii	500 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
ix	1000 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
x	1500 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
xi	2000 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
xii	2500 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
xiii	3000 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
xiv	5000 kVA	(24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)

“(i)” to “(vii)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(viii)” to “(xiv)” are suitable for use on the above systems as well as 13.8kV Delta, 6.9/11.95kV Wye (Star) multi-grounded systems and 6.9kV Delta systems.

All of the above transformers are of the Padmounted substation type. These require enclosure by fences (typically chain-link type) or installation in secure rooms in buildings because switches, cables dials, etc. are usually fully exposed. JPS will access either type of enclosure only, once JPS has taken over the installation.

They are of the H.V, cable-entry type that in turn will require ducting (typically 150 mm/6-inch PVC conduit with 3 x #1 AWG Aluminum XLP Single Core cables) from the JPS point of supply to the Primary junction box of the transformer. The ducting is also required for the cables that will be terminated on the Secondary side of the transformer.

9.3 TRANSFORMERS – THREE PHASE, PAD-MOUNTED, DEAD-FRONT TYPE

- | | |
|----|---|
| i | 300 kVA (24000:120/240 × 240/415) |
| ii | 500 kVA (24000:120/240 × 240/415) |
| | |
| i | 300 kVA (24000 × 11950:120/240 × 240/415) |
| ii | 500 kVA (24000 × 11950:120/240 × 240/415) |

“(i)” to “(vii)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(viii)” to “(xiv)” are suitable for use on the above systems as well as 13.8kV Delta, 6.9/11.95kV Wye (Star) multi-grounded systems and 6.9kV Delta systems.

All of the above transformers are of the Pad mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications where aesthetics are of concern.

They are designed for H.V. cable-entry from underneath which in turn will necessitate ducting (typically 150 mm/6-inch PVC conduit with 3 × #1 AWG Aluminum XLP Single Core cable) from the JPS point of supply to the Primary Junction Box of the Transformer. Ducting (typically 100 mm/4-inch PVC conduit with triplexed #2/0 AWG or #4/0 AWG Aluminium XLP covered cables) is also required for Secondary cables which will be terminated on the Secondary side of the transformer.

The transformers are mounted on a reinforced concrete pad consisting of a slot with appropriate dimensions.

9.4 SWITCHGEAR – THREE PHASE, PAD-MOUNTED, DEAD-FRONT TYPE

- | | | |
|-----|--------------|---------------|
| i | One input - | One Output |
| ii | Two Inputs - | One Output |
| iii | Two Inputs - | Two Outputs |
| iv | One Input - | Three Outputs |

All of the above switchgears are of the dead-front, pad-mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications.

They are designed for H.V. cable-entry from underneath which in turn requires construction of a manhole/plinth over which the unit is to be mounted.

Each set of connectors (input or output) is housed in a separate compartment of

the switchgear. The input bushings (three for each input) are of the 25 kV, 600A type and which typically require bushing extenders, Reducing Well plugs and load-break bushing well inserts as accessories. Alternately, inputs may be terminated using 25kV, 600A T-body cable terminators.

The output connections are made via load-break bushing well inserts. All outputs are fused using power fuses.

All cables to the switchgear are terminated using 25kV 200A elbow terminators or 25kV, 600A T-body terminators.

“(i)” is used to provide switching facilities and fusing for a single transformer.

This is required on a single transformer circuit, when the transformer is customer-owned or to supply a single transformer at the end of an underground network.

“(ii)” is normally used to create a branch on an underground circuit in order to supply a transformer (via output).“(ii)” may also be used to provide a dual source to the above-mentioned transformer (connecting each input to a separate source).

“(iii)” is typically used to create two (2) branches on an underground circuit in order to supply two (2) transformers (via the outputs).“(iii)” may also be used to provide a dual source to the above-mentioned transformers (connecting each input to a separate source).

