

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**

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