



Rebates for Electricity Customers

Frequently Asked Questions about the Rebates for Electricity Customers

1. Why is my electricity bill high?

- I. The RIC approved new tariffs for all customer classes on **June 01, 2006**. However, those tariffs were only implemented for residential customers on **May 01, 2008**.
- II. Furthermore, in June 2008 the RIC adjusted these tariffs which were to be implemented from **August 01, 2008**. This rate adjustment lowered certain tariffs i.e. people consuming below 400kwh.
- III. 116,622 customers were billed in excess of the usual average 65-day billing period. This would have put customers into the higher charge block/tier.

2. What is the percentage of increase on my bill if I compared it with bills before any rate increase?

- I. Depending on consumption, the increase on current bills can range from approximately **10% - 52%** (*Column 7*). The table below highlights 5 examples of the impact on customer's bills.

Impact of Rates on Your Total T&TEC Bill

Consumption (kWh)	Before 1 st May 2008 (Pre rate increase)	1 st May 2008 Rates	1 st Aug 2008 Rates	% increase from Pre rate increase to 1 st May	% change from May to Aug	<i>Column 7</i> % increase from Pre rate increase to 1 st Aug
	\$	\$	\$			
400	110.40	131.10	121.90	18.75 %	-7.02 %	10.42 %
800	216.20	273.70	264.50	26.60 %	-3.36 %	22.34 %
1600	427.80	586.64	584.20	37.13 %	-0.42 %	36.56 %
2000	533.60	747.73	749.80	40.13 %	0.28 %	40.52 %
3000	798.10	1150.46	1163.80	44.15 %	1.16 %	45.82 %

3. What has the RIC done to bring redress to customers?

- I. The RIC held discussions with T&TEC officials and directed that T&TEC **offer a rebate** to all customers billed in excess of 65 days.

4. What will be the amount of the rebate?

- I. The rebate given to individual customers will **depend on the specific band of consumption** and the **number of days the customer was billed in excess of 65 days**. For the most part, the rebates would range from \$1.85 to \$74.70.

5. How is T&TEC going to provide this rebate?

- I. All affected customers will see **a credit on their bill** within the **next 3 months** depending on the billing cycle. Customers affected as a result of the change to the new metering system will need to address this individually with T&TEC's Customer Service Department to have their bills appropriately adjusted.

6. When will my billing be regularised?

- I. All customer bills should return to normal from December 2008 onward, at which time no further problems with T&TEC bills are anticipated.

Protecting Your Interests

1st & 3rd Floors, Furness House
Corner Wrightson Road & Independence Square
Port-Of-Spain, Trinidad, WI
P.O. Box 1001
Website: www.ric.org.tt
Email: ricoffice@ric.org.tt / comments@ric.org.tt
800-4RIC (4742) / 627-7820 / 627-0821 / 625-5384 / 627-0503
Fax: 624-2027