

REGULATED INDUSTRIES COMMISSION

RIC NEWS

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**REGULATED
INDUSTRIES
COMMISSION** 
GOES GREEN 

IN THIS ISSUE

- RIC Goes Green 1
- Quarterly Complaints Report 2
- RIC joins SWMCO's Public Sector Recycling Program 3
- RIC Goes Green - Launches Free Public Electric Vehicle Charging Station 4
- Research Mission to Barbados 5
- RIC's Health and Wellness Programme 2019 7
- RIC's Annual Carnival Lime 8

**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests

Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 1ST QUARTER 2019

Status	Jan-19	Feb-19	Mar-19
Number of complaints received	226	241	186
Number of complaints resolved	120	130	72
Number of complaints unresolved	106	111	114
Number of complaints withdrawn	0	0	0
Resolution rate for complaints received	53%	54%	39%

REBATE / COMPENSATION AWARDED TO CUSTOMERS BETWEEN JAN - MAR 2019

\$9,468.00

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 Service 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 AND T&TEC) AND GIVE THEM THE OPPORTUNITY TO RESOLVE THE PROBLEM

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Protecting *YOUR* Interests

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RIC JOINS SWMCOL'S PUBLIC SECTOR RECYCLING PROGRAMME (PSRP)



Senior Customer Service Officer - Mr. Daramdeo Maharaj was more the happy to collect his bottles at home and bring them to the office to be recycled.

The RIC recently embarked on a "Go Green" initiative which is aimed at ensuring that we, as an organization, function in a more environmentally responsible manner, which includes reducing our carbon footprint, as well as providing a more eco-friendly working environment for members of our staff. On Monday 1st April, 2019 the RIC joined the Public Sector Recycling Programme (PSRP). The Ministry of Public Utilities, in collaboration with the Trinidad and Tobago Solid Waste Management Company Limited (SWMCOL) initiated this programme which aims to have all public sector employees "lead by example" in the drive to reduce, reuse, and recycle waste.

Waste disposal bins were placed throughout the office for the collection of post-consumer beverage containers (i.e. glass and plastic bottles, aluminium cans and tetra-paks), normal trash, as well as office paper.

The RIC is excited to be on board with this initiative as we strive to promote green practices throughout the RIC's office and by extension to cultivate conservation and recycling habits in our daily lives.



RIC's Assistant Executive Director, Economics and Research - Mr. Rishi Maharaj has just reduced the waste going into our landfills.



Ms. Nadia John - Legal/Corporate Secretary at the RIC was excited to start recycling her glass bottles.



Launches Free Public Electric Vehicle Charging Station

RIC's Executive Director - Dr. James Lee Young takes a closer look at the features of the new Hyundai Ioniq EV.

The Regulated Industries Commission (RIC) is committed to sustainable development in Trinidad and Tobago by the promotion of environmentally friendly and ecologically responsible choices and decisions. In light of this the RIC's management took the decision to be a more socially responsible and "greener" organisation and embarked on its "Go Green" Initiative. As part of this initiative the RIC joined the Public Sector Recycling Programme spearheaded by Solid Waste Management Company Limited (SWMCOL) and the Ministry of Public Utilities which promotes the recycling of paper and post-consumer beverage containers and the general reduction of waste in the organisation.

Other "Green" initiatives undertaken by the RIC include:

1. The purchase a fully Electric Vehicle (EV), a Hyundai Ioniq, which is being used as the organization's messenger/courier vehicle. The RIC has also taken the decision to open its Electric Vehicle Charging Station for

use to members of the public, free of any fees or charges. This is believed to be the first open access public electric vehicle charging station in Trinidad and Tobago. Members of the public can use the RIC's EV charging station at its offices Wrightson Road, Port of Spain for 30-45 minutes at a time to "top up" their electric vehicles.

Some of the benefits derived from driving an EV are as follows:

- *Savings of more than 70% on fuel costs*
- *No tailpipe emissions mean no harmful air pollutants which helps to preserve the environment*
- *Reduced harmful exhaust emissions is good news for our health*
- *EVs are also quieter than petrol/diesel vehicles, which means less noise pollution*
- *If you use renewable energy to recharge your EV, you can reduce your greenhouse gas emissions even further.*

2. The organization is also in the process of changing all of its office lighting to LEDs bulbs. LEDs are extremely energy efficient and consume up to 90% less power than incandescent bulbs.

3. The RIC is also exploring the option of installing solar panels at its offices with the aim of using solar energy to power its Electric Vehicle charging station.

4. In an effort to reduce paper use and paper waste the RIC's Quarterly Newsletter will now only be available electronically on the organisation's website and social media pages and not in accompanying printed copies as has been the case in the past.

