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### Consumer Complaints Get Resolved

#### RIC’s Complaints Report for 1st Quarter 2017

<table>
<thead>
<tr>
<th>Status</th>
<th>Jan '17</th>
<th>Feb '17</th>
<th>Mar '17</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of complaints received</td>
<td>211</td>
<td>233</td>
<td>223</td>
<td>667</td>
</tr>
<tr>
<td>Number of complaints resolved</td>
<td>70</td>
<td>70</td>
<td>68</td>
<td>208</td>
</tr>
<tr>
<td>Number of complaints unresolved</td>
<td>141</td>
<td>163</td>
<td>155</td>
<td>459</td>
</tr>
<tr>
<td>Number of complaints withdrawn</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Resolution rate for complaints received</td>
<td>33%</td>
<td>30%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>No. of outstanding complaints resolved</td>
<td>110</td>
<td>104</td>
<td>134</td>
<td>348</td>
</tr>
<tr>
<td>Total number of complaints resolved</td>
<td>180</td>
<td>174</td>
<td>202</td>
<td>556</td>
</tr>
</tbody>
</table>

**REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN - MAR 2017**

$49,521.00

### OUR CUSTOMER SERVICE PROMISE TO YOU – THE RIC WILL:

- Conduct an investigation to obtain all the necessary facts both from you and the Service Provider.  
  *(Copies of all relevant information that would assist us in understanding the complaint should be provided.)*
- Respond to your written, telephone and email complaints within ten (10) working days of receipt.
- Forward our response to your complaint to the Service Provider and then provide written confirmation of action taken.
- Keep you up-to-date on the progress of our investigation of your complaint and its resolution.
- Ensure that you are attended to by a Customer Services Representative within ten (10) minutes of your appointment time.

**IF YOU HAVE A COMPLAINT, YOU MUST FIRST MAKE CONTACT WITH THE SERVICE PROVIDERS (I.E. WASA & T&T) AND GIVE THEM THE OPPORTUNITY TO RESOLVE THE PROBLEM.**
The Corporate Communications Department participated in the UWI WOW Recruitment Fair which took place on the 6th & 7th April, 2017. The RIC’s booth was well attended at the two-day event and the RIC team met with over 400 university students who learnt about the role and functions of the RIC.

RIC’s Corporate Communications Assistant, addresses students at the WOW Recruitment Fair on Friday 7th April, 2017.

RIC’s Corporate Communications Manager Driselle Ramjohn speaks to UWI student at the WOW Recruitment Fair on Thursday 6th April, 2017.

RIC’s booth at the UWI WOW Recruitment Fair 2017.
This year marks the 15th Annual instalment of the Conference of the Organization of Caribbean Utility Regulators (OOCUR). OOCUR is a non-profit, member-driven organization serving as a catalyst for regulatory improvement in the Caribbean. OOCUR’s mission is to foster transparent and stable utility regulation through independent regulators and facilitate the sharing of regulatory issues and experiences among member countries.

The conference will include presentations and short papers from regional regulatory bodies on a wide range of subjects under the topic areas of Electricity, Water and Wastewater, Telecommunications & ICT and Consumer matters. To raise the profile of the conference and garner wide support from our regional counterparts, the RIC will be featuring distinguished speakers at the forefront of the debate on independent utility regulation.

This premier conference, entitled, this year “Balancing the Interests - Lessons from Caribbean Regulators” is being hosted by OOCUR in partnership with the Regulated Industries Commission (RIC), and will be held on the scenic island of Tobago at the Magdalena Grand Beach and Golf Resort from 8th – 10th November 2017. The conference will feature presentations from regional regulatory bodies from the USA, Barbados, Jamaica, Anguilla, the Bahamas, Belize, Guyana, Dominica, and the US Virgin Islands, on a wide range of subjects.

This conference is expected to attract a broad cross section of participants in the Water and Wastewater, Telecommunications & ICT, Electricity and Energy industries, policy makers, service companies and academia and persons with a unique interest in these areas. The conference will also seek to get diverse opinions from international and regional delegates.
The Organisation of Caribbean Utility Regulators (OOCUR) is a non-profit association whose purpose and objectives are to assist in the improvement of utility regulation in the Caribbean, to undertake research, training and development, to facilitate understanding of regulatory issues and to share information and experience. Its membership are the regulatory bodies throughout the Caribbean and at the moment there are twelve such members.

