

# RIC News

Issue 2  
Volume: 19

April-June 2022

REGULATED INDUSTRIES COMMISSION

## Proposal for Establishing Call Centre Performance Metrics for the Water and Sewerage Authority



## IN THIS ISSUE

. Quarterly Complaints Report.....	2
. Proposal for Establishing Call Centre Metrics for WASA.....	3
. RIC Webinar Series.....	6
. We Have Moved.....	7
. RIC Mascot Design Competition.....	8

REGULATED  
INDUSTRIES  
COMMISSION 

Protecting *YOUR* Interests

# Quarterly Complaints Report



Consumer Complaints Get Resolved 

## RIC's Complaints Report for 2nd Quarter 2022

Status	Apr-22	May-22	Jun-22
Number of Complaints received	143	174	159
Number of complaints resolved	83	94	90
Number of complaints unresolved	60	80	69
Resolution rate for complaints received	58%	54%	57%
<b>REBATE / COMPENSATION AWARDED TO CUSTOMERS BETWEEN APR - JUN 2022</b>		<b>\$</b>	<b>28,409.00</b>

### 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.**

#88 Queen Janelle Commissiong Street  
Port-Of-Spain, 100624, Trinidad, WI.  
P.O. Box 1001

• Tel: 800-4RIC (4742) • Fax: 624-2027

• Website: www.ric.org.tt • Email: complaints@ric.org.tt

**REGULATED  
INDUSTRIES  
COMMISSION** 

*Protecting YOUR Interests*



## Proposal for Establishing Call Centre Performance Metrics for WASA

Customers calling into WASA Call Centre will soon experience an improvement in service

Call centres, sometimes called contact centres (CC), serve as a critical interface between customers who use the telephone to contact their utility service providers. This interface becomes especially important when customers want to access information on services provided, request a specific service, or follow up on a complaint lodged with the service provider.

The quality of service emanating from WASA's CC has been an ongoing concern as customers have been complaining to the RIC over time about the issues they have been experiencing with WASA's CC, including dropped calls, inordinate time in the queue, poor customer service from the agents, and the non-issuance of reference numbers for reported complaints. In response to these concerns, the RIC has decided to establish standards of service for WASA's CC, pursuant to Section 6. (1) (d), (e), (f), (l) and (n) of the RIC Act.

### RIC's approach to establishing WASA's CC Performance Metrics

The selection and tracking of appropriate Key Performance Indicators (KPI) are important in ensuring that CC managers can make decisions regarding CC operations to ensure efficiency, effectiveness and acceptable service to customers. The RIC researched and carefully selected the most appropriate KPIs and performance standards that it believes would significantly improve the customer service experience. The KPIs focus on WASA's CC service responsiveness, quality and customer satisfaction. This process involved reviewing the regulatory decisions taken in other jurisdictions, examining utility industry benchmarks, best practices, and the historical performance of WASA's CC.

On 4<sup>th</sup> March 2022, the RIC published its "Proposal for Establishing Call Centre Performance Metrics for WASA" for public consultation. The RIC invited comments on the document from the public and other key stakeholders over six (6) weeks. The document was posted on the RIC's website and e-mailed to the RIC's stakeholder listing. Further, advertisements were placed in two (2) daily newspapers and social media platforms, including Twitter, Facebook, Instagram, and LinkedIn.

The comments received from WASA and the public were considered. In June 2022, the RIC prepared its Final Position on Establishing Call Centre Performance Metrics for WASA, which presented the comments received and the rationale for the RIC's position.

## BACKGROUND

Visit the RIC's website [www.ric.org.tt](http://www.ric.org.tt) to view full document



## WHAT ARE THESE KEY PERFORMANCE INDICATORS (KPIs) OR METRICS

The ten (10) KPIs that are to be implemented by WASA are given below:

### A. Service Responsiveness

1. *Service Level and Response Time (SL)*
2. *Average Hold Time*
3. *Average Handle Time (AHT)*
4. *Average Speed of Answer (ASA)*
5. *Blocked Call Rate*
6. *Call Abandonment Rate*
7. *Call Handled Rate*
8. *Longest Delay in Queue*

### B. Quality

9. *Call (contact) Quality*

### C. Customer Satisfaction

10. *Customer Satisfaction (CSAT)*

## HOW WASA'S PERFORMANCE STACKS UP

WASA's CC performance is notably far from best practice for a CC. WASA has only achieved best practice for one (1) KPI, Average Handle Time. Therefore, urgent intervention is required to increase customer satisfaction and increase the efficiency of its CC operations.