“(iv)” is used to provide fusing and isolating switching facilities for three (3) transformers at the end of an underground circuit.

9.5 SECTIONALISING TERMINALS – PAD MOUNTED, DEAD-FRONT TYPE

i	Three Junction-	Single Phase, 25kV
ii	Three Junction-	Three Phase, 25kV

All of the above Sectionalising Terminals are of the pad mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications.

They are designed for H.V. cable-entry from underneath.

All connections are made via load-break junctions utilising 25kV, 200A Elbow Terminators to terminate cables.

Sectionalising terminals may be used when underground cables must be

sectionalized or where connections must be made to an existing circuit.

9.6 UNDERGROUND H.V. CABLES

- i #1 AWG, Aluminium, Single Core, 25kV Class, XLP URD cable
- ii #1 AWG, Aluminium, Single Core, 25kV Class, XLP cable
- iii #4/0 AWG, Aluminium, Single Core, 25kV Class, XLP cable
- iv 600 kcmil Copper, Single Core, 25kV Class, XLP cable

“(i)” is the size cable used for most residential developments as far as Single Phase circuits are concerned. This type of cable differs from “(ii)” in that the concentric neutral is a full neutral (i.e. same conducting area as the Phase conductors), whereas (ii)” has a “1/3” Neutral.

“(ii)” is typically used to supply most Three Phase requirements, i.e. Pad mounted transformers up to 5 MVA and Three Phase underground feeders.

“(iii)” is used where the Three Phase loading requirements warrant the use of a larger cable, typically for supplying commercial and industrial developments.

“(iv)” is used where a JPS Trunk Feeder passes through the development.

All cables above are 25kV Class, Single Core, XLP cables, with compact round conductors and copper concentric neutrals and a PVC jacket.

9.7 UNDERGROUND L.V. (600V CLASS) CABLE

- | | | |
|------|------|--------------------------|
| i | #4 | AWG Triplex |
| ii | #2 | AWG Triplex |
| iii | #2/0 | AWG Triplex |
| iv | #4/0 | AWG Triplex |
| v | #2/0 | AWG Triplex (Doubled) |
| vi | #4/0 | AWG Triplex (Doubled) |
| vii | #2/0 | AWG Quadruplex |
| viii | #4/0 | AWG Quadruplex |
| ix | #2/0 | AWG Quadruplex (Doubled) |
| x | #4/0 | AWG Quadruplex (Doubled) |

All cables in the Table are 1350-H19 Aluminium with XLP covering, (ASTM B-230 & B-231), 600V rating for underground Secondary use.

The cables are used for both Secondary circuits and Service connections. They are

selected according to the Loading and Voltage Drop requirements.

9.8 CONDUCTORS

All secondary conductors should meet the following standards:

- i 77.47 kcmil (#2 AWG ACSR Eq.) AAAC (Code Name “Ames”)
- ii 155.4 kcmil (2/0 AWG ACSR Eq.) AAAC (Code Name “Anaheim”)
- iii 394.5 kcmil AAAC (Code Name “Canton”).

Secondary conductors for typical development are:

“(ii)” above for Phase conductors and “(i)” above for neutral conductors.

“(iii)” above is used for Primary Phase conductors and neutrals (Wye – Star - systems only) in the typical development.

“(ii)” and “(iii)” above are typically used for higher loads as required.

9.9 TRANSFORMERS – POLE-MOUNTED

- i 10 kVA (13800:120/240), Single Phase
- ii 25 kVA (13800:120/240), Single Phase
- iii 50 kVA (13800:120/240), Single Phase
- iv 100 kVA (13800:120/240), Single Phase
- v 167 kVA (13800:120/240), Single Phase

- vi 10 kVA (13800 x 6900:120/240), Single Phase

- vii 25 kVA (13800 x 6900:120/240), Single Phase
- viii 50 kVA (13800 x 6900:120/240), Single Phase
- ix 100 kVA (13800 x 6900:120/240), Single Phase
- x 167 kVA (13800 x 6900:120/240), Single Phase

“(i)” to “(v)” are suitable for use on 13.8kV Delta and 13.8/23.9kV Wye (Star) multi-grounded systems.

