



REGULATED INDUSTRIES COMMISSION

RIC NEWS

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RIC at the Tobago Blue Food Festival 2016



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Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC'S COMPLAINTS REPORT FOR 4TH QUARTER 2016

Status	Oct '16	Nov '16	Dec '16	Total
Number of complaints received	328	301	173	802
Number of complaints resolved	148	159	92	399
Number of complaints unresolved	180	142	81	403
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	45%	53%	53%	50%

**REBATE / COMPENSATION AWARDED
TO CUSTOMERS BETWEEN OCT – DEC, 2016**

\$672,397.00

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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Cor. Wrightson Road & Independence Square, Port of Spain. P.O. Box 1001
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14TH ANNUAL OOCUR CONFERENCE

The 14th annual conference of Organization of Caribbean Utility Regulators (OOCUR) was held in Jamaica from October 26th -28th, 2016. The conference was themed Regulation - Creating a Spectrum of Opportunities in the Caribbean and

was hosted by the Office of Utilities Regulation (OUR) of Jamaica. The conference discussed a number of topics relevant to the theme including:

- *Opportunities for Distributed Generation in the Caribbean: Net Billing and Net Metering - Lessons Learned;*
- *The Sustainable Development Goals: Implications for Utility Regulation in the Caribbean;*
- *Emerging Trends in the Telecommunications Industry and the Impact on Regulation for Small Island States;*
- *Regulator's Guide to Electricity Grid Codes – Making Ready for Renewable Energy /Energy Efficiency Initiatives; and*
- *Investment Opportunities in the water and sewerage sector/The Viability of Public Private Partnerships.*

The importance of these issues in addressing both current and future changes to the utility sector in the Caribbean was underscored by special guests, The Honorable Andrew Holness, Prime Minister of Jamaica and Dr. The Honorable Andrew Wheatley, Minister of Science, Energy and Technology.

The RIC was well represented at the annual conference. Two members of the RIC's staff presented papers at the conference; Ms. Leah Goddard-Pierre presented on Feed-in-Tariff Methodologies and Design Options while Mrs. Kwylan Jaggassar's presentation focused on Water Demand Forecasting Methodologies. Commissioners Mr. Clayton Blackman and Dr. Arielle John, along with Executive Director, Mr. Sherman Baksh attended Executive Council meetings over the three days of the conference.

At the Annual General Assembly (AGM) meeting held during the conference, Trinidad and Tobago/ RIC accepted the two year term position of Deputy Chairman of OOCUR and Trinidad and Tobago/RIC has accepted the responsibility of hosting the Organisation of Caribbean Utility Regulators (OOCUR) 15th Annual Conference 2017. The Conference will feature presentations and short papers from regional regulatory bodies on a wide range of subjects under the topic areas of Electricity, Water and Wastewater, Telecommunications & ICT and consumer related matters.



Tobago Blue Food Festival 2016

RIC PUBLIC EDUCATION / CUSTOMER ENGAGEMENT PROGRAMME

The Regulated Industries Commission in an effort to strengthen its relationship with utility consumers in Tobago, and to ensure that these consumers are receiving a high quality of utility services, recently participated in the Tobago Blue Food Festival which was held on Sunday 16th October 2016, at the Bloody Bay Recreation Ground, Tobago. The RIC managed a promotional booth at the festival as part of its Public Education/Customer Engagement Programme for 2016.



The Tobago Blue Food Festival is an annual, highly anticipated Tobago culinary event which is a major Tobago House of Assembly (THA) initiative and the RIC's participation in this event was done in collaboration THA Division of Tourism and Transportation. The festival attracts a wide cross-section of individuals from a variety of communities in Tobago as well as Trinidad and attendance boasted in the thousands.

The RIC staff interacted with many of the attendees at the festival, and got an opportunity to have some active discussions with the Tobago public about the role and functions of the RIC and how the RIC can better serve the needs of utility customers in Tobago. The RIC's team also provided attendees with informational brochures and

The RIC's participation in the Blue Food Festival allowed the organization to achieve several key objectives of its Public Education/Customer Engagement Programme for 2016. This included;

- Enhanced visibility of the RIC in Tobago
- Increased public awareness of the RIC in Tobago
- Extended the reach of the RIC and foster goodwill among Tobago stakeholders;
- Promote the work of the RIC to the Tobago population;
- Development of communication links with Tobago consumers;
- Increased Tobago consumer complaints and complaints redress





An RIC representative engaging with patrons at the Blue Food Festival

literature on how to access the services of the RIC, how to conserve water and electricity, useful tips on calculating your electricity bill and frequently asked questions on utility regulation in Trinidad and Tobago. It was conservatively estimated that the RIC's team was able to interact with more than 500 persons in attendance at the Tobago Blue Food Festival. Specific emphasis was placed on sharing information about the role, responsibilities of the RIC and specifically the service available to utility consumers for complaints redress.

