



REGULATED INDUSTRIES COMMISSION

RIC NEWS

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PROMOTING ENERGY STORAGE IN TRINIDAD AND TOBAGO



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Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 4th Quarter 2019

Status	Oct-19	Nov-19	Dec-19
Number of complaints received	263	187	175
Number of complaints resolved	158	123	86
Number of complaints unresolved	105	64	89
Number of complaints withdrawn	0	0	0
Resolution rate for complaints received	60%	66%	49%

REBATE / COMPENSATION AWARDED TO CUSTOMERS BETWEEN OCT - DEC 2019

\$82,965.00

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&TEC) AND GIVE THEM THE OPPORTUNITY TO RESOLVE THE PROBLEM.

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Port-Of-Spain, Trinidad, WI.
P.O. Box 1001
• Tel: 800-4RIC (4742) • Fax: 624-2027
• Website: www.ric.org.tt • Email: complaints@ric.org.tt

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Protecting YOUR Interests

OOCUR 17th Annual Conference of the Organization of Caribbean Utility Regulators (OOCUR)



The 17th Annual OOCUR Conference was hosted by the Public Utilities Commission (PUC) of Anguilla from November 11th – 14th 2019 at CuisinArt Golf & Spa Resort, Merrywing Bay, Anguilla. The conference was themed *'Smart and Green Regulation: Technology Driven and Environmentally Friendly'* and presentations focused on a number of topics relevant to the theme including:

Regulatory Framework for RE Integration in the Caribbean which addressed barriers to integration in the Caribbean and recommendations to overcome them; and Towards a Smart and Green Utilities Sector which addressed the role of regulators in policy making and the principles behind being effective influencers. Especially relevant to the Caribbean region was the presentation that focused on critical facility micro-grids and the benefits of distributed energy systems over traditional diesel back-up generators, in the event of emergencies or natural disasters.

Overall the common thread for most presentations centred on the importance of RE for the Caribbean region and the challenges expected for integrating RE into the grid.

Representation from the RIC included a paper submission and presentation by Mrs. Kwylan Jaggassar-Eccles who discussed *'Advancing Electric Vehicle Adoption in Trinidad & Tobago: Policy Considerations'*. Ms. Nadia John also attended and participated in a panel discussion. OOCUR chairman and Commissioner Mr. Clayton Blackman along with Commissioner Dr. Michelle Salandy also attended the conference.

Energy Road Map Series - Promoting Energy Storage in Trinidad and Tobago

This is the third of four white papers published by the RIC. This paper is titled “Promoting Energy Storage in Trinidad and Tobago”. This series of papers are geared towards the proposed establishment of an Energy Efficiency/Energy Conservation policy in order to promote the efficient use of the country’s natural gas resources, as well as to establish sustainable mechanisms to advance and finance the implementation of Energy Efficiency & Energy Conservation initiatives.

This Staff Discussion Paper “Promoting Energy Storage in Trinidad and Tobago” is the final publication of the Energy Road Map Series of papers. This document outlines some of the options available for deploying Energy Storage (ES) within the local electricity sector. It provides information on the types of ES that are available and illustrates how the country can benefit from ES. It also explores key policy, regulatory and market considerations and challenges that may exist in establishing ES locally and discusses what can be done to mitigate these challenges.

Many first world and transitional countries are realizing the benefits of ES in the electricity sector, both with conventional and renewable energy (RE) generation, for own–use applications and on a commercial scale. Various factors need to be considered when integrating ES into the electricity sector. Some of these factors require attention at the policy level while others need market and regulatory intervention. Thus key stakeholders that play an integral role in the establishment of an efficiently functioning ES market include the government, regulators and the electricity utility.

Locally, the uptake of ES is low compared to other jurisdictions. At this time, ES can be regarded as uncompetitive because of the relatively low energy prices and the high installation costs. Moreover, given that ES is often considered as a complement to RE, which itself has very low penetration locally, the application of ES is seldom considered. This is further exacerbated by the fact that there is excess capacity within the electricity system which can potentially act, in the short term at least, as back-up for non-dispatchable RE. Presently, ES is primarily used by consumers who depend on uninterruptible power supply (UPS) systems, and as a back-up power supply for those very few households using off-grid renewable energy (RE) systems, such as solar photovoltaics (PVs).

The move to incorporate renewable energy into electricity generation on a larger scale, however, provides an opportunity over the medium to long-term to develop the ES sector. The viability of an ES market, inclusive of the role of ES in the electricity sector and the pace and scale of deployment over the medium to long-term, requires an in-depth assessment. Nevertheless, ES deployment will require supportive action on the part of key stakeholders to create an enabling environment. Several key recommendations are made in this regard for ES in Trinidad and Tobago.

To view the full document, visit our website: <http://www.ric.org.tt/publications/>

Energy Road Map Series: Advancing Electric Vehicle Adoption in Trinidad and Tobago

This is the final of four white papers published by the RIC. This paper is titled “Advancing Electric Vehicle Adoption in Trinidad and Tobago”. This is the final in a series of papers that are geared towards the proposed establishment of an Energy Efficiency/Energy Conservation policy in order to promote the efficient use of the country’s natural gas resources, as well as to establish sustainable mechanisms to advance and finance the implementation of Energy Efficiency & Energy Conservation initiatives.