Transformers may be connected for Open Wye (Star) – Open Delta, Three Phase operation.

CHAPTER 10

STREET LIGHTING

10.0 STREET (ROADWAY) LIGHTING

Cost of street light installation shall be borne by the Developer.

For lighting systems which are planned for publicly owned roads, the Developer should be aware that JPS will take over (own and maintain) the system only under the following conditions:

- i The system is designed and constructed to consist of materials and to JPS' Standard and the quality of workmanship and grade of construction are acceptable to JPS.
- ii The Ministry of Local Government has approved the street light request from relevant Parish Council and instructs JPS accordingly.
- iii The system has been approved by the Government Electrical Inspectorate.
- iv Typically, developments that will contain publicly owned roads will have the lighting provided by JPS at some date after the completion of the development. JPS will do this on request from the Ministry of Local Government. The applicable Parish Council shall be contacted concerning these arrangements.
- v This type of installation will be completed on existing JPS poles in the case of overhead supplies or on new Street Lighting Standards in the case of underground supplies.

10.1 STREET LIGHTING FIXTURES

- i 100 Watt HPS (High Pressure Sodium) complete with 100W lamp and photoelectric control.
- ii 150 Watt HPS (High Pressure Sodium) complete with 150W lamp and photoelectric control.
- iii 250 Watt HPS (High Pressure Sodium) complete with 250W lamp and photoelectric control.

- iv 400 Watt HPS (High Pressure Sodium) complete with 400W lamp and photoelectric control.
- v 0.6 m/2ft. Bracket
- vi 1.2 m/4ft. Bracket
- vii 1.8 m/6ft. Bracket

All luminaries are of the enclosed type with separate access to Ballast and Optical Assemblies. Positioning of the lamp socket controls all light distribution.

All brackets are of the “upsweep” type, fabricated from 50 mm/2 inch diameter, tubular 6061-T6 Aluminum Alloy.

“(i)” is typically used with “(v)”.

“(ii)” is typically used with “(v)” or “(vi)”.

“(iii)” and “(iv)” are typically used with “(vii)”.

10.2 STREET-LIGHTING STANDARDS

- i 12.5 m/41 ft. (Single Arm)
- ii 12.5 m/41 ft. (Double Arm)
- iii 9.5 m/31 ft. (Single Arm)
- iv 9.5 m/31 ft. (Double Arm)

All Standards are fabricated from 6061-T6 Tubular Aluminium Alloy.

“(i)” is used to provide a mounting height of 10.7 m/35 ft.

“(ii)” is used to provide a mounting height of 7.6 m/25 ft.

CHAPTER II

JOINT USE

II.0 CLEARANCES

Where JPS will construct the lines for the development, the design shall incorporate adequate clearances for joint use of pole-lines by the telephone utility, providing that there is a clear intention by that utility to utilise the pole lines for that purpose. The design shall provide a minimum clearance of 1.07 m/3.5 ft. between any telephone cable and the lowest energised bare conductor (this does not include ground leads). In addition, any such design shall allow for a minimum attachment height for the telephone cable of 5.5 m/18 ft. on any roadway in the development.

II.1 UNDERGROUND LINES

Lines that are to be placed underground, may have common trenching with other utilities, providing that JPS' cables are placed below those of the telephone utility, CATV (Cable TV), street lighting, private low voltage circuits and data communication lines. Other types of circuits require separate trenches.

- i All lines in the common trench shall be installed separate in ducts.
- ii The developer shall not assume joint use of manholes, except with the expressed and written permission of JPS.
- iii The developer shall not install or permit or arrange for any other attachments (such as CATV cable), private streetlights, potheads, meter sockets, etc.) without the expressed and written permission to JPS. Any discussions regarding permission for attachments to JPS structures should be had with the JPS Engineering Department or the JPS District Office.

