

R E G U L A T E D I N D U S T R I E S C O M M I S S I O N

RICNEWS

January – March, 2015

ISSUE 1
VOLUME: **12**

SAVE MONEY

**ON YOUR NEXT
ELECTRICITY BILL!**



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**REGULATED
INDUSTRIES
COMMISSION**



*Protecting **YOUR** Interests*

Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 1st Quarter 2015

Status	Jan '15	Feb '15	Mar '15	Total
Number of complaints received	110	202	229	541
Number of complaints resolved	70	100	121	291
Number of complaints unresolved	39	102	108	249
Number of complaints withdrawn	1	0	0	1
Resolution rate for complaints received	64%	50%	53%	54%
No. of outstanding complaints resolved	124	71	34	299
Total number of complaints resolved	194	171	155	520

**REBATE/COMPENSATION AWARDED TO
CUSTOMERS BETWEEN JAN – MAR 2015**

\$91,336.00

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

1st & 3rd Floors, Furness House
Cor. Wrightson Road & Independence Square, Port of Spain. P.O. Box 1001
Tel: 800-4RIC (4742), 627-7820, 627-0821; 627-0503; 625-5384
Fax: 624-2027
Website: www.ric.org.tt Email: ricoffice@ric.org.tt

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Protecting YOUR Interests

RIC PARTICIPATES IN UWI'S WOW 2015

The RIC took part in the UWI World of Work Workshop 2015 which took place over two days, with the first day, Thursday 26th March, open to non-final year students seeking vacation employment and the second day, Friday 27th March, dedicated to final year students only. Companies and organisations from a variety of fields were invited to recruit students for either vacation or full time employment.



Ms. Helen Peru – Manager, Human Resources and Administration and Ms. Darcel Silva – Corporate Communications Assistant speak with students about the roles and responsibilities of the RIC and the job opportunities available at the organisation.

The WOW Recruitment Fair gave students of the university an opportunity to meet recruiters, submit their résumés and learn more about the different job opportunities available at leading local and international organisations. The RIC also used the occasion to educate these students about the roles and responsibilities of the RIC and the job opportunities available at the organisation.

RIC's Human Resources and Administration Manager, Helen Peru; Corporate Communications Manager, Driselle Ramjohn and Corporate Communications Assistant, Darcel Silva had the opportunity to interact with university students who were interested in either vacation or full time employment.

SAVE MONEY ON YOUR NEXT ELECTRICITY BILL!



There are many measures that residential customers can employ in order to reduce the amount of electricity that is consumed in their households and consequently reduce their utility bill.

This guide presents practical advice that can result in cost savings for customers. The cost estimations shown are based on appliance usage patterns observed in typical households. The average wattage (power requirement) for an appliance is presented along with the approximate hours of usage during the two month billing cycle and these values form the basis for calculating the estimated amount of kilowatt-hours (kWh) and bi-monthly cost.

CONSUMPTION EXPENSES

for Common Household Appliances

The listing below ranks the appliances that are commonly used by residential customers in terms of the wattage of the devices in decreasing order. Customers may have more than one of these appliances; hence, the electricity consumed may then be greater than the amounts shown and is also dependent on the usage pattern of the appliance.

Example:

The estimated bi-monthly cost of operating 10 CFLs, 1 water pump, 1 central water heater, 1 washing machine and 1 dryer = \$6 + \$11 + \$466 + \$6 + \$81 = \$570

To determine the cost of running appliances

$$\begin{aligned} (\text{Wattage} \times \text{hours used}) / 1,000 &= \text{kWh} \\ \text{kWh} \times \text{cost per kWh} &= \text{Usage Cost} \end{aligned}$$

The bi-monthly cost per kWh calculated for residential customers is based on the current rate at the lowest and highest tiers of 0.26 TTD and 0.37 TTD per kWh respectively. Residential customers' consumption is currently billed in three tiers:

1–400kWh	@	0.26TTD / kWh;
401–1000kWh	@	0.32TTD / kWh;
>1000kWh	@	0.37TTD / kWh.

The bi-monthly costs shown excludes VAT and customer charge.