Society today faces a dual challenge; how to reduce greenhouse gas (GHG) emissions while meeting escalating demand for energy. The scale of the challenge means that opportunities need to be considered to decarbonize transport (as one of the largest contributors to GHGs). Transitioning to a sustainable transport sector, that is, from internal combustible engines (ICEs) to electric mobility, demonstrates that a nation is committed to mitigating the impacts of climate change.

According to the Global EV Outlook 2018 produced by the International Energy Agency, sales of new electric vehicles (EVs) worldwide surpassed 1 million units in 2017 – a record quantity. This represents a growth in new EV sales of 54% when compared to 2016. EVs accounted for 39% of new car sales in Norway in 2017, which is the world’s most advanced market for EVs in terms of sales share. More than half of the global volume of EVs sold were in China, where EVs held a market share of 2.2% in 2017. In both cases, research has shown that EV deployment has mostly been driven by government policy and appropriate incentive mechanisms.

This paper explores conditions which collectively create a favorable environment for the adoption of EVs and presents evidence to justify enhanced EV adoption measures in Trinidad & Tobago. It is part of a series of papers released by the RIC on crucial energy issues in Trinidad and Tobago. For EVs to go mainstream in Trinidad & Tobago, a combination of EV charging infrastructure, consumer education, and awareness about cost savings on EVs, is imperative. The worst case scenario for EVs is that the appeal will not spread fast enough beyond environmental conservationists and early technology adopters to sustain the growth of the nascent EV market. In order to boost EV uptake in the country there needs to be a top-down approach to address barriers to adoption.

Consideration for a national policy that outlines the framework to achieve clear targets for electric mobility coupled with the establishment of an appropriate institutional structure, will facilitate the rollout of EVs on a significant scale. Collaborating with key stakeholders to provide easy access to a range of EV charging options will address consumer concerns over ‘range anxiety’ and provide solutions for public charging, thereby enabling EV adoption. Promoting incentives (fiscal or otherwise) for the purchase of EVs will be the key to shifting consumer preferences away from ICEs and towards EVs.

For the full document please see link or visit the website: <http://www.ric.org.tt/publications/>

RIC 2nd Health & Wellness Fair 2019



Ms. Darcel Silva – Corporate Communications Department with members of the North-West Regional Health Authority who conducted the testing at the Health & Wellness Fair on November 7th 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.

The Regulated Industries Commission hosted its second Health & Wellness Fair on Thursday 7th November 2019. This session was hosted by the North West Regional Health Authority (NWRHA).

Staff members had access to free testing for:

- Blood glucose
- Blood pressure
- HIV/AIDS
- Vision Testing
- Nutrition Screening
- Mental Health

During this session, some of the areas of concern for the organisation were highlighted based on the results that were collected from our first Health & Wellness Fair on April 16th 2019. The Corporate Communications Department will continue to monitor the progress of our staff on their journey to adopting healthier lifestyle practices. This is another one of our many upcoming initiatives as we continue to work toward helping our employees achieve positive physical and mental health within the workplace.

RIC Christmas Corner 2019

The RIC's Corporate Communications Department hosted a "Christmas Corner" at the RIC's offices from December 6th to January 6th, 2019 with the aim of encouraging staff to get into the spirit of the season. This corner was decorated and was furnished for staff to sit and enjoy refreshments such as cookies, hot chocolate and candy. There was also Christmas music from traditional and local classics as well as the latest in Parang. During this time there were a number of Friday afternoon events and activities. These events included a game of "Pin the Moustache on Santa", ugly sweater competition, singing competition and door prizes.

This initiative was successful in bringing staff together during this festive season and added to the Christmas spirit by sprucing up the office with festive decorations which added a delightful splash of colour to the RIC's office environment. Staff had access to this corner from December 6th to January 6th every day with special events being planned every Friday.



On the left: Compliance Analyst, Arianne Phillip attempts to pin the nose on Santa and on the right two members of staff, Office attendant - Joanne De Merieux and Compliance Analyst - Jenelle Crosby enjoying the photo booth.

RIC Christmas Luncheon and Long Service Award Ceremony 2019.

The RIC hosted its Annual Christmas Long Service & Long Service Awards Ceremony on Friday 14th December, 2019 at the Courtyard by Marriott. The function was held to celebrate the end of another successful year working together at the RIC and to honour two very special individuals who have given 10 years of dedication and service to the RIC. Members of staff enjoyed the expertly crafted cuisine by the talented Marriott chefs while they were fully entertained with games and other activities.



Awardees of the RIC's Long Service Awards 2019 share a photo op together at the Courtyard by Marriott. On the left Mr. Derrick Phillips and to the right Mrs. Jerusha Curden-Lowman. Congratulations to both awardees!



RIC staff members working in teams for the "Christmas Song Scramble".



Standards Engineer – Mr. Victor Rodriguez entertains staff in the Karaoke Competition with his song "Tanty Eulyrn".

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