

REGULATED INDUSTRIES COMMISSION

# RIC NEWS

October – December, 2014

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## SAFETY FIRST!

Some members of staff of the RIC who participated in the Defensive Driving training (DDC 4) which took place in December 2014 with DCC-4 Instructors Mr. Imtiaz Ali and Mr. Alvin Gonzales (standing on the extreme left and right of the group, respectively).



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# Quarterly Complaints Report

## Consumer Complaints Get Resolved

### RIC's Complaints Report for 4th Quarter 2014

Status	Oct '14	Nov '14	Dec '14	Total
Number of complaints received	189	242	180	611
Number of complaints resolved	75	130	97	302
Number of complaints unresolved	114	112	83	309
Number of complaints withdrawn	0	0	0	0
Resolution rate for complaints received	39.7%	53.7%	53.9%	49.4%
No. of outstanding complaints resolved	148	66	178	392
Total number of complaints resolved	223	196	275	694

**REBATE/COMPENSATION AWARDED TO  
CUSTOMERS BETWEEN OCT – DEC 2014**

**\$519,481.00**

### *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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## POLICY STATEMENT

The Regulated Industries Commission (RIC) is the economic regulator for water and electricity utility services in Trinidad and Tobago. It is the policy of the RIC that the health, safety and security of our employees, contractors and all users of our facilities are of primary importance at all times. We believe that the morale and productivity of our employees; and the efficiency of operations will be best served by our adherence to the following objectives:

- *The provision of safe places of work and healthy working conditions for our employees, contractors and users of our facilities;*
- *Conformance with the laws and regulations governing occupational health, safety and the environment;*
- *The identification and evaluation of all work related health and safety risks;*
- *The mitigation of these risks through the development, implementation and review of health and safety policies, systems and procedures; and*
- *The provision of information, instruction, training and equipment to employees in order to promote safe work practices and a high degree of awareness of the relevant health, safety and environmental concerns.*

We acknowledge our responsibility to establish, implement and maintain a Health and Safety Management System that ensures compliance with the requirements of this policy and all applicable laws and regulations. We, therefore, wish to encourage all our staff, the general public, visitors, contractors 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.



# HEALTH & SAFETY ACTIVITIES 2014



*RIC staff attends Mental Health Session facilitated by the North West Regional Health Authority.*

In 2014, the Regulated Industries Commission's Health and Safety Committee continued to work towards ensuring that the RIC was compliant with the provisions of the Occupational Safety and Health Act (2004) (OSH Act) and also that staff was trained in different aspects of Health and Safety (H&S) throughout the year. A Gap Analysis of the status of the RIC's shortcomings with respect to H&S was done by an independent consultant in November 2013 and this report served as a guide for setting the Committee's agenda in 2014, as action was taken to address the issues presented within the report.

Under the direction of the Committee, the RIC commissioned the drafting of a number of H&S documents in 2014. The following H&S documents would thus formally articulate the informal H&S processes practiced internally, thereby, demonstrating the organization's commitment to satisfying the H&S requirements of the OSH Act in the workplace:

- The RIC's Health and Safety Policy Statement – (approved);
- Terms of Reference for the Committee – (approved);
- H&S Training Matrix – (Draft completed);
- Emergency Response Plan – (Draft under review); and
- Safety and Health Management Manual – (Draft under review).

In addition to the gap analysis, a risk assessment of the workplace was also conducted during 2014 which served to further guide the RIC's response to treating with H&S issues. Some of the noteworthy health and safety achievements for 2014 were as follows:



- Indoor air-quality testing was conducted and the findings indicated that the air-quality was within the ranges of the specified parameters,
- Provision of ergonomic chairs for members of staff with musculoskeletal issues,
- Provision of ergonomic keyboard trays to alleviate symptoms of musculoskeletal issues,
- Provision of safety boots to all technical staff for use on site-visits, and
- Working along with CARICRIS and the landlord of the building to ensure that there is an alternate exit on the third floor to be used in the event of an emergency. The work on this emergency exit is expected to be completed in January 2015.

The training and educating of staff to recognize and respond to health and safety issues are of high importance to the RIC. The purpose of the H&S Training Matrix is to outline the H&S training that is necessary for staff to perform their H&S duties to the best of their ability. Also, operationalization of the approved H&S policies depends heavily on staff members' knowledge and exposure to H&S best-practices. In 2014, the RIC ensured that several members of the Committee attended one-day seminars in OSH including discussions on the Right-to-Refuse work and Managing H&S Committees. The Chair of the Committee successfully completed the Institution of Occupational Safety and Health's (IOSH) Managing Safety Programme. Also, a Mental Health lecture and interactive programme was delivered by staff of the North-West Regional Health Authority, and an OSH Act Awareness lecture was delivered by staff of the Occupational Safety and Health Agency. Finally, almost all of RIC's technical staff were exposed to Defensive Driving training and obtained certificates from the National Safety Council (USA).

In 2015, the Committee anticipates that work on the outstanding draft H&S documentation will be completed and approval would be obtained from the Board. The continuation of H&S training for staff is expected in 2015, in accordance with the H&S Training Matrix. Some of the programmes to be recommended are Accident Investigation, Risk Assessment, OSH Act Awareness and Basic Safety training.



