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For Immediate Release

## RIC INVITES COMMENTS ON SERVICE STANDARDS FOR WASA

The Regulated Industries Commission (RIC) is the economic regulator for the Water Supply and Wastewater Sector in Trinidad and Tobago, which includes the Water and Sewerage Authority of Trinidad and Tobago (WASA), the sole utility operating within the Sector.

As part of its remit, the RIC is responsible for prescribing and publishing standards for services of the utility. A Quality of Service Standards (QSS) Scheme was first proposed in 2003 to ensure that WASA provides and maintains an acceptable level of service to its customers. The standards were finalized after an extensive consultative process, but were never published in the Trinidad and Tobago Gazette. The RIC is now engaging in a second round of consultation.

The QSS covers broad areas of concern to customers, and include: the minimum water supply to be provided to customers; the time in which complaints are to be resolved; time in which a request for connection should be completed; and time to restore supply after an unplanned interruption. The RIC uses a consultative approach in which stakeholders are invited to comment on the draft standards before they are finalized and published, and the public is invited to peruse the draft revised standards and provide comments and feedback to the RIC.

All comments must reach the RIC by October 23, 2017. The full draft standards document, as well as a summary of the standards, can be downloaded from the RIC's website at: <http://www.ric.org.tt/consultations> . A printed copy can also be obtained from the RIC's office in Port of Spain.

End of Release

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