

REGULATED INDUSTRIES COMMISSION

RICNEWS

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20 Water Conservation Tips

USING WATER WISELY

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INDUSTRIES
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*Protecting **YOUR** Interests*

Quarterly Complaints Report

Consumer Complaints Get Resolved

RIC's Complaints Report for 2nd Quarter 2014

Status	Apr '14	May '14	Jun '14	Total
Number of complaints received	246	308	208	762
Number of complaints resolved	163	159	80	402
Number of complaints unresolved	83	149	128	360
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	66.3%	51.6%	38.5%	53%
No. of outstanding complaints resolved	79	84	102	265
Total number of complaints resolved	242	243	182	667

**REBATE/COMPENSATION AWARDED TO
CUSTOMERS BETWEEN APRIL – JUNE 2014**

\$53,070.00

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.

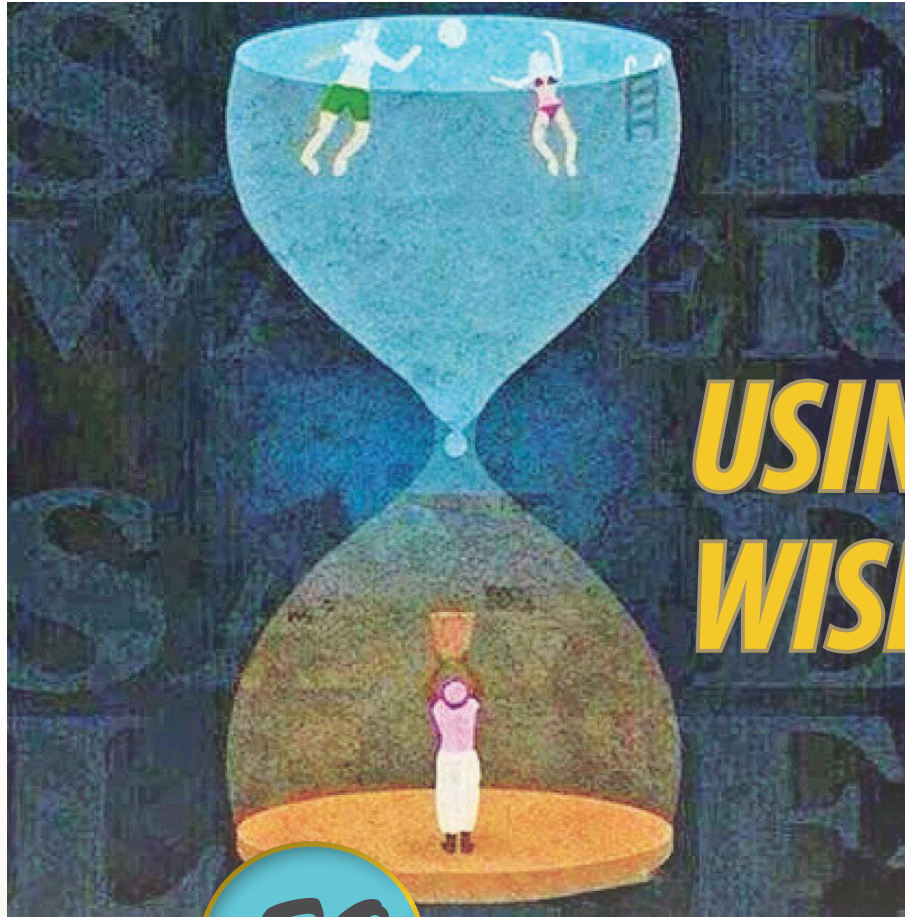
If you have a complaint, you must first make contact with the service providers (i.e. WASA and T&TEC) and give them the opportunity to resolve the problem

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Protecting YOUR Interests



USING WATER WISELY

20

Water Conservation Tips

Recent reports from the Water and Sewerage Authority (WASA) indicated that the Authority's overall water supply position continued to be adversely affected by 'below normal' rainfall conditions for the past few months. This 'below normal' rainfall also extended into the month of June – which traditionally signals the onset of the Rainy Season.

The Authority therefore had cause to review its Water Management Plan and for the month of June a revised water supply schedule went into effect for parts of Trinidad.

Water scarcity already affects every continent. Around 1.2 billion people, or almost one-fifth of the world's population, live in areas of physical scarcity, and another 500 million people are approaching this situation. Another 1.6 billion people, or almost one quarter of the world's population, face

economic water shortage (where countries lack the necessary infrastructure to take water from rivers and aquifers).

According to the United Nations, water use has grown at more than twice the rate of population increase in the last century. By 2025, an estimated 1.8 billion people will live in areas plagued by water scarcity, with two-thirds of the world's population living in water-stressed regions as a result of use, growth, and climate change. The challenge we face now is how to effectively conserve, manage, and distribute the water we have.

In light of these local and global occurrences it has become increasingly more important to use water wisely

On the following page are some tips that can reduce your demand for water on a daily basis.

(continued)



1. One drip every second adds up to five gallons per day! Check your faucets and showerheads for leaks.
2. Time your shower to keep it under 5 minutes. You'll save up to 1,000 gallons per month.



3. Collect the water you use while rinsing fruit and vegetables. Use it to water house plants.
4. Turn off the water while you brush your teeth and save up to 4 gallons a minute. That's up to 200 gallons a week for a family of four.
5. Plug the sink instead of running the water to rinse your razor and save up to 300 gallons a month.

6. Use a rain barrel to harvest rainwater from gutters for watering gardens and landscapes.

7. Install water-saving shower heads and low-flow faucet aerators.

8. Run your washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.



9. Wash vehicles as needed rather than on a schedule. Stretch out the time in between washes.
10. Use a bucket instead of a hose to wash your car.



