

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

April – June, 2015

ISSUE 2
VOLUME: **12**

RAISING THE STANDARDS

*Understanding RIC's Guaranteed
Electricity Standards*

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Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 2nd Quarter 2015

Status	Apr '15	May '15	Jun '15	Total
Number of complaints received	207	337	175	719
Number of complaints resolved	111	212	94	417
Number of complaints unresolved	96	125	81	302
Number of complaints withdrawn	0	1	0	1
Resolution rate for complaints received	54%	63%	54%	58%
No. of outstanding complaints resolved	86	76	113	275
Total number of complaints resolved	197	288	207	692

**REBATE/COMPENSATION AWARDED TO
CUSTOMERS BETWEEN APR – JUN 2015**

\$110,032.00

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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RIC APPOINTS NEW EXECUTIVE DIRECTOR



Mr. Sherman Baksh – Chief Executive Director

The Regulated Industries Commission (RIC) has appointed regulatory expert Mr. Sherman Baksh as its new Executive Director, effective June 1st, 2015.

Sherman Baksh is a Regulatory Economist with over 15 years of experience in economic regulation. He holds a Master of Science in Regulations and Policy; a Master of Science in Economics, specializing in International Trade and Export Promotion; and a Bachelor of Science in Economics, from the University of the West Indies, St. Augustine Campus. Additionally, over the course of his career, he has received training from the University of Florida and Michigan State University in the field of Public Policy and Regulation.

Mr. Baksh has also developed his skills and knowledge in economic regulations through sustained efforts across a wide cross section of the Information and Communications Technology (ICT) and Utility sectors in Trinidad and Tobago, and in the Commonwealth of the Bahamas. His professional developmental path has lead him to sharing his knowledge and expertise in ex ante and ex post regulatory economic areas with sector regulators (multi-sectoral and converged), service providers (incumbents and new entrants), as well as with the National ICT Company (iGovTT) of the Republic of Trinidad and Tobago. He has also tutored in Macro-economics at the University of the West Indies, St. Augustine Campus.

His publication titles include: *"The Monetary Transmission Mechanism in Small Open Economies: A Case Study of Barbados"*; *"The Legal Implications and Economic Consequences of Introducing Competition in Telecommunications in Trinidad and Tobago"*; *"The Introduction of Telecommunications Competition in Trinidad and Tobago and its Impact upon TSTT"*; and *"An Approach to Telecoms Competition in Trinidad and Tobago: The Role of the Policy Regulator"*.

The Board of Commissioners of the Regulated Industries Commission welcomes Mr. Baksh and looks forward to his directorship in taking the Commission to higher levels of operation.

RAISING THE STANDARDS

UNDERSTANDING RIC'S GUARANTEED ELECTRICITY STANDARDS

The Regulated Industries Commission (RIC) is responsible for regulating prices, establishing service standards and monitoring the performance of the service providers in the electricity and water sectors. The RIC is guided by the legislative and regulatory framework set out in the RIC Act No. 26 of 1998. Section 6(1) of the RIC Act expressly empowers the RIC to prescribe standards of service, monitor the service provider's performance to ensure compliance with these standards and impose sanctions for non-compliance.



In accordance with its mandate, the Quality of Service Standards for the Electricity Transmission and Distribution sector (QSS) were established in April 2004. These standards have focused on the customers' concerns in relation to the quality of service provided by the Trinidad and Tobago Electricity Commission (T&TEC) and sought to establish a minimum acceptable level of service to customers. For the QSS to be effective, however, it is important that consumers become fully aware of their rights and T&TEC's obligations to them under these standards. The QSS consist of eight guaranteed and seven overall standards.

The GUARANTEED ELECTRICITY STANDARDS (GES) set the service levels that must be met in the provision of service to each individual consumer. When the service provider fails to meet a guaranteed standard then a specified penalty payment has to be made to the affected customer.

The OVERALL ELECTRICITY STANDARDS (OES) set the service levels that must be met in the provision of service to ALL consumers; however, it would not be feasible to apply penalty payments to individual penalty payments



What are the GUARANTEED ELECTRICITY STANDARDS?

Guaranteed Electricity Standards of Performance set the Service Levels that must be met in each individual case by T&TEC and include:

RESPONSE & RESTORATION OF SUPPLY GES1

T&TEC is required to respond and restore supply after an unplanned outage on the distribution system within 10 hours.

COMPENSATION: If T&TEC fails to achieve this standard, residential customers are to be paid a compensation of \$60.00 and non-residential customers \$600.00. For each additional period of 12 hours in which supply is not restored compensation will be a further \$60.00 for residential customers and \$600.00 for non-residential customers.