*CC KPIs and their respective industry benchmark, best practice values*

Key Performance Indicators	Utility Industry Benchmark	CC Industry Best Practice	WASA's Performance (2020)
1. Service Level	-	80% in 20sec	36% in 30 Sec
2. Average Call Hold Time	43.36 Sec	< 20 Sec	140 Sec
3. Average Handle Time	5.58 min	< 6 min	4.21 min
4. Average speed of Answer	47.18 Sec	< 20 Sec	506 sec
5. Blocked Call Rate	-	< 2%	3.2%
6. Call Abandonment Rate	5.24%	< 2%	36%
7. Calls Handled	91.06%	> 90%	60%
8. Longest Delay in Queue	-	< 10 min	63 min
9. Call (contact) Quality	-	70-90%	Not measured
10. Customer Satisfaction	78.95%	> 80%	Not measured

Visit the RIC's website [www.ric.org.tt](http://www.ric.org.tt) to view full document



## THE NEW PERFORMANCE STANDARDS TO BE ACHIEVED BY WASA'S CONTACT CENTRES

Given WASA's historical and current CC performance levels and their underlying constraints, the RIC felt that WASA should be allowed reasonable time to improve its performance as it would be unfair to expect WASA to achieve most of the utility industry benchmarks and best practices immediately. However, the new performance standards must create a reasonable challenge for WASA to achieve. Accordingly, the annual targets are progressive to encourage WASA to achieve best practice in the near future. The table below provides the performance standard for the respective ten (10) KPIs that WASA is required to work towards to achieve over the period 2022-2024.

*New Performance Standards for WASA's CC for the period 2022 - 2024*

Key Performance Indicators	New Performance Standards		
	2022	2023	2024
1. Service Level	80% 60 sec	80% 45 sec	80% 30 sec
2. Average Caller Hold Time	90 sec	60 sec	30 sec
3. Average Handle Time	< 6 min	< 6 min	< 6 min
4. Average speed of Answer	200 Sec	150 sec	50 sec
5. Blocked Call Rate	3%	2.5%	2%
6. Call Abandonment Rate	30%	20%	10%
7. Calls Handled	70%	80%	90%
8. Longest Delay in Queue	30 min	20 min	10 min
9. Call (contact) Quality	70%	75%	80%
10. Customer Satisfaction	70%	75%	80%

Additionally, following the concerns expressed by WASA during the consultation process, the performance standards for the following five (5) KPIs - Service Level, Average Caller Hold Time, Average Speed of Answer, Call Abandonment Rate and Customer Satisfaction are to be adjusted or recalibrated at the start of 2023 and 2024.

## REPORTING AND PUBLICATION OF WASA'S CONTACT CENTRE PERFORMANCE

Monitoring and evaluation are crucial to determine whether the KPIs have had a measurable impact on expected outcomes and whether they have been implemented effectively. The evaluation of routine reports from WASA will assist the RIC in determining whether the selected KPIs and their associated performance standards meet the objectives of establishing the Service Standards or if targets set by the RIC need to be adjusted for 2023 and 2024. In this regard, WASA must monitor and report quarterly, to the RIC, on the performance of the ten (10) performance standards.

In keeping with its statutory obligations to publish information periodically on the performance of the Service Providers under its purview, the RIC will publish WASA's CC performance periodically. In discharging this responsibility, stakeholders would be informed about WASA's CC performance and, if necessary, any action or initiative required to enhance WASA's overall customer satisfaction. WASA is required to provide, on its website, regular information bulletins to the public on improvements and Service Level Agreements for its CC.

**The RIC anticipates that the Call Centre Performance Metrics will be implemented during the last quarter of 2022.**

Visit the RIC's website [www.ric.org.tt](http://www.ric.org.tt) to view full document



# RIC WEBINAR SERIES: SUSTAINABLE WATER DELIVERY IN TRINIDAD AND TOBAGO

The Regulated Industries Commission (RIC) hosted the second installment of its Webinar Series on Thursday 14th April 2022 at Hyatt Regency Trinidad Hotel in Port-of-Spain. The webinar provided a platform for dialogue and exchange of information centering around the theme “Sustainable Water Delivery in Trinidad and Tobago”.

