



REGULATED INDUSTRIES COMMISSION

# RIC NEWS

April – June, 2021

ISSUE 2  
VOLUME: 18



## STAY HOME, STAY SAFE AND SAVE MONEY ON YOUR NEXT ELECTRICITY BILL!

### IN THIS ISSUE

- Quarterly Complaints Report – 2nd Quarter 2021 ..... 2
- RIC Suspends Walk-In Customers – Adds Alternative Contact Numbers ..... 3
- Stay Home, Stay Safe and Save Money on Your Next Electricity Bill! ..... 4-6
- New RICruits ..... 7
- RIC Staff Planning Meeting ..... 8

**REGULATED  
INDUSTRIES  
COMMISSION**

*Protecting YOUR Interests*

# Quarterly Complaints Report

## Consumer Complaints Resolved

### RIC'S COMPLAINTS REPORT FOR 2nd QUARTER 2021

Status	APR -21	MAY -21	JUN-21
Number of complaints received	200	143	136
Number of complaints resolved	131	90	81
Number of complaints unresolved	69	53	55
Resolution rate for complaints received	66%	63%	60%

**REBATE / COMPENSATION AWARDED  
TO CUSTOMERS BETWEEN APR – JUN, 2021**

**\$28,294.00**

### 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 Service 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 AND 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)

**REGULATED  
INDUSTRIES  
COMMISSION** 

Protecting *YOUR* Interests



REGULATED INDUSTRIES COMMISSION

Protecting *YOUR* Interests

# ARE YOU DISSATISFIED WITH THE OUTCOME OR PROGRESS OF COMPLAINTS YOU HAVE LODGED WITH WASA OR T&TEC?

*If so, the RIC is here to help you!*

CUSTOMERS WHO WISH TO LODGE A COMPLAINT WITH THE RIC CAN DO SO VIA

CUSTOMER SERVICES



750-1561  
796-7024  
476-1903

TOLL-FREE NUMBER



800-4RIC

EMAIL



complaints@ric.org.tt

WEBSITE



www.ric.org.tt/  
complaints-form/

FACEBOOK



Regulated Industries  
Commission

The Regulated Industries Commission (RIC), in adherence to the Government of Trinidad and Tobago's guidelines on the COVID-19 pandemic, will not be receiving walk-in customers to our complaints redress services at this time.

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.

#37 Wrightson Road, Port of Spain, Trinidad, W.I. P.O. Box 1001  
Tel: 800-4RIC (4742), 627-7820, 627-0821; 627-0503; 625-5384  
Fax: 624-2027  
Website: www.ric.org.tt Email: ricoffice@ric.org.tt

FOLLOW US!



# STAY HOME, STAY SAFE AND SAVE MONEY

## ON YOUR NEXT ELECTRICITY BILL!

The COVID-19 Pandemic has changed a lot of things, including our energy consumption patterns at home. While most of us are staying at home more or working from home, persons may have noticed an increase in their electricity bill because their appliances and equipment are doing extra duty. Here are some simple tips that will allow you to save money and conserve resources by taking control of your electricity bill.

### SAVE MONEY BY SAVING ENERGY

#### CONSUMPTION EXPENSES FOR COMMON HOUSEHOLD APPLIANCES

This listing ranks the appliances that are commonly used by residential customers in terms of Consumption Expense in decreasing order. Customers may have more than one of these appliances, hence, the electricity consumed may then be greater than the amounts shown and is also dependent on the usage pattern of the appliance.

To determine the cost of running appliances:

$$\begin{aligned} \text{(Wattage x hours used)/1,000} &= \text{kWh} \\ \text{kWh x cost per kWh} &= \text{Usage Cost} \end{aligned}$$

The bi-monthly cost per kWh calculated for residential customers is based on the current rate at the lowest tier of 0.26TTD per kWh and excludes VAT and the fixed minimal customer charge. Residential customers' consumption is currently billed in three tiers:

- 1-400kWh @ 0.26TTD/kWh;**
- 401-1000kWh @ 0.32TTD/kWh;**
- >1000kWh @ 0.37TTD/kWh.**