CHAPTER 12

STANDBY POWER

12.0 SAFETY SWITCH

Where standby power is to be installed at various locations within the development, the developer shall ensure that a safety switch of suitable rating is installed between the incoming JPS supply, the standby generator bus and the future JPS customer load at each installation.

Developers should note that such facilities are generally installed to meet individual user requirements (one generator per user) or for providing standby power to common areas in Residential Housing Developments, Industrial and Commercial complexes.

Where developers plan to install switching facilities to permit individual users to avail themselves of the common area standby generating service, the developer shall not install meters for the purpose of determining electricity consumption and subsequent billing of “customers” for the standby electricity consumption.

CHAPTER 13

JPS SERVICE GUARANTEES

13.0 STANDARDS FOR SERVICE

In its ongoing quest to improve its service, JPS has undertaken to meet certain Guaranteed Service Standards so customers can be assured of the service quality to be expected. The Guaranteed Standards are the service targets agreed between the Office of Utilities Regulation (OUR) and JPS in fulfillment of its electricity licence.

If, for any reason that is within the control of the JPS, it fails to meet these Standards, customers will be entitled to compensation. The Guaranteed Service Standards of the JPS cover the following services:

- i The connection of electricity supply,
- ii Response to life-threatening emergency and trouble calls,
- iii Billing punctuality
- iv Response to customer queries
- v Reconnection after payment of overdue amounts
- vi Frequency of meter reading
- vii Estimation of consumption
- viii Meter replacement
- ix Billing adjustment, and
- x Streetlight maintenance.

13.1 GUARANTEES

The Connection of Supply

- i Simple Connection:

If electricity supply and a meter are already available at a location, JPS will connect the customer within 4 working days of signing a service contract.

- ii New Installations:

In instances where there has been no previous supply, therefore requiring the installation of service lines and meters, but the premises is within 30 meters of an existing supply line, a service connection shall be completed within 5 working days.

13.2 THE CONNECTION OF SUPPLY (COMPLEX CONNECTIONS)

These supply requests require part of full payment for line extension by customers

- i For connections between 30 and 100 meters of an existing distribution line:

JPS will provide an estimate of cost within 10 working days after receipt of a service application. Line construction and electricity connection shall be completed within 30 working days after the requisite payment has been made.

- ii For connections between 101 and 250 meters of an existing distribution line:

JPS will provide a work estimate within 15 working days of receipt of the service application. Construction and connection shall be completed within 40 working days after the requisite payment has been made.

13.3 RESPONSE TO EMERGENCY AND SERVICE/TROUBLE CALLS

JPS guarantees that in the event of an emergency service call, electricity will be restored within 6 hours. The standard for responding to emergency and service calls has taken into consideration the problems associated with providing electricity to geographically diverse areas of the country, as well as traffic congestion in urban areas. This standard will not apply in the event of circumstances that extend beyond the control of JPS, such as natural disasters, widespread riots or disruptions due to industrial unrest.

13.4 BILLING PUNCTUALITY: DISPATCH OF FIRST BILL

JPS will produce and dispatch the first bill for service within 45 working days after service connection.

13.5 RESPONSE TO CUSTOMER QUERIES

JPS guarantees that all queries will be dealt with promptly. Written queries will be handled within 4 working days. However, where a query requires follow-up investigation, this will be completed and a written response provided within 24 working days. Where an investigation requires the involvement of third parties, such as an insurance company, the investigation will be completed and a response

provided within 60 working days after receipt of the query by JPS.

13.6 RECONNECTION AFTER PAYMENT OF OVERDUE AMOUNTS

In urban areas, JPS will restore electricity supply within 1 day after the overdue amount and the reconnection fee have been paid. In rural areas, JPS will restore electricity supply within 2 days after overdue amounts and the reconnection fee have been paid.

