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**For Immediate Release**

**RIC SECURES OVER \$0.2 MILLION IN REBATES/COMPENSATION FOR CUSTOMERS**

The Regulated Industries Commission (RIC) has successfully secured \$210,591.00 in rebates for utility customers during the period January 2017 to December 2017. These rebates were credited to the accounts of the Water and Sewerage Authority (WASA) and Trinidad and Tobago Electricity Commission (T&TEC) customers after investigations into individual complaints.

These complaints would have involved situations where customer's bills were incorrectly calculated resulting from billing classification errors, adjustments to accounts due to faulty meters, rebates for lack of or poor water supply and claims for damage to appliance/equipment/property etc.

During this same period, the RIC resolved 85% (2,394) of the 2,821 complaints received against WASA and T&TEC from members of the public.

Consumers have a right to receive a high standard of quality service from the service providers and to obtain redress if these standards are not met. If a consumer is dissatisfied with a service, they must first contact the Service Provider and give them the opportunity to resolve the problem. However, if the consumer fails to obtain redress or is dissatisfied with the decision of the Service Provider, the consumer can then submit a complaint to the RIC. The RIC will provide impartial information and advice to electricity and water consumers and act as a neutral third party or mediator to resolve the complaint.

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