Appliance	Average Wattage (Watts)	Est. Hours Used Bi-Monthly	Est. Kwh Consumed Bi-Monthly	Bi-Monthly Cost (Dollars)
Refrigerator Auto Defrost 22 cu ft	620	480.0	297.60	\$77.38
Clothes Dryer	6,600	33.0	217.80	\$56.63
Air Conditioner 5,150 BTU	530	400.0	212.00	\$55.12
Freezer Auto Defrost 15 cu ft	440	480.0	211.20	\$54.91
Television Plasma 42"	330	370.0	122.10	\$31.75
Shower Heater	3,000	27.0	81.00	\$21.06
Television Flat Screen 27"	180	370	66.60	\$17.32
Electric Range (Oven)	12,500	5.0	62.50	\$16.25
Water Pump (1/2 hp)	440	96.0	42.24	\$10.98
Fan (ceiling)	80	400.0	38.40	\$9.98
Toaster Oven	1,550	20.0	31.00	\$8.06
Electric Kettle	1,500	20.0	30.00	\$7.80
Fan (circulating-16")	60	400.0	28.80	\$7.49
Computer with 5 speaker Sound System	300	75.0	22.50	\$5.85
Iron	1,200	16.0	19.20	\$4.99
Washing Machine Auto (20 lbs)	512	33.0	16.90	\$4.39
Stereo	100	164.0	16.40	\$4.26
Microwave Oven (0.6 cu ft)	700	22.0	15.40	\$4.00
Computer with Printer	200	75.0	15.00	\$3.90

## TOP 4 HIGHEST ENERGY CONSUMING RESIDENTIAL DEVICES

Appliance	Average Wattage (Watts)	Est. Hours Used Bi-Monthly	Est. Kwh Consumed Bi-Monthly	Bi-Monthly Cost (Dollars)
Swimming Pool Filter Motor	1,500	1,440.0	2,160.00	\$561.60
Central Air Conditioner 2.5 tons	3,500	400.0	1,400.00	\$364.00
Water Heater 30 gallon	4,500	280.0	1,260.00	\$327.60
Air Conditioner 12,000 BTU	1,500	400.0	600.00	\$156.00

### CONSERVATION TIPS

**UNPLUG seldom-used appliances**, such as an extra refrigerator. This can reduce your estimated kWh consumption by **1,785.60kWh / \$686.40** per year or greater (if the model is an older inefficient model.)

Most homes continually have chargers for cell phones, digital cameras, cordless tools and other personal gadgets plugged in even when not in use. Use power strips (which protect and allow multiple devices to be plugged in) to easily switch off televisions, home theatre entertainment, cable boxes, DVD players, stereos and chargers when not in use. A household's standby and off-mode power can amount to approximately **440kWh / \$114.40** per year.

**Make INFORMED appliance purchases.** You can reduce the electricity bill by using high-efficiency large appliances and air conditioning equipment. While these models may be more expensive to buy than comparable models with lower or average efficiency, the savings will put money back into

your pocket long before the appliance needs to be replaced. For example, new energy-efficient refrigerator models can result in savings of about 800kWh / \$208.00 per year over 20-year-old models.

Two processes that consume a lot of energy in the house are the cooling of living spaces (air conditioning) or food storage (refrigerators and freezers) and the heating of water for various domestic purposes or the heating of air in clothes dryers. Any attempts to conserve energy in these activities will result in significant savings.

### Lighting

Replace incandescent bulbs and compact fluorescent bulbs with L.E.D. bulbs. LEDs use 75% less energy than incandescent bulbs and last approximately 25 times longer.

Appliance	Average Wattage (Watts)	Est. Hours Used Bi-Monthly	Est. Kwh Consumed Bi-Monthly	Bi-Monthly Cost (Dollars)
Lighting 100W x 10 (incandescent)	1,000	600.0	600.00	\$156.00
Lighting 18W x 10 (100W equivalent L.E.D)	180	600.0	108.00	\$28.08
<b>BI-MONTHLY SAVINGS BY REPLACING 10 INCANDESCENT BULBS WITH L.E.D. BULBS</b>			<b>492.00</b>	<b>\$127.92</b>

Turn off lights when not in use or when leaving a room. Use “task lighting” (lamps, etc.) for close work rather than lighting the whole room unnecessarily.

### Kitchen

Refrigerator temperatures should be kept between 2°C and 5°C and freezer temperatures between -15°C and -18°C.

Use smaller kitchen appliances instead of the electric range depending on the size of the meal being prepared.

### Space Cooling

The use of high-efficiency air conditioners and measures to reduce cooling loads can reduce energy use by 20-50%.

The use of one circulating 16” fan in a room size between 100-150 sq. ft. rather than a 5,150 BTU air conditioner unit can result in savings of about **1,128kWh / \$293.28** per year.

Keep air conditioned rooms closed and curtains pulled across windows as this will save energy.

