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For Immediate Release

RIC INVITES COMMENTS ON SERVICE STANDARDS FOR T&TEC

The Regulated industries Commission (RIC) is the economic regulator for the Electricity Transmission and Distribution Sector in Trinidad and Tobago and for the Trinidad and Tobago Electricity Commission (T&TEC), the sole utility operating within the Sector.

As part of its remit the RIC is responsible for prescribing and publishing quality of service standards. A Quality of Service Standards (QSS) Scheme was first established in 2004 to ensure that T&TEC provides and maintains an acceptable level of service to its customers. It was subsequently revised in 2008, and the RIC is currently revising the Scheme again to cater to the current needs of customers.

The QSS cover broad areas of concern to customers, and include: the time in which complaints are to be resolved; time in which a request for connection should be completed; time to respond to complaints about street lighting; and time to restore supply after an unplanned outage. The RIC uses a consultative approach in which stakeholders are invited to comment on the draft standards before they are finalized and published, and the public is invited to peruse the draft revised standards and provide comments and feedback to the RIC.

All comments must reach the RIC by September 8, 2017. The draft standards document can be downloaded from the RIC's website at: www.ric.org.tt/consultations/. A printed copy can also be obtained from the RIC's offices located at 1st & 3rd Floors, Furness House Corner Wrightson Road and Independence Square, Port-of-Spain.

End of Release

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