

REGULATED INDUSTRIES COMMISSION

RIC NEWS

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RIC'S ANNUAL CHRISTMAS LUNCHEON & LONG SERVICE AWARDS CEREMONY 2018

RIC STAFF AT THE HILTON TRINIDAD HOTEL AND CONFERENCE CENTRE



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Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 4TH QUARTER 2018

Status	OCT -18	NOV -18	DEC-18
Number of complaints received	223	203	289
Number of complaints resolved	101	100	221
Number of complaints unresolved	122	103	68
Number of complaints withdrawn	0	0	0
Resolution rate for complaints received	45%	49%	76%

**REBATE / COMPENSATION AWARDED
TO CUSTOMERS BETWEEN OCT - DEC, 2018**

31,985.00

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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OOCUR 16TH ANNUAL CONFERENCE

OF THE ORGANIZATION OF CARIBBEAN UTILITY REGULATORS (OOCUR)



The 16th annual conference of the Organization of Caribbean Utility Regulators (OOCUR) was held in Belize over the period October 10th -12th, 2018. The conference was themed Regulating for Sustainability in a Disruptive Environment and was hosted by the Public Utilities Commission (PUC) of Belize. The conference discussed a number of topics relevant to the theme including:

- *A Blockchain Disruption: What Regulators Should Know and Possible Next Practices;*
- *ICT Regulations in a Digitalized World;*
- *Smart Rate Designs for a Smart Future – The Regulatory Response to Power Sector Changes;*
- *Regulating Energy Efficiency as a priority resource; and*
- *A panel discussion on Women in Utility Regulation*

Representation from the RIC included paper submissions and presentations by 3 staff members. Ms. Sonia Ragoopath delivered *'The Impacts of Climate Change on Water Resources: Lessons for the Utility Regulator'*, Mr. Victor Rodriguez focused on *'Electricity Grid Resilience in Face of Extreme Weather Conditions'* and Mrs. Kwylan Jaggassar-Eccles discussed *'Regulating the Electricity Sector in a Disruptive Environment: Changing the business model'*. Also contributing was Ms. Nadia John who joined the panel discussion on *Regulatory Impact Assessment*.

RIC Commissioner and OOCUR chairman, Mr. Clayton Blackman along with RIC's Executive Director, Dr. James Lee Young also attended the conference.



From left: Dr. James Lee Young – Executive Director, Ms. Sonia Ragoopath – Tariff Analyst, Commissioner Clayton Blackman, Ms. Nadia John – Legal Corporate Secretary, Ms. Kwylan Jaggassar-Eccles – Tariff Analyst, Mr. Victor Rodriguez – Standards Engineer.

SUMMARY

T&TEC'S ANNUAL QUALITY OF SERVICE STANDARDS (QSS) REPORT FOR THE YEAR 2017

This is a summary of the 2017 Annual Quality of Service Standards (QSS) Report for the Trinidad and Tobago Electricity Commission (T&TEC), that was published by the Regulated Industries Commission (RIC). The report analyses T&TEC's performance during 2017 with respect to the Guaranteed Electricity Standards (GES) and the Overall Electricity Standards (OES).

The **Guaranteed Standards** set a minimum level of service which must be provided to each individual customer. Under these standards, the utility is required to make compensatory payments to affected customers if it fails to provide the level of service stipulated. The **Overall Standards** generally cover the reliability of service affecting a group of customers. There is no compensatory payment attached to these.

Overall, T&TEC's performance was consistent with previous levels. OES 5 (street and highway light maintenance) continues to be an area where much improvement in performance is needed. T&TEC maintained a good compliance rate with GES 1, despite a higher number of breaches due to tropical storm Bret. There were 16,576 breaches occurring under GES 1. Customers filed 17 claims, of which 5 (29%) were paid. For the remaining standards, which all have automatic compensation, T&TEC processed 46 (82%) of the 56 breaches, amounting to compensation of \$3,864. By comparison, in 2016, T&TEC processed 44% of the 80 breaches for automatic payment, totaling \$2,430 in compensation.

