



REGULATED INDUSTRIES COMMISSION

RIC NEWS

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RIC Health and Safety Committee

From left: Rishi Maharaj (Chairman), Kwylan Jaggassar, Roszan Maharaj, Nadia John, Darcel Silva, Martin Haynes, Savatri Baldeo, Shameel Khan and Driselle Ramjohn. Missing: Helen Peru, Connel Mottley (Secretary), Karleen Mangru and Daramdeo Maharaj.

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REGULATED
INDUSTRIES
COMMISSION 

Protecting YOUR Interests

Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 3rd Quarter 2013

Status	July '13	Aug '13	Sep '13	Total
Number of complaints received	167	145	181	493
Number of complaints resolved	79	79	101	259
Number of complaints unresolved	88	66	80	234
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	47%	54%	56%	53%
No. of outstanding complaints resolved	127	78	91	296
Total number of complaints resolved	206	157	192	555

REBATE/COMPENSATION AWARDED TO CUSTOMERS BETWEEN JULY-SEPT 2013

\$527, 072.00

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



Protecting YOUR Interests

CUSTOMER OUTREACH



The RIC's Customer Service Department visits Regional Corporations throughout the country every month from 10:00 am to 2:00 pm to take complaints from WASA and T&TEC Customers and to assist customers in obtaining redress from the Service Providers.

The RIC's Customer Service Officers are usually stationed at the Regional Corporation's Office except in Tobago where they are stationed at the Office of the Ombudsman in the Caribana Building, Bacolet Street, Scarborough.

If you are interested in accessing these Services:



Make copies of bills, documents etc.



Take meter readings, particularly if your complaint concerns your billing supply, make a note of the date the readings were taken;



Make notes of who you have spoken to, or written to and when, so that you can refer to them; and



Keep copies of correspondence sent to you by your Service Provider so that you can refer to them

Filing a Complaint:

To file a complaint with RIC against a Service Provider with whom you have an unresolved complaint, you can also...

- ✓ **Complete and submit** the on-line Complaint Form. The form can be obtained from the RIC's website www.ric.org.tt
- ✓ **Phone in your complaint** using the RIC's Toll Free 800-4RIC
- ✓ **Submit your letter by mail to:**
The Regulated Industries Commission
Customer Service Department
1st & 3rd Floors, Furness House
Cor. Wrightson Road and Independence Square,
Port of Spain
- ✓ **Submit your letter by Fax** to 624-2027, or
- ✓ **Visit** the RIC's Office.

SCHEDULE OF OUTREACH PROGRAMME FOR THE CUSTOMER SERVICES DEPARTMENT

MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC
OP Penal/Debe Regional Corporation	OP Princes Town Regional Corporation	OP Arima Borough Corporation	OP Myaro/Rio Regional Corporation	OP Couva/Tabaquite/Talparo Regional Corporation	OP Sangre Grande Regional Corporation	OP Point Fortin Borough Corporation	
	OP Tobago		OP Tobago		OP Tobago		

* OP scheduled for 3rd Thursday bi-monthly at OMB Tobago Office.

Port of Spain City Corporation, Diego Martin Regional Corporation, San Juan/Laventille Regional Corporation & Tunapuna/Piarco Regional Corporation not included in the CSD's Outreach Programme due to accessibility to the RIC's office.

Remember, the RIC is here to protect your interests!

RIC FOCUS: **HEALTH AND SAFETY**

*HEALTH AND SAFETY IN THE WORKPLACE
IS A TOP PRIORITY FOR THE RIC ...*

*RIC Health and Safety Committee member, Roszan Maharaj
practices performing CPR on colleague, Martin Haynes.*



The organisation has a fully functional Health and Safety Committee which has been charged with the responsibility of coordinating and administering all the Health and Safety activities at the RIC.

The Committee is also responsible for ensuring that the RIC is in full compliance with all the regulations outlined in the Trinidad and Tobago Occupational Health and Safety Act. The members of the Committee include employee representatives from the different departments within the RIC.

Chairman of the RIC Health and Safety Committee, Rishi Maharaj, who holds the post of Assistant Executive Director - Economics and Research, explained "The work of the RIC's Health and Safety Committee over the last year was undertaken in earnest by all members, in the interest of improving the general working environment. The H&S Committee immediately set out to work on resolving outstanding matters and successfully completed all seventeen operations-oriented action items that were brought to its attention during the last year. Addressing policy issues was more challenging but the Committee performed creditably by completing eleven out of twenty-one or 52 per cent of the policy-oriented tasks during the year."

