

Core Service	Service Level Standard
1. Average Repair time for logged electricity supply failures to traffic signal	<24 Hours
2. Average time taken to repair logged streetlight queries Motorways and Main Arterials.	<6 Days
3. Average time taken to repair logged street light queries (Secondary roads & Area lighting)	<10 Days
4. Repair work on damaged electricity meters	Within 72 hours of logged call.
5. Restoration of power supply after forced interruption	30% Within 1.5hours 60% within 2.5hours 90% within 7.5hours 98% within 24 hours 100% within 7 days
6. Restoration of power supply after planned interruption	Within hours
7. Investigation of illegal connections	Investigation of illegal connections reported for a single property concluded within 24 hours of logged call
	Investigation of illegal connections reported for multiple properties concluded within 21 days of logged call.
8. Read all meters as per COJ download file and accurately send meters for billing by COJ	98% accurate automated meter reading for LPU's 95% accurate manual meter reading for domestic
9. Prepaid meter conversion from Smart Meter	Within 3 days of receipt of complete application and payment
10. Communication of service interruption	Planned: 7 Days before Unplanned: Immediately
11. Response time for walk in queries	All queries acknowledged within 1 hour
<p><i>City power receives a file with meters to be read for billing purposes which is called a Download File. Upon receiving this file, City power sends it to the meter reading contractors to physically read meters in the field for conventional meters. The readings for all automated meters are extracted from Meter Data Management (MDM) system sent to CoJ for billing purposes.</i></p> <p><i>(LPU – Large Power User – Commercial buildings, large hostels, factories, etc.)</i></p>	