### Laundry

Wash full loads.

Keep the lint screen in the dryer clean.

Remove clothes promptly from the dryer and fold them, many items will require no ironing, or just a quick press.

### Other Appliances

Don't leave computers in standby for an extended period of time – turn off if they are not being used.

When vacuuming, empty or replace the dust bag frequently.

# NEW RICRUITS

## **Ms. Donna Chapman – Manager, Human Resources & Administration**

Ms. Donna Chapman is a human resource/organizational development professional with twenty-six years in Human Resource Management and fifteen in Education. She has worked in the field of Human Resources at the Executive Level with public entities both in Trinidad and Tobago as well as in the Turks and Caicos Islands.

Ms. Chapman is the holder of a Master's degree in Training and Performance Management; a Bachelor's degree (Honours) in Social Sciences/Management/History, a Postgraduate Diploma in International Relations as well as training in Labour Law and Industrial Relations. She is also a Senior Certified Human Resource Professional (SHRM-SCP).

She has lectured part-time at several tertiary institutions in Trinidad and Tobago inclusive of the Arthur Lok-Jack Graduate School, COSTAATT, Cipriani College of Labour and Co-operative Studies, the Joint Services Staff College, the Employers Consultative Association and has tutored at the University of the West Indies, St. Augustine. Regionally, she has conducted workshops in Trinidad, Jamaica, Barbados, Bahamas and Turks and Caicos Islands and worked along with several international and regional institutions on various strategic projects. In 2000 and in 2011, she was selected to be on Task Forces both in the Turks and Caicos Islands and in Trinidad and Tobago respectively.

In 2020, she would have been a member of a six-member regional HR Consulting group that would have presented at the first virtual HR Conference. As an avid writer, who paints with her words, she crafts online articles of an HR and Corporate nature which she publishes on LinkedIn and the CaribHR Forum.

In her spare time, she enjoys baking up a storm and enjoying all the Caribbean culture.



## **Mr. Mark Harricharan – Utility Accountant**

Mark Harricharan is an Accounting professional with more than 15 years of experience in the Accounting field. After the successful completion of his Cambridge A'Level programme, Mr. Harricharan commenced his ACCA Qualification through the School of Business and Computer Science (SBCS). In 2017 he would have completed his MBA in Management from Anglia Ruskin University(UK). Mr. Harricharan is an avid sportsman as he enjoys playing and watching cricket, he was also a member of the Moosai's Cricket Club. Mr. Harricharan is married and has two children and he loves spending time with his family. Mr. Harricharan joined the RIC family in March 2021 as a Utility Accountant in the Finance Department.



## **Ms. Tamika Chevallier – Utility Accountant**

With more than 10 years of experience in Accounting and Finance, Ms. Chevallier has a strong ability to streamline processes, maximize efficiency, and foster professional relationships within organizations. Her philosophy centres around what role she can play in helping others find solutions. She is committed to excellence in service. She predicts needs and always practices personal accountability in the workplace. Ms. Chevallier is an ambitious, outgoing individual who is in open-arms to opportunities that will broaden her horizon. A team player, willing to lead or follow, eager to learn, and is self-motivated. Enthusiastic and personable, with a passion to contribute, support, and make a difference. Ms. Chevallier joined the RIC family in February 2021 as a Utility Accountant in the Finance Department.

# RIC STAFF PLANNING MEETING

The RIC hosted a Strategic Staff Meeting on Thursday 25th March 2021 at the Hyatt Regency Trinidad. The RIC Staff met to discuss Cultural Change within the organization and how it could impact on the RIC's projects and objectives over the next five years. Mrs. Dawn Callender, RIC Chairman, delivered opening remarks, which were followed by a presentation entitled "Introduction to Cultural Change" delivered by Mr. Glenn Khan, RIC's Executive Director. Also on the agenda, was a presentation from the newly appointed Manager Human Resources and Administration, Mrs. Donna Chapman on Performance Management. The meeting closed with a presentation from Ms. Carol Balkaran, Deputy Executive Director, RIC on the RIC's Strategic Plan 2020- 2024. The session was very interactive and there were numerous opportunities for staff to provide their input and feedback on the topics discussed. All COVID-19 protocols were in full effect.



Mrs. Dawn Callender, RIC Chairman delivering the opening remarks.



Mr. Glenn Khan, RIC Executive Director delivering his presentation on Cultural Transformation.



Manager, Human Resources & Administration interacting with Standards Engineer Mr. Victor Rodriguez during one of the interactive sessions.