*OSH Inspector II, Dr. Rosalie Holder (standing) discusses with RIC staff, the relevance of health and safety in the regulation of utilities.*



ORGANISATION OF CARIBBEAN  
UTILITY REGULATORS

## CONFERENCE 2014



(Left to right):  
Mr. Rishi Maharaj, Mr. Sugrim Mungal,  
Ms. Leah Goddard-Pierre and Mr. Derrick  
Phillips all presented papers at the 2014  
OOCUR Conference.

The 12th Annual Conference of Organisation of Caribbean Utility Regulators (OOCUR) was held in Dominica from November 19th-21st, 2014. The theme of the conference was focused on *"Regulating Utilities in a Changing Environment"* and was hosted by the Independent Regulatory Commission (IRC) of Dominica. The papers presented addressed several themes including:

- Impact of regulatory lag on the regulator and utility;
- Corporate governance & state-owned utilities;
- Impact of water supply scheduling;
- Carbon accounting in the electricity sector;
- Challenges of introducing electricity wheeling in small economies;
- Socioeconomic challenges and electricity theft; and
- Challenges of over-the-top (OTT) telecoms services.

The Regulated Industries Commission (RIC) was well represented at the annual conference. Commissioner Mr. Mark Dolsingh and Mr. Glenn Khan Executive Director (Ag.) attended a number of Executive Council meetings over the three-day conference. Also, four members of the RIC staff presented papers at the conference: Mr. Derrick Phillips, Ms. Leah Goddard-Pierre, Mr. Sugrim Mungal and Mr. Rishi Maharaj.

The IRC also arranged for participants to visit a geothermal energy project site in Laudat and the freshwater lake, in the Morne Trois Pitons National Park, which supplies the Laudat and Trafalgar hydro-electric generation stations.



## 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!

# RIC Staff Fun Day in Tobago

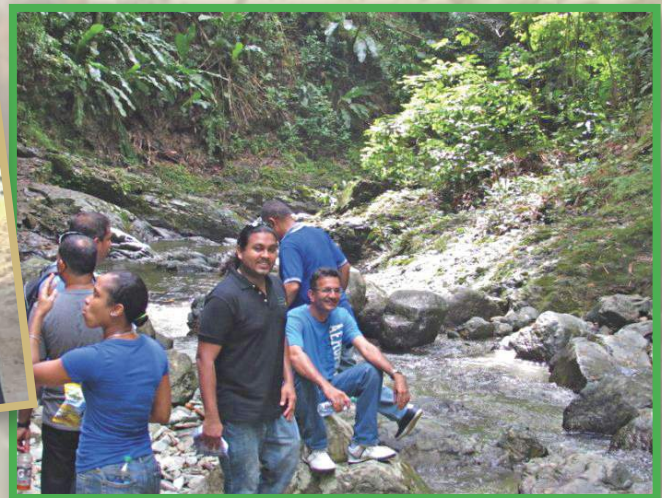
*As part of a Team Building Exercise, members of the RIC staff participated in a Fun Day which took them to a tour of Tobago on Friday 28th November, 2014. The day included a visit to the popular tourist attraction, the Argyle Waterfall which is located just outside Roxborough, on the Scarborough Road, lunch at the critically acclaimed Blue Crab Restaurant in Scarborough and the world famous Pigeon Point Beach and Heritage Park.*



*Staff enjoying the tour on our way to Argyle Waterfall.*



*RIC staff pose for a picture on Pigeon Point Beach.*



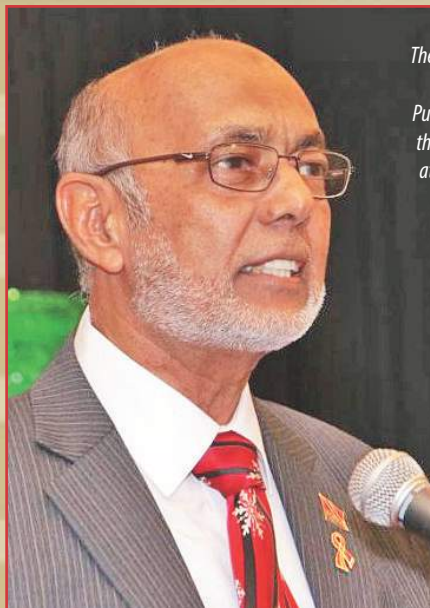
*Some members of staff relaxing at the waterfall.*



# RIC CHRISTMAS LUNCHEON 2014

*The Regulated Industries Commission hosted its Annual Christmas Luncheon on Wednesday 10th December, 2014 at the Jade/Ruby/Sapphire Rooms, Hyatt Regency Trinidad, Wrightson Road, Port of Spain.*

*The function was held to celebrate the end of another successful year working together at the RIC. Members of staff and their guests enjoyed the expertly crafted cuisine by the talented Hyatt chefs while they were fully entertained by the musical stylings of veteran Soca/Parang artiste Kenny J and the Homer Parranderos Parang Group. There was also a karaoke competition for staff and invited guests.*



*The Honourable Nizam Baksh – Minister of Public Utilities delivers the opening greetings at the RIC's Christmas Luncheon.*



*The talented Kenny J delivered an impressive performance as he had the crowd fully entertained.*



*(Photo, above): Our guests getting ready for another entertaining performance.*



*(Photo, left): Deputy Permanent Secretary - Victor Jones gets into the groove with Homer Parranderos Parang Band.*

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