

# Are you dissatisfied with the quality of T&TEC's service?

## **YOU CAN DO SOMETHING ABOUT IT.**

*If you have a complaint about your electricity service, it is in your interest to file a written complaint with T&TEC.* It's up to you to monitor and ensure that T&TEC complies with the **Quality of Service Standards** and that T&TEC is held accountable for any breaches of these standards.

**Get Involved, Take Charge.**

**CALL:**  
**800-4RIC**

REGULATED  
INDUSTRIES  
COMMISSION



Contact T&TEC's Trouble Report Section at your District Office or visit the nearest Customer Service Centre.

Protecting *YOUR* Interests

[www.ric.org.tt](http://www.ric.org.tt)

# Do you experience low/high voltage in your area?

## **HAVE YOU MADE A COMPLAINT?**

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# Have you recently experienced a power outage?

***Did T&TEC respond within 24 hours and was the problem rectified within 15 working days?***

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Is your bill mailed to you within 10 working days after your meter has been read or estimated?

**HAVE YOU BEEN PAYING ATTENTION?**

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Do you have to wait for more than 5 working days to receive a response from T&TEC after you have submitted a written query or request for service?

## **KNOWLEDGE IS POWER**

*T&TEC has clear procedures for dealing with complaints and you should follow as far as possible. However, T&TEC is required to complete their investigations and communicate their final position to you within a 15 working day period after your query. If a third party is involved, the same process should be completed within 30 working days.*

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Do you know that if your electricity supply is not restored within 12 hours after an unplanned outage that you are entitled to a rebate on your bill?

**KNOWLEDGE IS POWER**

***It's up to you to monitor and ensure that T&TEC is in full compliance with the Quality of Service Standards and that they are held accountable for any breaches of these standard.*** Remember you may be entitled to compensatory payments if the service provider fails to provide the level of service specified in the standards.

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Do you get three days advance notice of planned outages in your area?

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Is T&TEC in the habit of breaking appointments that they have made with you the customer?

***IS THAT ACCEPTABLE?***

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Have you made a formal claim to T&TEC to be compensated for an appliance or plant equipment damaged as a result of voltage fluctuation or a power outage?

**HAVE YOU BEEN FOLLOWING UP ON YOUR COMPLAINT?**

**According to the service standards, T&TEC is required to complete their investigations, determine liability and issue payment within 35 working days upon receiving your claim.** It's up to you to monitor and ensure that **T&TEC** complies with the **Quality of Service Standards** and that T&TEC is held accountable for any breaches of these standards.

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When T&TEC breaches a quality of service standard, do you know that you may be entitled to compensation?

**HAVE YOU CLAIMED OR REPORTED THE INCIDENT TO THEM?**

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