REPORT HIGHLIGHTS

Guaranteed Electricity Standards (GES)

Standard	Compliance Rates (%)	
	2017	2016
GES 1 – Response and Restoration Time after unplanned outages	99.08	99.64
GES 2 – Billing Punctuality for new residential customer – Billing Punctuality for new non-residential customer	99.90 99.80	100.0 98.10
GES 3 – Reconnection After Payment of Overdue Amounts	99.91	99.95
GES 4 – Making and Keeping Appointments	100.0	100.0
GES 5 – Response to all voltage complaints within 24 hours – Rectification of all voltage complaints within 15 working days	99.91 99.97	98.40 98.70
GES 6 – Responding to Billing and Payment Queries.	100.0	100.0
GES 7 – New Connection of Supply	99.90	99.90
GES 8 – Payments Owed Under Guaranteed Standards	0.00	0.00

Compensatory Payments

Standards	Number of Breaches	Payment Due	Payment Made	Percent paid 2017	Percent paid 2016
GES 2 – GES 8 Automatic payment	56	\$4,364	\$3,864	82	44

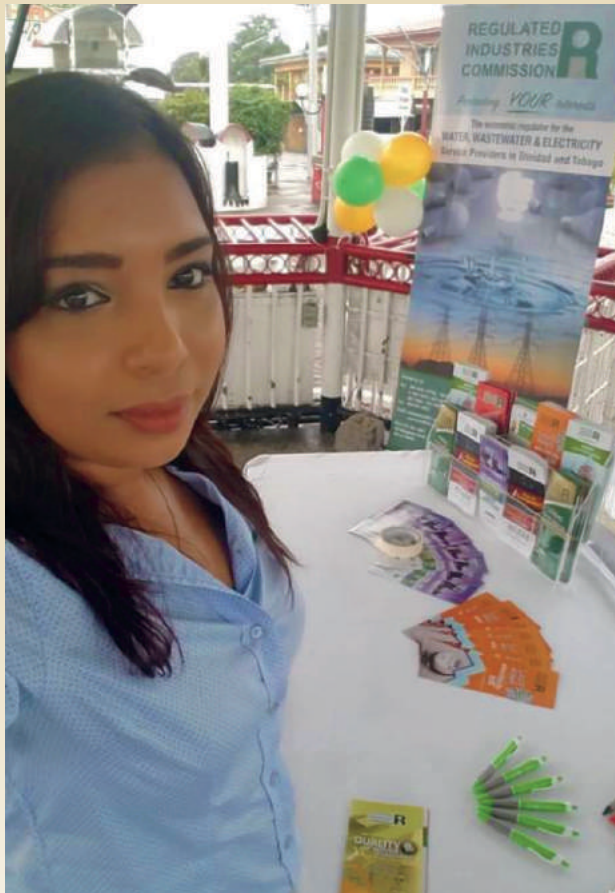
Overall Electricity Standards (OES)

Standard	Compliance Rate (%)	
	2017	2016
OES 1 – Frequency of Reading Industrial Meters – Frequency of Reading Residential and Commercial Meters	100.0 100.0	100.0 100.0
OES 2 – Billing Punctuality	94.4	90.2
OES 3 – Responding to Meter Problems	96.8	99.1
OES 4 – Prior Notice of Planned Outages	90.9	92.1
OES 5 – Street Lights Maintenance – Highway Lights Maintenance	21.3 29.9	57.0 89.6
OES 6 – Initial Response to Customer Queries/Requests (written) – Final Position to Customer Queries/Requests (written)	96.7 96.2	65.6 54.1
OES 7 – Notifying Customer of Receipt of Claim under GES1	100.0	100.0

Access to this full document is available on the RIC's website www.ric.org.tt - Quality of Service Standards Annual Performance Report 2017 – Electricity Transmission and Distribution Sector – Information Document

CUSTOMER OUTREACH SESSION POINT FORTIN

The RIC hosted a Customer Outreach Session at the Victor Chin Kit Park on Thursday 20th September, 2018. Three staff members from the RIC staffed the RIC's booth, the Corporate Communications Manager, Corporate Communications Assistant and a Customer Services Officer all of whom interacted with the public and disseminated information through the distribution of promotional items and RIC brochures as well as face-to-face discussions.