11. Use a broom instead of a hose to clean patios, sidewalks and driveways, and save water every time.

12. Teach children to turn off faucets tightly after each use.

13. Drop tissues in the trash instead of flushing them and save water every time.

14. Designate one glass for your drinking water each day, or refill a water bottle. This will cut down on the number of glasses to wash.

15. Soak pots and pans instead of letting the water run while you scrape them clean.

16. If you accidentally drop ice cubes, don't throw them in the sink. Drop them in a house plant instead.

17. When buying new appliances, consider those that offer cycle and load size adjustments. They are more water and energy efficient.



18. Avoid the purchase of recreational water toys which require a constant stream of water.
19. Defrost frozen food in the refrigerator instead of under running water.
20. Cook food in as little water as possible. This also helps it retain more nutrients.

WATER SECTOR SITE VISITS IN 2014

As part of its mandate the RIC continuously reviews the activities of various entities within the sectors under its purview. In early 2014, the RIC requested the assistance of the Water and Sewage Authority of Trinidad and Tobago (WASA) in arranging site visits to the Seven Seas Desalination Plant in Point Fortin and the Desalcott Plant in Point Lisas, as both entities are contracted to provide potable water to the Authority for distribution. Nine members of the RIC's technical staff participated in these visits, which took place in March and June 2014 respectively.

The objectives of the site visits included becoming better acquainted with the various stages in the desalination process, gaining an appreciation of the scope and size of operations of each plant and understanding the impact of the respective plants' output on the distribution of potable water by the WASA.



Five members of the RIC technical staff (from L to R: Leah Goddard-Pierre, Sugrim Mungal, Jenelle Crosby, Rishi Maharaj and Connel Mottley) and two WASA representatives (L to R - Darren Gazee and Amrish Maharaj) at the Desalcott plant. In the background are the Reverse Osmosis tubes arranged in a stacked formation.

The water treatment processes at both plants were very similar and can be separated into sequential stages, as follows:

- Intake;
- Flocculation and Sedimentation;
- Media Filtration;
- Cartridge Filtration;
- Reverse Osmosis; and
- Re-mineralization, Storage and Output to WASA's distribution mains.

Both plants have highly automated operations control systems in place, which allow for the control of most of the plant's processes and equipment from the control room.

From the total sea water intake, approximately 50% becomes potable water and 50% returned to the sea as highly filtered, highly saline water. Routine tests have been conducted surrounding the outfall and to date, there is no indication of any negative environmental impact as a result of this practice.

As the intake for both plants is in the Gulf of Paria, they have experienced some challenges with the raw water quality due to the presence of high amounts of algae and sedimentation during tidal and seasonal changes.

(continued)

In terms of production, the Desalcott plant currently produces 30 million imperial gallons of water per day (MIGD) and this is expected to increase to 40 MIGD, once the expansion is completed later this year. The Seven Seas plant currently produces 4.5MIGD with the capability to increase this capacity within a short timeframe if required by WASA to do so, based on the modular plant design.

The visit to both Seven Seas Desalination plant in Point Fortin and Desalcott's plant in Point Lisas was indeed engaging as

it provided a first-hand view of plant design, desalination operational processes and more importantly, the opportunity to speak with senior officials at both plants.

The RIC would like to thank officials at WASA for making the necessary arrangements and also to thank the Management and staff at Desalcott and Seven Seas Corporation for facilitating these visits.



Five members of the RIC technical staff (from L to R: Kwylan Jagassar, Derrick Phillips, Rishi Maharaj, Shameel Khan, Mohan Chadee) and two representatives of Seven Seas Ltd (John Puig and David Starman). In the background are several Reverse Osmosis "modules", which are shipping containers that have been internally configured with functional Reverse Osmosis tubes.

SCHEDULE OF OUTREACH PROGRAMME FOR THE CUSTOMER SERVICES DEPARTMENT FOR 2014

FEB	MAR	APRIL	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
OP Penal/Debe Regional Corporation	OP Siparia Regional Corporation	OP Chaguanas Borough Corporation	OP San Fernando City Corporation	OP Point Fortin Regional Corporation	OP Princes Town Regional Corporation	OP Arima Borough Corporation	OP Mayaro/Rio Regional Corporation	OP Couva/Tabaquite/Talparo Regional Corporation	OP Sangre Grande Regional Corporation	N/A
*OP Tobago		*OP Tobago			*OP Tobago			*OP Tobago		

*OP scheduled for Tobago quarterly

10 Corporations selected to conduct the CSD's Outreach Programme. Port of Spain City Corporation, Diego Martin Regional Corporation, San Juan/Laventille Regional Corporation & Tunapuna/Piarco Regional Corporation not included due to easy access to the RIC's office.

Remember, the RIC is here to protect your interests!



WATER CONSERVATION WORD SLEUTH



"IT'S A NEW DESIGN TO SAVE WATER."

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

conserve
crisis
drop
earth
faucet
freshwater
leakage
leaks
limited
pipes
protect
rainfall
resource
scarce
water

MPU'S SPORTS AND FAMILY DAY

The Ministry of Public Utilities hosted its Biennial Sports and Family Day on Saturday June 28th, 2014 at the Marvin Lee Stadium, Macoya.

The RIC was among several agencies under the Ministry of Public Utilities which participated in this year's event. The Sports and Family Day included a March Past, traditional races and a few unconventional fun activities. The theme for this year's March Past was Soca/Calypso icons and Team RIC (named Blue Nation) represented Super Blue in our presentation.

(Right) RIC's flagman proudly displays the 'Blue Nation' flag.



RIC forward march!



RIC team in action

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