

REGULATED INDUSTRIES COMMISSION

RICNEWS

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Protecting YOUR Interests



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**REGULATED
INDUSTRIES
COMMISSION**



Protecting YOUR Interests

Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 4th Quarter 2015

Status	Oct '15	Nov '15	Dec '15	Total
Number of complaints received	297	141	114	552
Number of complaints resolved	202	91	72	365
Number of complaints unresolved	95	50	42	187
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	68%	65%	63%	66%
No. of outstanding complaints resolved	112	77	85	274
Total number of complaints resolved	314	168	157	639

**REBATE/COMPENSATION AWARDED
TO CUSTOMERS BETWEEN OCT – DEC 2015**

\$20,028.00

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) • Fax: 624-2027
Website: www.ric.org.tt Email: ricoffice@ric.org.tt

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NEW RICruits



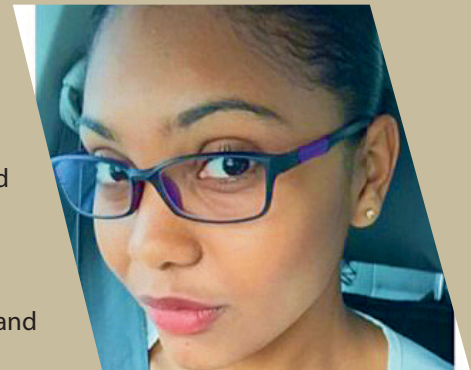
ARIANNE PHILLIP

Arianne was previously employed as a Commercial Analyst - Commercial Evaluation Division at the Ministry of Energy and Energy Industries where she monitored crude oil and natural gas prices; prepared financial analyses, research papers and reports; and assisted with financial modelling, and estimating petroleum taxes and revenues for the energy sector.

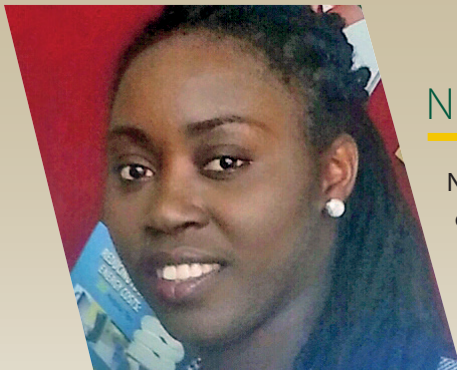
When asked how her experience at the RIC has been thus far this is what she said: *"It has definitely been a positive experience so far. I am embracing all there is to learn about utility regulation and the regulation of the local water & wastewater and electricity sectors, in particular. The staff has been very welcoming and supportive. I look forward to using my abilities to contribute to the development of the RIC."*

SONIA RAGOOPATH

Sonia previously served as a Trade and Research Economist at the Trinidad and Tobago Chamber of Industry and Commerce where her main functions were to examine the economic impacts of various business ventures and provide analysis to the CEO and President of the Chamber as it related to budget financing. She was also actively involved in the Chamber's Diversification and National Budget subcommittees.



When asked how her experience at the RIC has been thus far this is what she said: *"So far, my experience at the RIC has been an edifying one. Even though I am familiar with the economic structure of the economy, the economics of the utility sector is new to me and I look forward to becoming proficient in the field."*



NEHANDA NKRUMAH

Nehanda previously worked at Baker Tilly as an Audit Senior where she conducted external financial audits on organisations in various industries which she saw through from the planning to completion stage. She also conducted Anti-Money Laundering / Combatting the Financing of Terrorism Audits on financial institutions and listed businesses. Before joining the RIC she also worked at the Ministry of Finance.

When asked how her experience at the RIC has been thus far this is what she said: *"The company seems to be a great environment to grow professionally especially within the utility sector. My coworkers are friendly and very knowledgeable and I look forward to working with everyone and making a valuable contribution to the organisation."*

PROTECTING YOUR INTERESTS

FOCUS ON CUSTOMER SERVICE



The RIC's Customer Services Department (CSD) is responsible for investigating complaints made by consumers about their failure to obtain redress from both WASA and T&TEC with respect to rates, billings and unsatisfactory service and facilitates relief where necessary.

The RIC's Customer Services Department receives consumer complaints through a variety of mediums. One such medium is through its Outreach Programmes which are held at Regional Corporations throughout Trinidad and Tobago. The Department also receives complaints via email, telephone, fax, walk-in visits, letters, mail and social media. These complaints are investigated and regular updates are provided to the complainant. The CSD then collates and analyses the data collected through all the mediums on a monthly basis. This analysis gives the RIC some insight into the issues and challenges faced by utility consumers. Below are the annual statistics on type, frequency and resolution rate of consumer complaints submitted to the RIC for the January to December 2015 period.

In 2015, the RIC received 2,331 complaints as shown in **Table 1**, which represented a seven percent (7%) decrease in the number of complaints received when compared with 2014.