		Average Wattage	Est. Hours Used Watts	Est. Kwh Bi-Monthly (Dollars)	Bi-Monthly Cost Consumed (Dollars) @ \$0.26 @ \$0.37	
Electric: Range and Oven	(110V/220V)	2,000/12,500	64	296	\$76.96	\$109.52
Oven	(110V/220V)	12,500	16	200	\$52.00	\$74.00
Range	(110V/220V)	2,000	48	96	\$24.96	\$35.52
Clothes Dryer	(220V)	6,600	33	218	\$56.68	\$80.66
Mounted Showerhead Water Heater	(110V/220V)	3,000	27	81	\$21.06	\$29.97
Air Conditioner: 5,150 BTU	(110V/220V)	530	400	212	\$55.12	\$78.44
5,150 BTU with Inverter	(220V)	360	400	144	\$37.44	\$53.28

		Average Wattage	Est. Hours Used Watts	Est. Kwh Bi-Monthly (Dollars)	Bi-Monthly Cost Consumed (Dollars) @ \$0.26 @ \$0.37	
Security System: NVR and 4 NetCams	(110V)	270	1440	389	\$101.14	\$143.93
DVR and 4 Analog Cams	(110V)	240	1440	346	\$89.96	\$128.02
Toaster Oven	(110V)	1,550	20	31	\$8.06	\$11.47
Electric Kettle	(110V)	1,500	20	30	\$7.80	\$11.10
Iron	(110V)	1,200	16	19	\$4.94	\$7.03
Microwave Oven (0.6 cu ft)	(110V)	700	22	15	\$3.90	\$5.55
Refrigerator auto defrost 22 cu ft	(110V)	620	480	298	\$77.48	\$110.26
Washing Machine auto (20 lbs)	(110V)	512	33	17	\$4.42	\$6.29
Freezer auto defrost 15 cu ft	(110V)	440	480	211	\$54.86	\$78.07
Water Pump (1/2 hp)	(110V)	440	96	42	\$10.92	\$15.54
Computer: with 5 speaker Sound System	(110V)	300	75	23	\$5.98	\$8.51
with printer (no sound system)	(110V)	200	75	15	\$3.90	\$5.55
Television: CRT 24" (largest size)	(110V)	120	370	45	\$11.70	\$16.65
Plasma 30" (smallest size)	(110V)	150	370	56	\$14.56	\$20.72
LCD 24"	(110V)	50	370	19	\$4.94	\$7.03
LED 24"	(110V)	40	370	15	\$3.90	\$5.55
Stereo	(110V)	100	164	16	\$4.16	\$5.92
Fan: Ceiling	(110V)	80	400	32	\$8.32	\$11.84
Circulating-16"	(110V)	60	400	24	\$6.24	\$8.88

TOP 4 HIGHEST ENERGY CONSUMING

for Residential Devices

Based on the estimated bi-monthly kWh consumption; typical usage of these devices will result in residential customers' bi-monthly kWh consumption approaching/exceeding 1000kWh with the balance above 1000kWh being charged at the highest tier.

	Average Wattage (Watts)	Est. Hours Used Bi-Monthly	Est. Kwh Consumed Bi-Monthly	Bi-Monthly Cost (Dollars) @\$0.26 @0.37	
Swimming Pool Filter motor (110V or 220V)	1,500	1,440.0	2,160.00	\$561.60	\$799.20
Central Air Conditioner 2.5 tons (220V)	3,500	400.0	1,400.00	\$364.00	\$518.00
Water Heater 30 gallon (220V)	4,500	280.0	1,260.00	\$327.60	\$466.20
Air Conditioner 12,000 BTU (110V)	1,500	400.0	600.00	\$156.00	\$222.00

BUY OR REPLACE APPLIANCES WISELY TO SAVE ENERGY!