Welcome and Opening Remarks were delivered by RIC Executive Director, Mr. Glenn Khan and RIC Chairman, Mrs. Dawn Callender respectively. The Honourable Minister of Public Utilities, Marvin Gonzales, was also in attendance and delivered feature remarks on water delivery in Trinidad and Tobago and the Government’s current and future plans to ensure sustainability in the sector.

Presenters included representatives from the Global Water Partnership – Caribbean, the Water Resources Agency, and the Regulated Industries Commission. The presentations covered a range of topics including;

- “Recent developments in the Integrated Water Resources Management in the Caribbean” – Dr. Adrian Cashman, Deputy Chairman: Technical Committee, Global Water Partnership – Caribbean,
- “Sustainable Water Resources Management” – Mr. Keith Meade, Senior Manager, Water Resources Agency, Water and Sewerage Authority.

**THE RIC WEBINAR SERIES**

Thursday 14th April, 2022 9:30am-12:00pm

## Sustainable Water Delivery in Trinidad and Tobago

**MODERATOR:**  
Mr. Connel Mottley  
Standards Engineer  
Regulated Industries Commission

**PANELISTS:**

**Dr. Adrian Cashman**  
Deputy Chairman – Technical Committee  
Global Water Partnership-Caribbean

**Mr. Rishi Maharaj**  
Assistant Executive Director – E&R  
Regulated Industries Commission

**Mr. Victor Rodriguez**  
Standards Engineer  
Regulated Industries Commission

**Mr. Keith Meade**  
Senior Manager  
Water Resources Agency

**REGISTER NOW!**

For registration details, visit the RIC's website [www.ric.org.tt](http://www.ric.org.tt) or Facebook Page [RegulatedIndustriesCommissionTT](https://www.facebook.com/RegulatedIndustriesCommissionTT)

**For More Information Please Contact**

**Driselle Ramjohn** – [ramjohn@ric.org.tt](mailto:ramjohn@ric.org.tt)

**Darcel Silva** – [slivad@ric.org.tt](mailto:slivad@ric.org.tt)

**REGULATED INDUSTRIES COMMISSION** *Protecting YOUR Interests*

**FOLLOW US!**

- “Sustainable Water – Advancing Water Efficiency in Trinidad and Tobago”, Mr. Rishi Maharaj, Assistant Executive Director – Economics & Research, Regulated Industries Commission, and
- “Exploring Universal Water Metering in Trinidad and Tobago” - Mr. Victor Rodriguez, Standards Engineer, Regulated Industries Commission.

**Visit the RIC's website [www.ric.org.tt](http://www.ric.org.tt) for full presentations**

www.ric.org.tt



REGULATED INDUSTRIES COMMISSION

Protecting *YOUR* Interests

# WE HAVE MOVED!



The Regulated Industries Commission wishes to advise that its Port-of-Spain office has relocated to:

**#88 QUEEN JANELLE COMMISSIONG STREET  
PORT-OF-SPAIN, 100624  
TRINIDAD AND TOBAGO • P.O. Box 1001**



**PLEASE NOTE THAT ALL OUR OTHER CONTACT INFORMATION REMAINS THE SAME.**

The Commission apologises for any inconvenience that may occur as a result of this transition and we look forward to your support as we continue to serve you at our new location.

#88 Queen Janelle Commissiong Street, Port of Spain, 100624

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!



YouTube





# RIC Water Conservation Mascot Design Competition



Water is one of the most important life sources for the survival of any species. Now more than ever, the focus to save water has come to the forefront because of the depleting water levels around the world, and the ways to conserve water are discussed and debated on various platforms and awareness programs are held in schools to inculcate this accountability in the next generation.

The RIC is committed to the promotion of proper water use practices to ensure sustainable water access and delivery in Trinidad and Tobago and as such the Commission embarked on a public education water conservation campaign which commenced with the design of a water conservation mascot that would be a central figure to promote this initiative.

It been proven that mascots help play a significant role in engaging and captivating young audiences and inspiring them to participate in activities such as this one which is geared toward the preservation of this limited natural resource.

The RIC therefore launched its Water Conservation Mascot Design Competition to primary and secondary school students from the ages seven to seventeen on April 1st 2022.

Interested participants were required to submit their mascots which could have been a drawn image or a mascot digitally created using computer graphics. All design entries were required to be accompanied by a 150-250-word description of the design, which included an explanation of what inspired the design.

The competition ran for eight weeks and an online favourite was decided by voting on Facebook and our overall winners decided by an internal RIC Committee. Look out for our next Quarterly Newsletter in which the winners will be revealed!