The Chairman added that the outstanding work of the Health and Safety Committee will be

continued in the upcoming year. However, he stated that he is satisfied that the working environment within the RIC has been improved over the last year in a manner that is compliant with the OSH Act and also in keeping with the general standard of care that is expected of a responsible employer.

The RIC Health and Safety Committee meets once a month. All matters affecting the workforce with respect to Health and Safety are discussed with the employee representatives.

Items discussed usually include:

- statistics on accident records, ill health, sickness absence;
- accident investigations and subsequent action;
- inspections of the workplace by enforcing authorities, management or employee health and safety representatives;
- risk assessments;
- health and safety training;
- emergency procedures; and

- changes in the workplace affecting the health, safety and welfare of employees.

Staff Training

One of the major responsibilities of the Health and Safety Committee includes training its members, as well as all members of staff in Health and Safety procedures.

The RIC recently concluded two training sessions – one on **First Aid** and the other on **Fire Safety and Fire Extinguisher Use**.

The **Standard First Aid & Adult/Child CPR & AED** and **Infant CPR Training** was held on the 6th May, 2013 and was conducted by Mr. Imtiaz Ali of Training & Logistics Limited. This training was held for the members of the Health and Safety Committee in order to equip the Emergency Coordinators, First Aid/Fire Wardens and Work Area Representatives with the skills required to render first aid and CPR in the event of an emergency.

Participants received National Safety Council (NSC, USA) CPR Course Certificates and wallet IDs valid for 3 years from the date of the training.

The **Fire Safety Training** and **Fire Extinguisher Use Demonstration** was held on the 18th June, 2013 and was conducted by Fire Officers Hunte and Pope of the Trinidad and Tobago Fire Service's Fire Prevention Section. This training was held for all members of staff where they were taught the classification of fires; the definition of a fire hazard; and the use of a fire extinguisher to combat small fires.

The Committee also has other training sessions scheduled for the upcoming months.

RIC Safety and Health Policy Statement

"The Regulated Industries Commission (RIC) considers the safety and welfare of its employees at work, as an important facet of its operations.

We believe a safe and healthy working environment for our employees will impact positively on the morale and productivity of our staff; and the efficiency and service of the institution.

In this regard, it is the policy of the RIC, to ensure that all our workers are employed in workplaces where hazards are minimized and controlled, and where conditions are safe and healthy and in accordance with the provisions of the Occupational Safety and Health Act 2004.

We therefore wish to encourage all our workers, the general public, visitors, contract workers and all other persons who work within or use our facilities, to respect our efforts to maintain a safe workplace by obeying all safety signs, rules and guidelines employed in our institution, in the interest of safety." ■



RIC Fire Warden Kwylan Jaggassar examines the organisation's Emergency Exit Map during the Fire Extinguisher Use training.

REGULATED INDUSTRIES COMMISSION



Protecting *YOUR* Interests

The **REGULATED INDUSTRIES COMMISSION (RIC)** is the statutory body that regulates the Water, Wastewater and Electricity sectors and is responsible for protecting consumer interests while at the same time ensuring that service providers have adequate resources to provide the highest quality of service to all customers.

The Service Providers that fall under the purview of the RIC are WASA, T&TEC, Trinity Power and PowerGen.



KEY FUNCTIONS OF THE RIC:

- ◆ *Set price limits* so that Service Providers can finance necessary investments;
- ◆ *Ensure that tariffs* are fair and non-discriminatory;
- ◆ *Monitor* the Service Providers' performance and efficiency and take action, where necessary, to protect consumer interests;
- ◆ *Set and enforce* standards of service for the utilities; and
- ◆ *Handle* complaints and *settle* disagreements where possible when consumers cannot get redress from Service Providers.

**RIC'S
SERVICES**

Consumers
Can
Access

Telephone: 800-4RIC (4742) – Toll Free or
627-0503/ 627-7820 / 625-5384
Fax: 624-2027
Email: complaints@ric.org.tt; comments@ric.org.tt
Website: www.ric.org.tt
Post: P.O. Box 1001
Address: 1st & 3rd Floors, Furness House
Cor. Wrightson Road & Independence Square, Port-of-Spain.