Attendees at the event also had the opportunity to lodge complaints with the RIC with reference to their service providers, WASA and T&TEC and have their questions answered by a Customer Service Officer of the RIC.



A cross section of attendees visiting the RIC's booth at the Tobago Blue Food Festival 2016

It is the hope of the RIC that coming out of its participation in the Tobago Blue Food Festival that the organization will have a greater understanding of the needs and issues of the Tobago utility consumer, how to reach them and what are the best mediums of communication as it relates to them.





RIC STAFF TRAINING

REGULATION OF THE ELECTRICITY SECTOR IN DEVELOPING COUNTRIES

Online training has allowed many RIC employees to have increased access to a range of international training materials and has become a key component of the RIC's training schedule. Four members of staff recently had the opportunity to expand their knowledge in the regulatory field with a noteworthy online course.

Utility Accountants, Jerusha Curden and Nehanda Nkrumah, Sonia Ragoopath, Tariff Analyst and Arianne Phillips, Compliance Analyst were selected to take part in the online training program offered by IP3 in Regulation of the Electricity Sector in Developing Countries. The duration of the training session was six weeks from September 07- October 28, 2016 and was facilitated by Mr. David Jankofsky who is an International Regulatory Consultant, specializing in the economic regulation of utilities in developing countries.

The course outline contained the following:

- i. The fundamental steps to electric sector reform in developing countries
- ii. A thorough understanding of the architecture of the electric industry in developing countries
- iii. An analysis of the differences in the financial structure of electric utilities in developing countries compared to developed economies
- iv. An analysis of the special problems of regulating State-Owned electric utilities
- v. Understanding how unbundling is a precondition to electricity sector reform
- vi. The introduction of competition in generation
- vii. An understanding of the current and future issues that are shaping and will continue to shape the electricity sector
- viii. Through cases studies, successes and failures in developing country electric sector reform
- ix. An individual investigation (guided by the Instructor) of the participant's home country
- x. Participate in online group discussions with participants and experts from around the globe
- xi. To create opportunities, through the online environment, for participants to meet and communicate with experts and peers from around the world who are working on similar or the same issues; and
- xii. To help participants apply what they learn each week through the development of a comprehensive, Instructor-guided Individual Investigation.

The following are some of the outcomes/benefits that attendees gained as a result of attending the course:

- i. An improved understanding of the various aspects of the electrical sector in developing countries,
- ii. Insight on various approaches based on case studies used by different countries
- iii. Understanding in potential options which can be explored as a regulator
- iv. As a result of the individual investigations which was required, significant individual learning and analysis was obtained of the local industry
- v. Confidence in technical knowledge improved along with the developments within the industry.

The training was well received by the RIC attendees and a greater understanding of what is required of regulators for the electrical industry for developing countries was obtained. The attendees indicated that there has been an improved sense of understanding of what is required as a regulator and recent developments in the industry.

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 Service 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 Annual Christmas Luncheon and Staff Long Service Awards 2016

The Regulated Industries Commission hosted its Annual Christmas Luncheon and Staff Long Service Awards on Friday 9th December, 2016 at The Asian Buffet Restaurant, Trincity Mall. The function was held to celebrate the end of another successful year working together at the Regulated Industries Commission and also to honour some exemplary individuals who have given 10 years and 15 years of dedicated service to the RIC.

RIC Chairman Dr. Hyacinth Guy presents a Long Service Award to Ms. Helen Peru for 15 years of service to the RIC



RIC Chairman Dr. Hyacinth Guy presents a Long Service Award to Mr. Connel Mottley for 10 years of service to the RIC



RIC Chairman Dr. Hyacinth Guy presents a Long Service Award to Mr. Martin Haynes for 15 years of service to the RIC



RIC Chairman Dr. Hyacinth Guy presents a Long Service Award to Mr. Daramdeo Maharaj for 15 years of service to the RIC



RIC Chairman Dr. Hyacinth Guy presents a Long Service Award to Ms. Karleen Mangru for 10 years of service to the RIC

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