

RIC SECURES OVER \$1.8 MILLION

in Rebates for Customers

The **Regulated Industries Commission (RIC)** has successfully secured **\$1,876,472.00** in **rebates** for utility customers during the period **January 2012 to December 2012**. These rebates were credited to the accounts of the **Water and Sewerage Authority (WASA)** and **Trinidad and Tobago Electricity Commission (T&TEC)** customers after investigations into individual complaints.

During this same period, *the RIC resolved 86% (2,755) of the 3,267 complaints received against WASA and T&TEC from members of the public.* These complaints would have included situations where bills were incorrectly calculated resulting from billing classification errors, inappropriate retroactive billing adjustments and claims for damage to appliance/equipment/property etc.

Consumers have a right to receive a high quality of service from the service providers and to complain if this is not the case. If consumers have complaints, they must first make contact with the Service Providers and give them the opportunity to resolve the problem. However, if the consumer fails to obtain redress or is dissatisfied with the decision of the Service Provider, the consumer can then file a complaint with the RIC.

**REGULATED
INDUSTRIES
COMMISSION**



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*Protecting **YOUR** Interests*

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