The RIC on an ongoing basis will also provide information to the public on water and energy conservation best practices on its website and social media pages. Feel free to visit these online resources to learn more about innovative ways to save money on your electricity bill and how to help reduce your carbon footprint.

www.ric.org.tt

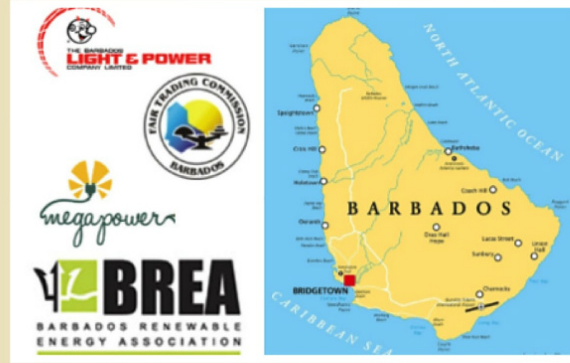
RESEARCH MISSION TO BARBADOS

Barbados has been viewed by many as a leader in Renewable Energy (RE) deployment in the Caribbean region. The Government of Barbados (GoB) in its National Energy Policy (2017-2037) has set the goal for the 75% increase in RE and bridging fossil fuel (BFF) by the year 2037 and has also outlined measures for Energy Efficiency (EE) development and Electric Vehicle (EV) ownership.

In April 2019, a three-member team from the Regulated Industries Commission (RIC) met with representatives of four key organizations in the Electricity and EV Sectors of Barbados in order to gain an understanding of the initiatives that have enabled and supported Barbados' advancement in the areas of RE, EE, EV, and Energy Storage (ES).

Over a two-day period, the RIC team comprising of Dr. James Lee Young, Executive Director, Mr. Connel Mottley, Standards Engineer and Ms. Leah Goddard-Pierre, Tariff Analyst, held discussions at the offices of Megapower Limited, the Fair Trading Commission (FTC), the Barbados Light and Power Company Limited (BL&P Co.) and the Barbados Renewable Energy Association (BREA). The RIC team was able to make a preliminary assessment of the current status of RE, EE, EV and ES in the country and the respective roles each organization has played in advancing their national effort.

It was soon evident, that the harmonious relationships which BL&P Co. has developed with other stakeholders in the sectors have led to the progressive deployment of RE and the steady



retail purchase of EVs in Barbados. To date, Barbados' RE capacity is approximately ten percent (10%) of net generation on the system. RE integration has been accommodated by the GoB's Energy Rider Programme which has been in place for over ten years.

BL&P Co. is the country's sole electricity utility provider and has been a major driving force for RE integration into the electricity sector in Barbados for the last decade. The company statutorily interacts with the Utility Regulation Division of the FTC, the independent regulator of the supply and distribution of electricity, domestic and international telecommunications services and natural gas. BL&P Co. is a member of BREA and the utility has facilitated the installation of EV charging stations and RE installations by Megapower Limited throughout Barbados. BL&P Co. has maintained over the past few years a vision of 100% RE and 100% electrification by the year 2045 – the 100/100 vision, which is enthusiastically supported by the company's Mr. Charles Harris, Senior Manager, Business Solutions, Mr. Anthony Sealy, Systems Engineer and Mr. Adrian Pinder, Customer Service Supervisor, who met with the RIC.



Mr. Simon Richards, Megapower Limited, demonstrates how client usage data is collected for the company's EV charging network.



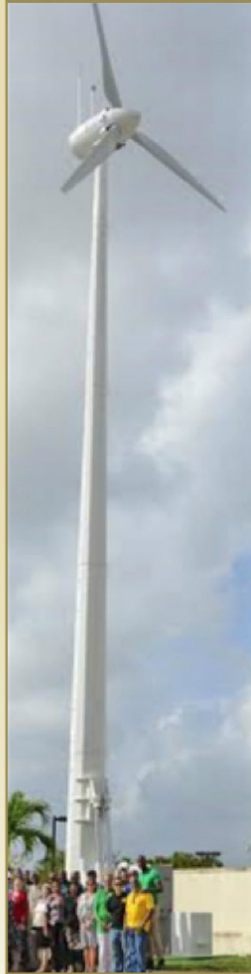
Mr. Simon Richards indicates some of the structural features of a solar carport at the company's location.