Customers must file a claim to receive payment under this standard.

BILLING PUNCTUALITY GES2

Customers must receive their first bill after a connection within 60 days and 30 days respectively.

COMPENSATION: If T&TEC fails to achieve this standard, both residential and non-residential customers are to be paid a compensation of \$50.00.

RECONNECTION AFTER THE PAYMENT OF OVERDUE BILLS GES3

Customers should have their supply reconnected within 24 hours after their bill (including the reconnection fee) is settled or an agreement on a payment schedule reached.

COMPENSATION: If T&TEC fails to achieve this standard, customers are to be refunded their reconnection fees.

MAKING AND KEEPING APPOINTMENTS GES4

Appointments are to be arranged Mondays to Fridays during the hours of 8:00am – 4:00pm and T&TEC must confirm in writing. T&TEC is required to give 24 hours notice of their inability to keep the appointment.

COMPENSATION: If T&TEC fails to achieve this standard, customers are to be paid a compensation of \$50.00.

INVESTIGATION OF VOLTAGE COMPLAINTS GES5

Upon receiving a customer complaint, T&TEC is required to visit (where deemed necessary) within 24 hours and correct system problems that has caused the supply to be, outside of the permitted voltage range.

Customers must be notified of the correction of the fault within 15 working days of a voltage complaint.

COMPENSATION: If T&TEC fails to achieve this standard, residential customers are to be paid a compensation of \$50.00 and non-residential customers \$600.00.

RESPONDING TO BILLING & PAYMENT QUERIES GES6

T&TEC must provide a substantive (written) response to a customer's billing and payment queries within 15 working days.

COMPENSATION: If T&TEC fails to achieve this standard, customers are to be paid a compensation of \$50.00.

NEW CONNECTION OF SUPPLY GES7

T&TEC must complete a new connection of supply within 3 working days after all payments have been made and the appropriate documentation submitted, including a valid Certificate of Inspection from the Government's Electrical Inspectorate Department.

COMPENSATION: If T&TEC fails to achieve this standard, both residential and non-residential customers are to be paid a compensation of \$50.00.

PAYMENTS OWED UNDER GUARANTEED ELECTRICITY STANDARDS GES8

Once the claim for a breach of any standard has been accepted by T&TEC, compensatory payment must be credited to the customer's bill within 30 working days for non-residential and 60 working days for residential customers.

COMPENSATION: If T&TEC fails to achieve this standard, customers are to be paid a compensation of \$50.00.

Exceptions: T&TEC is excluded from paying compensation for interruptions caused by the failure of generation, faults on customers' equipment and faults due to *force majeure* conditions i.e. events outside of their control.

WHAT IF T&TEC FAILS TO MEET ONE OF THE GUARANTEED ELECTRICITY STANDARDS?

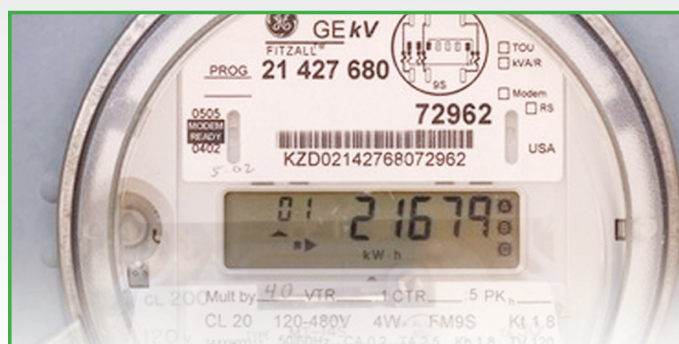
Customers are to be compensated individually in each instance where T&TEC fails to meet a guaranteed electricity standard. Compensatory payments are in the form of a credit on the customer's billing account based on the set amount indicated for the specific standard.

HOW WILL COMPENSATION BE APPLIED?

Customers are to be automatically compensated in instances where T&TEC fails to meet the standards from GES 2 to GES 8. However, in instances where T&TEC has not complied with GES1, customers will be required to complete and submit a claim form, which is available at any of T&TEC's Service Centres. Claims must be submitted within 3 months of the occurrence otherwise they will not be considered.

WHAT HAPPENS AFTER A CLAIM IS FILED?

Once T&TEC has investigated a complaint and it is found to be valid, the customer's billing account will be credited.

**What are the OVERALL ELECTRICITY STANDARDS?**

Overall Electricity Standards of Performance cover areas where it is inappropriate or not feasible to give Individual guarantees, but where the expectation is that T&TEC will provide predetermined Levels of Service.