TABLE 1: Status of Complaints Received for 2014-2015

Status	Year		% Change
	2014	2015	
Number of complaints brought forward	467	521	12%
Number of complaints received	2390	2231	-7%
Number of complaints withdrawn	20	14	-30%
Number of complaints resolved	2042	1952	-4%
Number of complaints unresolved	328	265	-19%
Resolution rate	86%	88%	2%
No. of outstanding complaints resolved	274	397	45%
Total number of complaints resolved	2316	2349	1%
Total number of complaints outstanding	521	389	-25%

Historically, most of the complaints were resolved in the favour of customers, 2015 was consistent with this trend as 1,893 or 97% of the complaints were resolved in the favour of customers, as indicated in **Figure 1**.

Traditionally, more complaints are reported against WASA and the number of complaints filed against this service provider for 2015 accounted for 1399 or 62.7% of all complaints received as shown in **Figure 2**. However, the CSD recorded a twenty-two percent (22%) decrease in complaints received against WASA when compared to 2014.

FIGURE 1: Status of Complaints Received in 2015

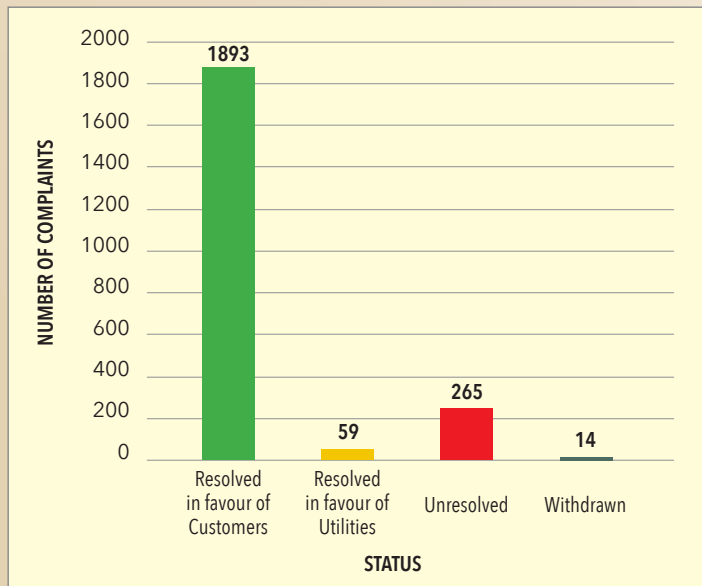
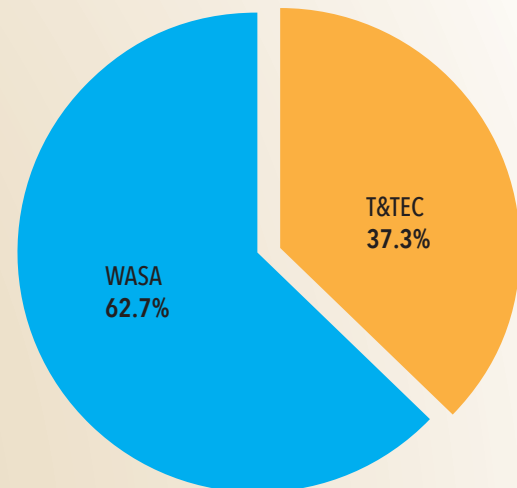
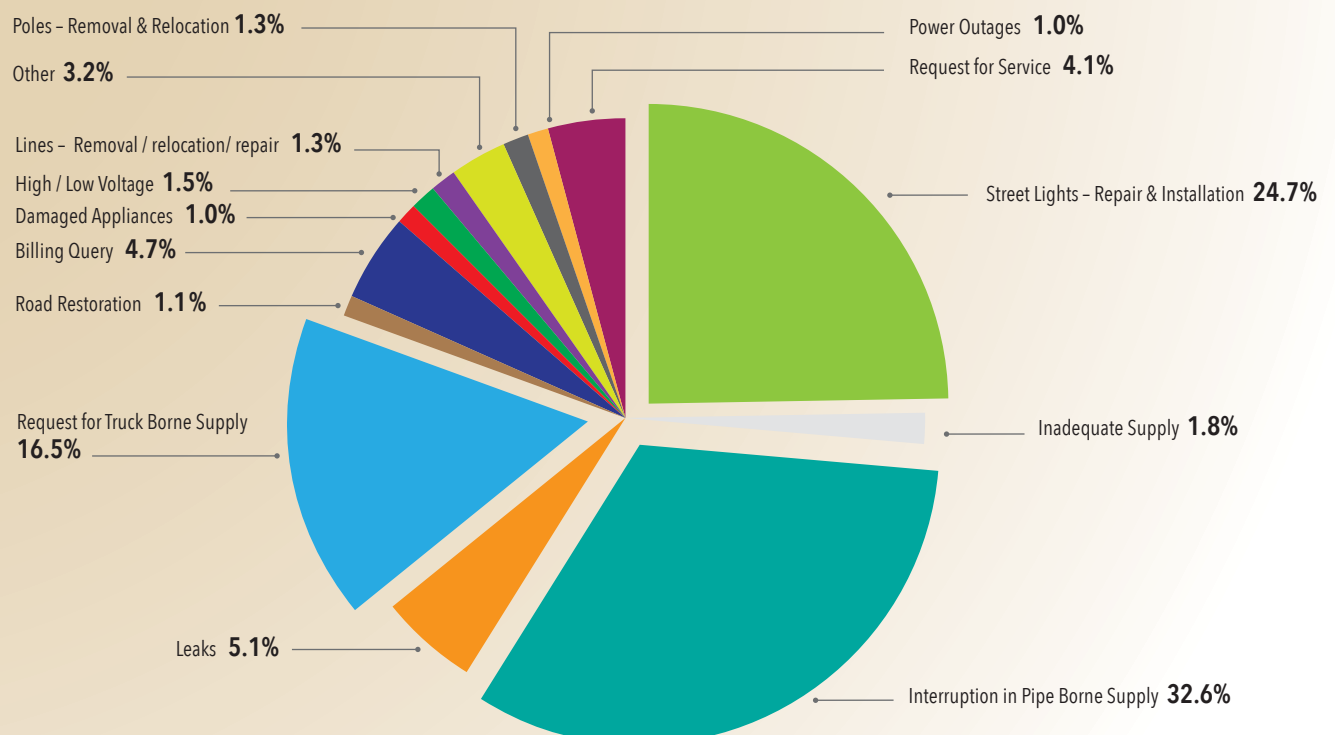