Every year since 2003 OOCUR, along with one of the local regulatory bodies as host, holds an ANNUAL CONFERENCE, and this year the 15th Annual Conference will be held within the Republic of Trinidad and Tobago within the first week in November, 2017. This date is, however, subject to confirmation by the Executive Council with the active participation of the RIC as to when it will be held.

Over the years we have been hosts to in excess of eighty (80) participants from the Caribbean, the UK and USA and further afield, and we have had distinguished and learned and experienced personalities deliver papers on matters regulatory and kindred subjects. We have been receiving between 20 and 25 papers on each occasion.

The subjects for discussion will be referencing Telecommunications and ICT, Water and Sewerage, Electricity, and Energy, Transportation, and Gas.

I AM CALLING FOR PAPERS AND INVITING SUBMISSION OF PAPERS ON THE THEME -

“BALANCING THE INTERESTS - LESSONS FROM CARIBBEAN REGULATORS.”

The paper should be one page with Abstract and Short CV of presenter:


Typed in Microsoft word, Times New Roman, Font size 12 and sent by electronic mail.
The paper presentation will be 20 minutes including optional Power Point.
Paper will appear in OOCUR publications.

Please submit abstract and paper to:
prem1932@yahoo.com
claytonblackman@yahoo.co.uk

Mailing addresses will be submitted in due course but in good time for Conference.

Respectfully submitted:
Prem Persaud
The Regulated Industries Commission hosted the OOCUR Executive Council Meeting at its offices in Port of Spain, Trinidad and Tobago on Thursday 20th April, 2017. Those in attendance included (from left in the photo):

- Peter Black - Secretary to the Office, OUR, Jamaica
- David Geddes - Executive Director, OOCUR
- Glenn Khan - Executive Director, IRC, Dominica
- Clayton Blackman - Commissioner, RIC, Trinidad and Tobago
- Ansord Hewitt - Chairman of OOCUR and Director General, OUR, Jamaica
- Sandra Sealy - Chief Executive Officer, FTC, Barbados
- Sherman Baksh - Executive Director, RIC, Trinidad and Tobago
- Cheryl Lewis - General Counsel, OUR, Jamaica
- Maurice Charvis - Deputy Director General, OUR, Jamaica
- Prem Persaud - Corporate Secretary OOCUR (missing from photo)

The RIC has accepted the two year term position of Deputy Chairman of OOCUR and Trinidad and Tobago/RIC has accepted the responsibility of hosting the OOCUR 15th Annual Conference 2017. The Conference, which will take place in early November 2017 will feature presentations and short papers on the theme “Balancing the Interests – Lessons from Caribbean Regulators”. The subjects for discussion will be referencing Telecommunications and ICT, Water and Sewerage, Electricity, and Energy, Transportation, and Gas.
In a continued effort to engage and educate the public on the role and responsibilities of the RIC, the organization recently hosted a customer engagement and public education session at the Trinity Mall, Payless Atrium on Saturday 18th March, 2017 from 10am – 2pm. This initiative sought to increase the public awareness of the RIC and the service the organization offers to utility customers as well address customer complaints and concerns with their utility providers. Members of the RIC staff got an opportunity to interact with the public and disseminated information through the distribution of promotional items and RIC brochures as well as face-to-face discussions. Visitors to the booth also had the opportunity to lodge complaints and have their questions answered by a Customer Service Officer of the RIC. This outreach is part of ongoing public education campaign by the RIC, so look out for the RIC at a mall near you!
It was that time of year again where the RIC staff was encouraged to show off their many talents at the RIC’s Annual Carnival Lime which was held at the RIC offices on Friday 24th February, 2017. This carnival lime entailed a number of exciting events including a carnival trivia competition which had staff answering questions about key elements of Trinidad and Tobago carnival, including soca, calypso, steelband, mas’ and even some carnival history. This competition awarded several members of staff fun prizes. There was also a talent competition which brought out some budding calypsonians and a musical chairs competition.

A - First Place Winner of the RIC Talent Competition Daniel Ramsepaul receives his prize from Executive Director – Sherman Baksh.

B - Second Place winner of the RIC Talent Competition – Gerard Benjamin receives his prize from Executive Director – Sherman Baksh.

C - Winner of the Musical Chairs Competition – Tenja Garraway receives her prize from Commissioner Clayton Blackman.