Lighting

Incandescent bulbs can be replaced with more expensive options, such as, screw type compact fluorescent (CFL) bulbs and light emitting diode (LED) bulbs. This results in operational savings over the life time of the bulbs as these bulbs use less energy and last approximately 10 times longer than the incandescent bulbs. These savings allow for payback of the device and further savings throughout the lifetime of the device. For an incandescent 100W bulb, the equivalent CFL bulb is typically rated at 23W and the equivalent LED bulb is typically rated at 20W. Refer to Chart on next page.

	Average Wattage (Watts)	Est. Hours Used Yearly	Est. Kwh Yearly	Yearly Cost (Dollars)
Lighting 100W x 10 (incandescent)	1,000	600.0	600.00	\$156.00
Lighting 23W x 10 (100W equivalent CFL)	230	600.0	138.00	\$35.88
Lighting 20W x 10 (100W equivalent LED)	200	600.0	120.00	\$31.20
YEARLY savings by replacing 10 bulbs with CFLs			462.00	\$120.12
YEARLY savings by replacing 10 bulbs with LEDs			480.00	\$124.80

Cooling and Heating

Two processes that consume a lot of energy in the house are the cooling of living spaces (air conditioning) or food storage (refrigerators and freezers) and the heating of water for various domestic purposes or the heating of air in clothes dryers. Any attempts to conserve energy in these activities will result in significant savings.

- The use of high-efficiency air conditioners and measures to reduce cooling loads can reduce energy use by **20-50%**. Air conditioners with inverters control the speed of the compressor motor, by contrast, traditional air conditioners regulate temperature by using a compressor that is periodically either working at maximum capacity or switched off entirely. The additional electronics and system hardware adds cost to the equipment installation but can result in substantial savings in operating costs as the elimination of stop-start cycles increases efficiency.
- Replacing a 30 gallon Water Heater with Solar Water heating will reduce yearly electricity consumption by approximately **7,560kWh**. The corresponding yearly savings of **\$1,965.60** is currently estimated to payback for the installation cost of the new system in **5 years** with further saving benefits over the remainder of the system's useful life (at least 10 years) and will also provide security against rising electricity costs. Presently, there are tax rebate incentives for the purchase of solar water heaters.

GENERAL CONSERVATION TIPS



UNPLUG APPLIANCES WHEN NOT IN USE



USE POWER STRIPS



PURCHASE ENERGY-EFFICIENT APPLIANCES

- Turn off lights when not in use or when leaving a room. Use "task lighting" (lamps, etc) for close work rather than lighting the whole room unnecessarily. **Compact fluorescent light bulbs (CFLs) and other fluorescent lights should not be turned frequently on and off and should be turned off when they will not be in use for extended periods of time.**
- **UNPLUG seldom-used appliances, such as an extra refrigerator.** This can reduce your estimated kWh consumption by 1,785.60kWh / \$686.40 per year or greater (if the model is an older inefficient model.)
- Most homes continually have chargers for cell phones, digital cameras, cordless tools and other personal gadgets plugged in even when not in use. **Use but do not overload power strips** (which protect and allow multiple devices to be plugged in) to stop the residual charging of many devices, such as, televisions, home theatre entertainment, cable boxes, VCRs, DVD players, stereos and chargers which have been switched off and are not in use. A household's standby and off-mode power can amount to approximately 440kWh / \$114.40 per year.
- The use of one circulating 16" fan in a room size between 100-150 sq. ft. rather than a 5,150 BTU air conditioner unit can result in savings of about 1,128kWh / \$293.28 per year.
- **Make INFORMED appliance purchases.** You can reduce the electricity bill by using high-efficiency large appliances and air conditioning equipment. While these models may be more expensive to buy than comparable models with lower or average efficiency, the savings will put money back into your pocket long before the appliance needs to be replaced. E.g. New energy-efficient refrigerator models can result in **savings of about 800kWh / \$208.00 per year** over 20 year old models.