FIGURE 2: Complaints Received in 2015 shown by Service Provider



The categories of complaints that the RIC dealt with in 2015 and their respective percentage distribution in relation to the total number of complaints received in 2015 can be seen in **Figure 3** below:

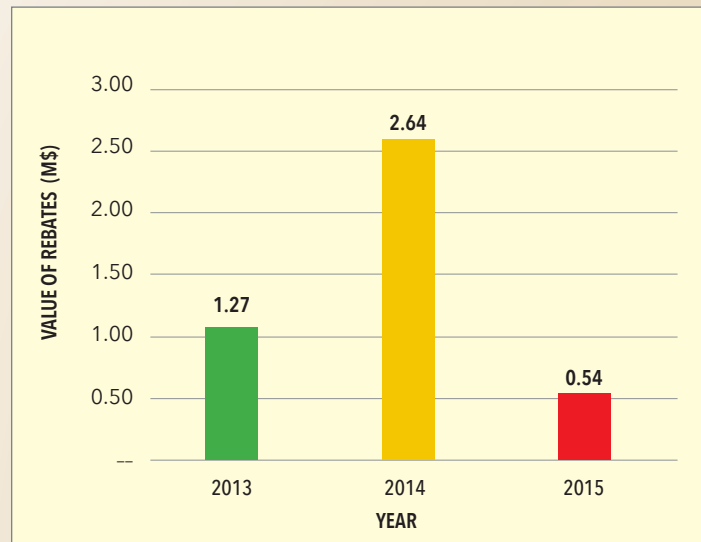
FIGURE 3: Percentage distribution of complaints received in 2015



REBATES/COMPENSATION

Over the last 3 years the RIC has been able to facilitate the resolution of a number of billing queries and claims relating to damage to property amounting to approximately M\$4.4 in total. This is shown in figure 4 below:

FIGURE 4: *Value of rebates/compensation obtained from customers*



STAY INFORMED

The RIC has approved a number of regulatory policies with the aim of improving T&TEC's services to customers. Getting to know and understand these policies would help you make more informed choices and decisions. The documents listed below are available for reading/download on the RIC's website www.ric.org.tt

- **CODES OF PRACTICE** – Guidelines on how to address some key customer related issues.
- **CAPITAL CONTRIBUTION POLICY** – Guidelines on how to charge customers for additional infrastructure.
- **POLICY FOR COMPENSATION** For Damage Due To Fluctuations In Voltage Or Interruptions In Supply Of Electrical Energy; and
- **QUALITY OF SERVICE STANDARDS.**

HOW TO COMPLAIN

The Regulated Industries Commission can only process complaints that have been first filed with the Service Provider as specified in section 53:4 of the RIC Act.

If your Service Provider (WASA or T&TEC) fails to resolve the problem, or if you are not satisfied with the action that the Service Provider has taken, you can contact the RIC for further assistance in resolving your complaint.

You can submit your complaints to the RIC via:



Phone in your complaint
800-4RIC



Email
complaints@ric.org.tt



Submit your complaint letter by mail
1st and 3rd Floors,
Furness House, Corner Wrightson
Road & Independence Square, POS



Submit your letter by fax
624-2027



Visit the RIC's office
1st and 3rd Floors,
Furness House, Corner Wrightson
Road & Independence Square, POS



Messages on the RIC's social media pages
Facebook, Twitter, YouTube

The Customer Services Department 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 the RIC staff in understanding the complaint should be provided.

The RIC will forward its response to your complaint to the Service Provider and then inform you of the action taken to resolve the complaint. The RIC will also keep you up-to-date on the progress of our investigation of your complaint and its resolution.

RIC Christmas Celebrations 2015



The RIC team celebrated its *Annual Christmas Luncheon* on Monday 14th December, 2015 in the beautifully decorated in-house Training Room. Members of staff enjoyed the expertly crafted cuisine by Jaffa chefs. This luncheon was held in order to celebrate the end of another successful year working together at the RIC.

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