FREQUENCY OF METER READING OES1

T&TEC is required to read at least 90% of all industrial meters every month and 90% of other meters according to the schedule (i.e. billing cycle) except where the meter is inaccessible.

BILLING PUNCTUALITY OES2

98% of all bills must be mailed within 10 working days after meter reading.

RESPONDING TO METER PROBLEMS OES3

T&TEC must respond to customers' meter problems by visiting or with a substantive (written) response within 10 working days 95% of the times.

RAISING THE STANDARDS

UNDERSTANDING RIC'S GUARANTEED ELECTRICITY STANDARDS

(continued)

PRIOR NOTICE OF PLANNED INTERRUPTIONS **OES4**

T&TEC is required to give 3 days (**72 hours**) advance notice of the planned outages/interruption to customers 100% of the time with the expected date, time and duration of the interruption being clearly stated.

STREET LIGHT MAINTENANCE **OES5**

T&TEC is required to repair 100% of failed street lights under its control with the exception of highway lighting, within 7 working days after receiving notification.

T&TEC is required to monitor highway lighting and repair 100% of failed highway lighting within 14 working days after surveyed or reported failure.

RESPONSE TO CUSTOMER'S WRITTEN COMPLAINTS/ REQUESTS **OES6**

T&TEC is required to provide a substantive (written) response to customers' written complaints within 10 working days, with the final position being communicated within 30 working days thereafter.

NOTIFYING CUSTOMER OF RECEIPT OF CLAIM UNDER GUARANTEED ELECTRICITY STANDARD GES1 **OES7**

T&TEC must notify 100% of customers of receipt of claims submitted for compensatory payment within 10 working days.



**THE OVERALL ELECTRICITY STANDARDS DO NOT
CARRY COMPENSATION.**

WHAT IF T&TEC FAILS TO MEET ONE OF THE OVERALL ELECTRICITY STANDARDS?

T&TEC is required to report on its performance with respect to the Overall Electricity Standards on a quarterly basis. The RIC ensures that a high level of performance is maintained.

WHAT IS THE CUSTOMER'S RESPONSIBILITY?

It is the customer's responsibility to monitor the quality of the service that they receive from T&TEC. They have the right to complain of poor service to T&TEC. If they are not satisfied with the response they have obtained from T&TEC, they have the right to report the matter to the RIC in order that it is resolved between the customer and T&TEC.

Get Involved, Take Charge!

FOR INFORMATION OR TO MAKE A COMPLAINT
CALL TOLL FREE: 800-4RIC (4742)

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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.

RIC APPOINTS SHAMEEL KHAN AS CHIEF FINANCIAL OFFICER

Mr. Shameel Khan was appointed Chief Financial Officer as of June 1st, 2015. Mr. Khan previously served as Chief Financial Officer (Ag) for the Finance Department from February 11th, 2014 to May 31st, 2015.

Shameel Khan is a Chartered Accountant with over 11 years of experience in economic regulation. He is a Fellow of the Chartered Association of Chartered Accountants and also a Certified Regulation Specialist. Mr. Khan started his career in economic regulation when he joined the RIC in 2003 following his move from National Housing Authority (now Housing Development Corporation) and the private sector before. The Board of Commissioners of the Regulated Industries Commission welcomes Mr. Khan and looks forward to his leading the Finance function within the RIC.



Mr. Shameel Khan - Chief Financial Officer

Birthday Club

HAPPY BIRTHDAY
★1 YR★

**RIC BIRTHDAY CLUB
1 YEAR ANNIVERSARY**

The RIC's Birthday Club celebrated its one year anniversary on 12th June, 2015. In honor of this special occasion, staff came together (along with a special guest Jaya) to indulge in a delightful lunch followed by an assortment of dessert cakes and ice cream. After lunch staff was treated to a humorous presentation prepared by Leah Goddard-Pierre – CEO of the Birthday Club. The Training Room was beautifully decorated thanks to the decorating committee (Leah, Sueshel, Roszan, Nicole, Jerusha, Carol and Wendy). It was indeed an afternoon well spent!

The Training Room was beautifully decorated with a Hawaiian theme



- (1) Ms. Nadia John and Ms. Kwylan Jaggassar smiling after a delicious lunch
- (2) Ms. Jerusha Curden and special guest Jaya enjoying the afternoon's activities
- (3) Mr. Daramdeo Maharaj smiling after viewing a presentation prepared by Leah
- (4) Ms. Helen Peru and Mr. Derrick Phillips

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