SCHEDULE OF OUTREACH PROGRAMME FOR THE CUSTOMER SERVICES DEPARTMENT FOR 2015

	JAN	FEB	MAR	APRIL	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
TRINIDAD	N/A	OP Penal/Debe Regional Corporation	OP Chaguanas Borough Corporation	OP Siparia Regional Corporation	OP San Fernando City Corporation	OP Point Fortin Regional Corporation	OP Princes Town Regional Corporation	OP Mayaro/Rio Regional Corporation	OP Arima Borough Corporation	OP Couva/Tabaquite/Talparo Regional Corporation	OP Sangre Grande Regional Corporation	N/A
TOBAGO								OP Diego Martin Regional Corporation	OP San Juan / Laventille Regional Corporation	OP Piarco / Tunapuna Regional Corporation		

Note: Tobago Outreach Programme schedule to completed subsequent to meeting with the THA Chief Secretary

13 Corporations selected to conduct the CSD's Outreach Programme. Port of Spain City Corporation not included due to easy access to the RIC's office.

ELECTRICITY WORD SLEUTH

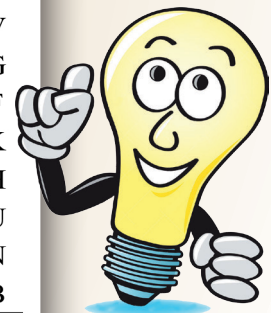
Energy Conservation

Z	D	A	I	F	M	K	T	Z	S	D	Z	P	J	T	V	D	E	T	Z
W	T	F	E	D	T	A	D	N	I	W	C	E	P	X	T	U	H	U	G
E	K	X	B	N	M	L	B	K	V	F	L	K	W	D	R	G	C	N	O
Y	S	N	T	W	V	T	L	I	K	E	L	A	B	T	P	Z	M	D	D
U	Y	R	Y	Q	T	I	C	P	C	V	I	N	Z	S	A	S	J	V	F
Q	K	A	J	D	B	M	R	T	C	V	V	F	O	C	L	W	R	B	C
G	M	C	L	C	R	E	R	O	S	L	E	N	A	P	N	I	E	S	C
U	G	Z	E	T	M	I	F	O	N	L	T	I	E	B	L	T	G	U	F
N	N	E	R	D	C	E	L	U	B	M	C	F	C	A	A	C	E	P	B
L	L	W	N	I	R	A	C	Q	P	U	E	D	I	T	M	H	N	P	P
I	X	P	T	E	R	F	A	A	I	E	W	N	Y	T	R	Z	E	L	M
B	Y	Y	R	D	R	K	N	W	E	V	V	I	T	E	E	I	R	Y	W
S	B	L	I	T	E	A	D	Z	E	O	V	Z	E	R	H	Z	A	S	V
R	I	Y	K	W	V	M	T	Q	V	H	K	N	Z	I	T	D	T	R	G
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BATTERIES
ELECTRICITY
GEOTHERMAL
REGENERATE
SUPPLY

CHARGERS
ENVIRONMENT
PANELS
RENEWABLE
SWITCH

CONSERVE
GENERATORS
POWER
SOLAR
WIND



Z	D	A	F	E	T	C	A	T	G	M	N	B	I	R	S	E	G	H	A				
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RIC CARNIVAL LIME 2015

The RIC celebrated its Annual Carnival Lime on Friday 13th February, 2015. Our in-house Training Room was converted into an entertainment area where staff was treated to an afternoon of fun and celebration which entailed a Talent Show and Musical Chairs competition, good food and drinks, cheerful laughs, great entertainment and memories that can't be replaced.



Winners of RIC Got Talent 2 Competition:

- (1) ROSZAN MAHARAJ: winner of the Musical Chairs competition;
- (2) JOANNE DE MERIEUX – 2nd place winner of the RIC Got Talent 2 Competition;
- (3) SUZETTE BOODOO – 1st place winner of the RIC Got Talent 2 Competition.

Participants in the RIC Got Talent 2 Competition:

Martin Haynes (left) and Daniel Ramsepaal (right).

**REGULATED
INDUSTRIES
COMMISSION**

1st & 3rd Floors, Furness House
Cor. Wrightson Road & Independence Square, Port of Spain. P.O. Box 1001
Tel: 800-4RIC (4742), 627-7820, 627-0821; 627-0503; 625-5384
Fax: 624-2027
Website: www.ric.org.tt **Email:** ricoffice@ric.org.tt

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