



REGULATED INDUSTRIES COMMISSION

# RIC NEWS

May - August 2019

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## ENERGY ROAD MAP SERIES



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# Quarterly Complaints Report



Consumer Complaints Get Resolved

## RIC's Complaints Report for 2nd Quarter 2019

Status	Apr-19	May-19	Jun-19
Number of complaints received	323	244	189
Number of complaints resolved	186	166	83
Number of complaints unresolved	137	78	106
Number of complaints withdrawn	0	0	0
Resolution rate for complaints received	58%	68%	44%

REBATE / COMPENSATION AWARDED TO CUSTOMERS BETWEEN APR - JUN 2019

**\$3,639.00**

### 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 Services 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 & T&TEC) AND GIVE THEM THE OPPORTUNITY TO RESOLVE THE PROBLEM.

#37 Wrightson Road  
Port-Of-Spain, Trinidad, WI.  
P.O. Box 1001

• Tel: 800-4RIC (4742) • Fax: 624-2027  
• Website: [www.ric.org.tt](http://www.ric.org.tt) • Email: [complaints@ric.org.tt](mailto:complaints@ric.org.tt)

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## ENERGY ROAD MAP SERIES

### ADVANCING ENERGY EFFICIENCY/ENERGY CONSERVATION IN TRINIDAD AND TOBAGO – JUNE 2019



This Staff Discussion Paper, “*Advancing Energy Efficiency/Energy Conservation in Trinidad and Tobago*”, examines the current energy efficiency (EE)/energy conservation (EC) framework and initiatives in place in Trinidad and Tobago. As part of a series of papers on crucial energy issues in Trinidad and Tobago, the authors of this paper seek to stimulate the national dialogue on EE/EC matters and to sensitize key stakeholders of the opportunities and options to advance the uptake of EE/EC at the national level by presenting an approach for advancing EE/EC in Trinidad and Tobago. The paper highlights the role of EE/EC in the country’s policy agenda and the major challenges hindering the uptake and roll out of EE/EC programmes and initiatives in Trinidad and Tobago.

Improving energy efficiency in homes, businesses, schools, governments, and industries is one of the most constructive, cost-effective ways to address the challenges of high energy prices, energy security and independence, air pollution, and global climate change. Despite the clear benefits and the success of energy efficiency programs globally, energy efficiency measures remains critically underutilized in Trinidad and Tobago's energy portfolio. All the core imperatives of energy policy, which include reducing energy bills, decarbonisation, air pollution control, energy security, and energy access by all, are better realized with the implementation of robust and holistic energy efficiency policies.

By offering cost-effective opportunities to avoid new energy supply, energy efficiency is increasingly being recognized as the world's "first fuel". There are many no cost and low cost EE measures that can be easily implemented.

The local electricity sector has largely relied on supply-side options (new generating capacity) to meet the growing demand rather than significantly employing EE/EC options to control the rate of growth of the electricity consumption over the years. Energy efficiency/conservation is not the sole responsibility of any single entity in the provision and use of energy services in Trinidad and Tobago. There are a number of stakeholders which include: the Government of Trinidad and Tobago (GoRTT) through its executing ministries/agencies; the Regulated Industries Commission (RIC); Trinidad and Tobago Electricity Commission (T&TEC) and the consumers.

***To view the full document, visit our website: <http://www.ric.org.tt/energy-road-map-series-advancing-energy-efficiency-energy-conservation-in-trinidad-and-tobago-june-2019/>***

## ENERGY ROAD MAP SERIES

# TOWARDS RENEWABLE ENERGY DEPLOYMENT IN THE ELECTRICITY SECTOR OF TRINIDAD AND TOBAGO – JULY 2019



This Staff Discussion Paper is part of a series of papers on crucial energy issues in Trinidad and Tobago. It seeks to stimulate the national dialogue on Renewable Energy (RE) matters and to sensitize key stakeholders of the opportunities and options to advance the uptake of RE at the national level by outlining critical actions for advancing RE in Trinidad and Tobago. The paper presents some of the best practices from countries around the world in the development and deployment of commercial RE in the electricity sector and examines the current RE framework and initiatives for RE integration into the electricity sector. It discusses the apparent hindrances to RE integration in the country and it presents some critical success factors for integration of RE.

