



Ref: RIC: 2020/03

Thursday 19<sup>th</sup> March, 2020

## For Immediate Release

### RIC Limits Walk-in Customers RE: COVID-19

The Regulated Industries Commission (RIC), in adherence to the Government of Trinidad and Tobago's guidelines as they relate to the COVID-19 pandemic and the need for social distancing, will be limiting our walk-in customer complaints service at this time.

Members of the public who are interested in lodging complaints against either the water or electricity utility service providers, can do so via the RIC's Toll-Free number: 800-4RIC (4742), E-mail: [complaints@ric.org.tt](mailto:complaints@ric.org.tt) or the RIC's website: [www.ric.org.tt](http://www.ric.org.tt).

The health and wellness of the RIC's staff, suppliers and customers is of utmost importance and the RIC will be implementing additional sanitization mechanisms to ensure a safe and comfortable working environment.

The RIC is committed to maintaining its level of service to the citizens of Trinidad and Tobago as the country attempts to reduce the risk of infection and slow the spread of COVID-19.

**-End of Release-**

---

**Ms. Driselle Ramjohn**  
**Corporate Communications Manager**  
Tel | 625-5384 Ext. 231  
Cell | 310-0343  
Email | [ramjohnd@ric.org.tt](mailto:ramjohnd@ric.org.tt)