Customer Service Officer – Ms. Shelly Soonachan at the RIC's Booth – Victor Chin Kit Park – Point Fortin

REGULATED INDUSTRIES COMMISSION
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SAVE MONEY BY REDUCING ENERGY USE

There are many measures that residential customers can employ in order to reduce the amount of electricity consumed in the household. This guide presents practical advice that can result in cost savings for customers.

ENERGY CONSUMED BY HOUSEHOLD APPLIANCES

The following listing ranks some of the major appliances (by cost) used by residential customers.

Appliances / Equipment	Average Annual (kWh)	Est. Hours Used Bi-Monthly	Est. kWh Consumed Bi-Monthly	Est. Bi-Monthly Cost (TT\$)
Swimming Pool Pump Motor	1,500	1,440	2,160.0	\$561.60
Central A/C (2.5 tons)	3,500	400	1,400.0	\$364.00
Water Heater (30 gallon)	4,500	280	1,260.0	\$327.60
A/C (12,000 BTU)	1,500	400	600.0	\$156.00
Refrigerator autodefrost (22ft ³)	620	480	297.6	\$77.38
Clothes Dryer	6,600	33	217.8	\$56.63
A/C (5,150 BTU)	530	400	212.0	\$55.12
Freezer auto defrost (15 ft ³)	440	480	211.2	\$54.91
Television Plasma (42")	330	370	122.1	\$31.75
Shower heater	3,000	27	81.0	\$21.06
Television Flat Screen (27")	180	370	66.0	\$17.32

Use your appliances wisely with the tips given to SAVE, SAVE, SAVE!

RIC's information brochures were given out to the public.



Visitors to the booth also had the opportunity to lodge complaints and have their questions answered by a Customer Service Officer of the RIC. Specific emphasis was placed on sharing information on the role, responsibilities of the RIC and specifically the service available to utility consumers for complaints redress. The RIC representatives also gave out information on the RIC's electricity standards and other significant information about saving money on electricity bills and water conservation.



Christmas Luncheon and Long Service Award Ceremony 2018



The RIC hosted its Annual Christmas Luncheon & Long Service Awards Ceremony on Friday 14th December, 2018 at the Hilton Trinidad & Conference Centre. The function was held to celebrate the end of another successful year working together at the RIC and to honour some very special individuals who have given 10 and 15 years of dedication and service to the RIC. Members of staff enjoyed the expertly crafted cuisine by the talented Hilton chefs while they were fully entertained with games and other activities.

Awardees of the RIC's Long Service Awards 2018 share a photo op together at the Hilton Trinidad Hotel and Conference Centre

From left: Indrani Maraj, Jenelle Crosby, Shameel Khan, Roszan Maharaj and Suzette Boodoo.

CONGRATULATIONS TO ALL THE AWARDEES!

10 Years



15 Years



From left:

Suzette Boodoo, Receptionist receives her award for her 10 years' service to the RIC. She was presented with the award by Dr. Hyacinth Guy, RIC Chairman.

*Dr. Hyacinth Guy, RIC Chairman presents **Rozan Maharaj, Executive Assistant** to the Chairman with her award and token for 15 years' service.*



15 Years



15 Years



15 Years

Shameel Khan, Chief Financial Officer receives his award and token from Dr. Hyacinth Guy, RIC Chairman for 15 years service to the RIC.

Jenelle Crosby, Compliance Analyst receives her award and token from Dr. Hyacinth Guy, RIC Chairman for 15 years service to the RIC.

*Dr. Hyacinth Guy, RIC Chairman presents **Indrani Maraj, Executive Assistant to the Executive Director** with her award and token for 15 years' service.*

Christmas Corner

The RIC's Corporate Communications Department hosted a "Christmas Corner" at the RIC's offices from December 1st to January 4th, 2019. This corner was decorated and was furnished for staff to sit and enjoy refreshments such as cookies, hot chocolate and candy. There were also Christmas books available and 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, all fours, board games, karaoke competitions, bran tub style gift exchange etc.

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.



Executive Director, Dr. James Lee Young enjoying the RIC's Christmas Selfie Station.



Chief Financial Officer, Mr. Shameel Khan filling in for Santa at the photo booth.



Santa was also present to bring a bit of yuletide sparkle into the office.



RIC staff indulge in Christmas treats at the launch of the RIC's Christmas Corner.