In jurisdictions where RE has been successfully integrated the associated benefits of emissions reduction, energy security, economic growth, new employment opportunities and overall enhanced human welfare have been realized. In these jurisdictions, the success has often been credited to clear decision-making by government and a supportive regulatory environment to incentivize RE investment. Undeniably there is a discernable role for government in supporting the development of RE by creating an environment where risks are minimized and investors have confidence in the market. Best practice in terms of government leadership and action in RE development and creating an enabling environment demonstrates the importance certain critical factors for successful RE integration.

Despite the clear benefits and the success of RE integration in jurisdictions around the world, the development and use of RE sources in the electricity sector of Trinidad and Tobago are still in their nascent stages, notwithstanding the activities over the last 8 years towards RE integration. This delay is often attributed to low electricity prices and the absence of a legal and regulatory framework to facilitate its integration. While this may be the case and needs to be urgently addressed, these elements are only part of what is required to create the overall enabling environment.

## RIC SERVICE PROVIDER SATISFACTION SURVEY - WASA and T&TEC



*We want to hear from  
you!*



**1. Where in Trinidad or Tobago do you live?**

Address  City/Town

**2. Do you get a pipe-borne water supply from WASA?**

Yes  No

**3. If yes to question #2, how often do you receive a pipe-borne water supply?**

Everyday  Three or more times a week  Twice a week  
 Once a week Other (please specify)

**4. Are you aware of your water supply schedules published by WASA?**

Yes  No  Published March 1<sup>st</sup>  
 Published May 1<sup>st</sup>  Both

**5. Do you get pipe-borne water on your scheduled days?**

Always  Sometimes  Never  Don't Know

**6. Is your water supply sufficient for you to meet your basic needs?**

Yes  No

**7. How would you describe the water pressure that you receive?**

Very Low  Low  Good  High  Very High

**8. Have you ever lodged a complaint with WASA?**

Yes       No

**9. If yes to question #8, how would you describe your experience with WASA's complaint process?**

Very Dissatisfied    Dissatisfied    Indifferent    Satisfied    Very Satisfied

**10. How would you rate the overall level of service from WASA on a scale of 1-10 (1 being poor and 10 excellent)?**

Poor Excellent  
1      2      3      4      5      6      7      8      9      10

**11. Do you have an electricity supply from T&TEC?**

Yes       No

**12. Do you receive a reliable supply of electricity from T&TEC?**

Yes       No

**13. Do you have issues with your electricity supply e.g. voltage fluctuations, outages, street lights not working?**

Yes       No      If yes (please specify the issue)

**14. Have you ever lodged a complaint with T&TEC?**

Yes       No

**15. If yes to question #14, how would you describe your experience with T&TEC's complaint process?**

Very Dissatisfied    Dissatisfied    Indifferent    Satisfied    Very Satisfied

**16. How would you rate the overall level of service from T&TEC on a scale of 1-10 (1 being poor and 10 excellent)?**

Poor Excellent  
1      2      3      4      5      6      7      8      9      10

# **RIC Customer Outreach Session Trincity Mall**



The RIC set up a booth at the Trinity Mall, Payless Atrium from 10am to 2pm on Saturday 4<sup>th</sup> May, 2019. Three staff members from the RIC staffed the RIC's booth, the Corporate Communications Manager, Corporate Communications Assistant and a Customer Services Officer all of whom interacted with the public and disseminated information through the distribution of promotional items and RIC brochures as well as face-to-face discussions. Visitors to the booth also had the opportunity to lodge complaints and have their questions answered by a Customer Service Officer of the RIC.

**Look out for the RIC's Mall Tour coming to a mall near you!**

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