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WATER AND ELECTRICITY CONSERVATION TIPS



- **Leaking faucets and toilets** can result in the wastage of thousands of gallons of water monthly, and they are inexpensive to fix. A few small changes in your water use habits can make a huge difference in water savings.
- **Don't waste water** when brushing your teeth or washing your hands. Shut off the water until it's time to rinse.
- **Use cold water** as often as possible to save energy and conserve hot water for uses that cold water cannot serve.
- **Use your water efficiently.** Don't waste water by cleaning patios or sidewalks with it; use a broom. For

plants that need more water, use a hose or watering can to give them additional water.

- **Repair all leaky faucets.** A leaky faucet can waste 100 gallons a day.
- **Look** for the blue and white Energy Star® label on compact fluorescent light bulbs (CFL) or light-emitting diode (LED) bulbs. They use up to 75 percent less energy than standard incandescent bulbs.
- **Hang your laundry** for air drying to save energy, reduce wrinkles, eliminate static cling and reduce wear on your clothes. Air drying takes even less time now with high-efficiency washers.

- **Use computer and game console** power management features. Factory default settings are not always the most efficient – so check settings and adjust if needed.

Turn off your computer or game when finished to save even more.

- **Unplug electronic devices** that you're not using – especially when you go on vacation. When you return, plug in items only as you need them.
- **Use power strips** to switch off televisions, home theater equipment, and stereos when you're not using them. Even when you think these products are off, together, their "standby" consumption can be equivalent to that of a 75 or 100 watt light bulb running continuously. ■

Water and Electricity Conservation WORD SEARCH

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

WATER
 ELECTRICITY
 CONSERVE
 SOLAR
 POWER
 RATES
 REGULATION
 DRINK
 TAP
 INCANDESCENT
 LIGHT
 EQUIPMENT
 VOLTAGE
 OUTAGE
 COMPLAINTS
 REDUCE
 UTILITIES

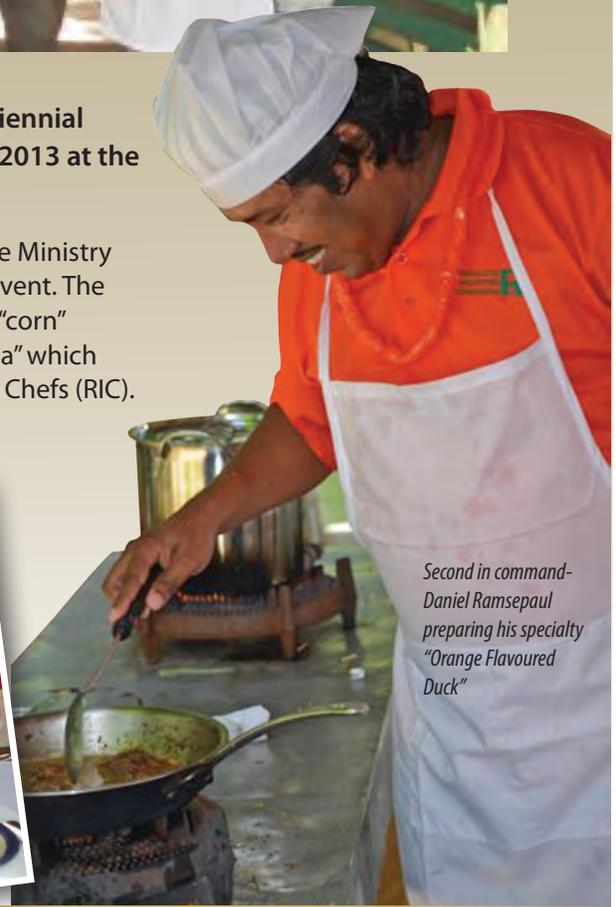


The Regulated Iron Chefs pose for a group shot.

**MPU
COOK
OUT!**

The Ministry of Public Utilities hosted its 2nd Biennial "Cookout and Family Day" on Sunday 23 June, 2013 at the Valencia Eco Resort, Cumaca Road, Valencia.

The RIC was among several organisations under the Ministry of Public Utilities which participated in this year's event. The cooking competition featured a special ingredient "corn" which prompted the RIC's presentation "Cornucopia" which showcased the culinary skills of the Regulated Iron Chefs (RIC).



Second in command- Daniel Ramsepaul preparing his specialty "Orange Flavoured Duck"



(Top) For dessert: Fruit kebabs and Cassava Pone with coffee flavoured syrup.

(Right) Head chef- Sugrim Mungal displays the main dish "A-Maize-ing Duck".



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