RIC NEWS

In discussions with the FTC’s Chief Executive Officer, Mrs. Sandra Sealy, and Mrs. Marsha Atherley-Ikechi, Director of Utility Regulation and Mr. Elvis Caddle, Electricity Analyst, it was pointed out that the FTC had recently begun public consultation on feed in tariffs (FITs) for the supply of RE from various sources. Based on stakeholder discussions, the FIT methodology was identified as the basis upon which RE tariffs for installations sized 1MW and under would be set. Matters pertaining to ES have arisen in Barbados. The FTC has published a favorable decision on the BL&P Co’s application for the recovery of cost through the Fuel Clause Adjustment (FCA) mechanism for the integration of a 5 MW Battery Storage System at the utility’s 10MW solar farm in Trent’s St. Lucy.

BREA is a non-governmental organization (NGO) focused on the adoption of RE and EE at the residential, commercial, industrial and national levels. Its vision to create a business environment in renewable energy, energy conservation and energy efficiency initiatives in Barbados conducive to ensuring a sustainable present and future was enthused by BREA’s Ms. Meshia Clarke, Executive Director and Mr. Stephen Worme, Board Member. Among its numerous initiatives BREA has outlined a path towards 100% RE in Barbados and detailed the proposed next steps and actions that need to be completed.

Megapower Limited, a privately owned company, has pioneered the importation, sale and leasing of EVs in Barbados and other Caribbean countries under the leadership of owners Mrs. Joanna Edghill and Mr. Simon Richards. The company has installed a number of charging stations for EVs in the carparks of various supermarkets and shopping complexes across the island. The company has also undertaken RE and ES projects for clients which include the US Embassy and the Barbados Golf Club.



Overall, there were many RE, EV and ES initiatives/projects seen in Barbados which the RIC views as tangible examples for Trinidad and Tobago to learn from.

Megapower Limited has installed a variety of EV charging stations throughout Barbados and implemented the project reporting requirements for the installation of a 20kW wind turbine on the compound of the US Embassy in Bridgetown.



Megapower Limited in collaboration with the Barbados Golf Club has developed a way to retrofit the Club’s golf carts with used old batteries from EVs.

RIC's Health and Wellness Programme 2019

Health and Wellness is more than being free from disease or illness, it involves becoming more aware of the lifestyle decisions you make and making healthier choices towards a better you. A you that is better, physically, mentally and even socially.

The RIC values the overall Health and Wellness of all its employees and has established a robust Health and Wellness Programme towards the promotion of an organisational culture which fosters the making of improved choices towards employees' personal health and well-being. Improved choices for good nutrition, greater physical activity and stress reduction.

This Programme kicked off on Tuesday 16th April, 2019 with the RIC's first Annual Health and Wellness Fair. This Fair included a health screening session conducted by the North West Regional Health Authority (NWRHA). The NWRHA provided RIC staff with free testing for:

- Blood Glucose
- Blood Pressure
- Cholesterol
- HIV/AIDS
- Vision Testing
- Nutrition Screening
- Mental Health
- Prostate-Specific Antigen (PSA)

The Fair also included a presentation facilitated by Dr. Christine Francis on the importance of medical check-ups and the warning signs associated with most non-communicable diseases prevalent in our society and how to make decisions that would reduce your risk of getting some of these mostly preventable diseases.

Following the Health and Wellness Fair the RIC will institute other initiatives that would encourage staff to eat healthier, exercise regularly and be more informed to make better health and wellness decisions.

The NWRHA would also be invited back to facilitate another screening session that should be able to track and determine the progress made by staff towards a healthier lifestyle.



Corporate Communications Manager - Ms. Driselle Ramjoh delivers the opening remarks and welcomes staff to take advantage of the services made available by the North West Regional Health Authority.



Health Promotions Officer - Ms. Hermoine James introduces the members of the North West Regional Health Authority (NWRHA) and the services that were available for the RIC's Health & Wellness Day.



Legal Corporate Secretary - Ms. Nadia John gets her blood glucose level tested.



Dr. Christine Francis delivering a presentation on the importance of Medical Checkups.

RIC's Annual Carnival Lime



From left - Driselle Ramjohn - Corporate Communications Manager, Victor Rodriguez - Standards Engineer & Rishi Maharaj - Assistant Executive Director- Economics and Research sharing some smiles at the Carnival Lime.

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 Mazzo Lounge Ariapita Avenue on Friday 22nd February, 2019. This carnival lime comprised a number of exciting events including a dance competition which had staff pulling out their best moves. Staff and invited guests were also treated to an exhilarating evening with entertainment from Soca artiste Sekon Sta, food, drinks and performances by the RIC's very own Rising Soca Stars.



Guest artiste - Sekon Star delivered a thrilling performance that kept staff fully entertained.



IT Manager - Martin Haynes receives his prize for second place in the dance competition.



RIC Courier - Daniel Ramsepaal receives first prize for his performance in the RIC's Rising Soca Star Competition.

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