Urban areas – locations within a 20-mile radius of a JPS Customer Care Office.

Rural areas- locations outside of a 20-mile radius of a JPS Customer Care Office.

13.7 FREQUENCY OF METER READING

JPS shall render no more than three (3) consecutive estimated bills, where the company has access to its customers' meters. This will be reduced to no more than two (2) as of September 1, 2006.

13.8 ESTIMATION OF CONSUMPTION

An estimated bill must be based on the average daily consumption computed from the last three (3) actual meter readings. The first six (6) bills of a new account are exempted from this standard, as the current policy of bi-monthly readings requires six months for three actual readings to be captured.

13.9 METER REPLACEMENT

JPS shall replace a faulty meter within 20 working days of detection of the fault.

13.10 BILLING ADJUSTMENT

JPS shall adjust customer accounts within one billing period (that is, the time between two bills) after identification of an error.

13.11 STREETLIGHT MAINTENANCE

JPS shall repair defective streetlights reported by the responsible municipality Parish Councils, and KSAC in accordance with the Streetlight Protocol agreed with the Ministry of Local Government.

13.12 Responding to Claims for Compensatory Payment

Where JPS fails to meet any Guaranteed Standard, the customer is entitled to make a claim for compensation. Once it has been confirmed that the company is in breach of a standard, JPS will credit the affected customer's account with a compensatory payment within 45 working days.

JPS reserves the right not to make a payment where it has reasonable grounds to believe that the claim is fraudulent or did not arise from a genuine complaint or query by the customer. In such a case, the matter shall be referred to the OUR to be determined.

CHAPTER 14

GENERAL INFORMATION

14.0 FREQUENTLY ASKED QUESTIONS AND ANSWERS

14.0.1 How much is the Compensation for non-compliance with Guaranteed Standards?

Compensation for non-compliance with each standard is published by the OUR and JPS. Customers should contact the JPS as these amounts are subject to change.

14.0.2 What is the Claim Process?

If a customer believes that the JPS has breached a standard, the customer may claim for compensation by completing a claim form available at the nearest JPS office. Customers have up to 30 days after the occurrence of the breach to submit a claim to JPS.

14.1 CONTACT INFORMATION

For further information please contact

14.1.1 Head Office

The JPS Head Office is located at 6 Knutsford Boulevard, Kingston 5, Jamaica, West Indies. The Key Account and Economic Development Managers are located at the Head Office, and may be contacted directly at (876)935-3150 and (876)935-3508.

14.1.2 JPS Customer Care Offices, Customer Care Centre and Contact Information

23 Ruthven Road
Kingston 10

7-9 East Parade
Kingston

Pavillion Shopping Centre
Kingston 10

17 Burke Road
Spanish Town, St. Catherine

18B Manchester Avenue
May Pen, Clarendon

3A Villa Road
Mandeville, Manchester

5 Central Road
Black River, St. Elizabeth

14 St. George's Street
Sav-La-Mar, Westmoreland

Uptown, Shopping Centre
Shop 2A, Lucea, Hanover

Bay West Centre
Shop 4, Mobay, St. James

Wellington Street
Falmouth, Trelawny

8 Royes Street
St. Ann's Bay

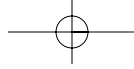
94 Stennett Street
Port Maria, St. Mary

Boundbrook
Port Antonio, Portland

11 Church Street
Morant Bay, St. Thomas

14.1.3 For Telephone Queries

For questions regarding new developments please call JPS at the Customer Care Centre 1-888-225-5577 (1-888-CALLJPS) anytime or visit any of its nearest Customer Care Offices.



14.1.4 Website

The JPS website is at www.jpsco.com and may be accessed at anytime.

14.1.5 General Office Hours

Our general office hours are 8:00 am to 5:00 pm Monday to Thursday and 8:00 am to 4:30 p.m. on Friday

