

RIC News

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REGULATED INDUSTRIES COMMISSION

RIC CONSULTS ON T&TEC PRICE REVIEW



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Quarterly Complaints Report

CONSUMER COMPLAINTS GET RESOLVED



RIC's Complaints Report for 1st Quarter 2023

| Status | Jan-23 | Feb-23 | Mar-23 |
|---|--------|--------|--------|
| Number of complaints received | 198 | 205 | 135 |
| Number of complaints resolved | 122 | 151 | 80 |
| Number of complaints unresolved | 76 | 54 | 55 |
| Resolution rate for complaints received | 62% | 74% | 59% |

**REBATE / COMPENSATION AWARDED TO
CUSTOMERS BETWEEN JAN - MAR 2023**

\$ 27,581.00

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

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RIC'S CONSULTS ON T&TEC PRICE REVIEW



As part of its T&TEC Price Review, the RIC published its Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027 on its website www.ric.org.tt on January 6th, 2023, and subsequently commenced public consultation initiatives to invite feedback on the draft document. The RIC also widely published its request for written comments on the Draft Determination, via newspaper advertisements, articles, social media posts, RIC website updates, and e-mails to stakeholders on the RIC's mailing list. These advertisements contained all the avenues in which interested parties could submit their written comments, either print or electronic, and identified the deadline which was extended to March 31st, 2023.

These consultation initiatives were conducted over a 12 week period and ended on March 31st, 2023. They included 15 face-to-face public meetings, media appearances, special interest group meetings and virtual meetings with stakeholders across Trinidad and Tobago. All public meetings/consultations were also streamed live on Facebook where viewers were allowed to comment and ask questions.

At these meetings, the RIC discussed the key features of its Draft Determination and presented its tariff proposals via a PowerPoint presentation. The public was then given an opportunity to provide comments, express their views, pose questions, and present suggestions. The public was also reminded that written comments were also welcomed and would be duly considered by the RIC.

RIC CONSULTS ON T&TEC PRICE REVIEW

continued...

The RIC has a statutory mandate to consult with all interested stakeholders in the performance of its functions. Consultation is a legal requirement under the RIC Act, No. 26 of 1998 Section 6 (2) and it is also a critical component of effective regulation. These consultations ensured that adequate and accurate information was shared between the RIC and stakeholders. They also ensured that input, information, and feedback were obtained from persons whose rights or interests may be materially affected by the proposed regulatory measure or decision.

During the consultation process, the Commission aimed to demonstrate regulatory transparency and independence and foster stakeholders' confidence in the regulatory process as stakeholders' participation in the process is integral to the outcome.

The RIC also appeared on television and radio at various times over the period. These media appearances were part of the RIC's public education initiatives as the Commission strived to ensure that all electricity customers throughout Trinidad and Tobago were informed and aware of the T&TEC Price Review and the ongoing public consultation exercise where they would have an opportunity to participate in the regulatory decision-making process. They allowed the RIC to reach a wide cross-section of the population to openly address stakeholders' concerns and answer pertinent questions and provide clarification on RIC's Draft Determination and specific details related to the public consultations.

The RIC is currently in the process of comprehensively reviewing all verbal and written comments, questions, and suggestions submitted on its Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027. The next step in the Price Review Process is the compiling of the RIC's Final Determination which will take into consideration and incorporate, where appropriate, all the information collected.



Attendees registering for the RIC's Public Consultation held at San Fernando North Community Center.



Glenn Khan, Executive Director, RIC, delivering a presentation on the Draft Determination at the Point Fortin Corporation Auditorium.



Question and answer session during the RIC's Public Consultation at JRD Mohammed Convention Centre, Princes Town.

RIC CONSULTS WITH TTARP ON DRAFT DETERMINATION



From left: Mr. Reynold Cooper, Executive Board Member, TTARP, Mrs. Mayling Younglao, Hon. Secretary, TTARP, Mrs. Dawn Callender, Chairman, RIC, Mr. Glenn Khan, Executive Director, RIC.

The Regulated Industries Commission (RIC) commenced its face-to-face public consultations on its Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027 on Thursday 12th January 2022 with a meeting with the Trinidad and Tobago Association of Retired Persons (TTARP). This meeting followed two media events which kicked off the consultations.

Mrs. Dawn Callender, Chairman, RIC, Mr. Glenn Khan, Executive Director, RIC, and other representatives of the Commission met with Mr. Reynold Cooper, Executive Board Member, Mrs. Mayling Younglao, Hon. Secretary, Mr. Kern Williams, Office Manager, and Mrs. Michelle Nunes, Marketing Consultant from the TTARP at their office on Tragarete Road, Port of Spain.

The TTARP executives had an opportunity to express their views and concerns on the proposed increase in electricity prices detailed in the RIC's Draft Determination. The RIC team was able to immediately address some of the issues highlighted. All views were well documented and will be carefully considered in the RIC's Final Determination for the Electricity Transmission and Distribution Sector 2023 - 2027.

An Executive Summary of the RIC's Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027 is available on the RIC's website www.ric.org.tt.

RIC CONSULTS WITH STAKEHOLDERS IN TOBAGO

on the Price Review for the Electricity Transmission and Distribution Sector



CANAAN/BON ACCORD MULTI-PURPOSE FACILITY Monday 23rd January 2023

The Regulated Industries Commission (RIC) hosted the first of two face-to-face Public Consultation Sessions in Tobago on its Draft Determination for the Electricity Transmission and Distribution Sector 2023-2027, on Monday, January 23rd.

From 5pm to 8pm, the RIC hosted a consultation at the Canaan/Bon Accord Multi-purpose Centre for stakeholders from western Tobago, as the Commission presented its findings and fielded questions and listened to opinions from members of the public.



BELLE GARDEN MULTI-PURPOSE FACILITY Tuesday 24th January 2023

The second Public Consultation, for stakeholders from eastern Tobago, took place at the Belle Garden Multi-Purpose Facility, with enthusiastic participation from stakeholders resident in surrounding communities. As with the previous day, stakeholders were able to learn from the RIC, about the Price Review and its Draft Determination.

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RIC MEETS WITH THE PRESS AND SPECIAL INTEREST GROUPS

Over the two days, the RIC also held separate meetings with the Tobago House of Assembly, and the Tobago Division of the Trinidad and Tobago Chamber of Industry and Commerce. The RIC also held and visited local media houses, Radio Tambrin and Tobago Channel 5, over the two days.

The RIC sincerely thanks members of the public and other stakeholders in Tobago for their participation and has noted Tobagonians' request for a more regular presence on the island to assist with redress for customer complaints lodged with their utility service providers.

An Executive Summary of the RIC's Draft Determination for the Electricity Transmission and Distribution Sector is available on the RIC's website www.ric.org.tt



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THANK YOU!

The RIC sincerely thanks members of the public for their involvement in its public consultation exercise, for their insightful questions, and for freely sharing their views and recommendations on the proposed increase in electricity prices detailed in the RIC's Draft Determination.

The RIC holds the view that consultation usually enables the best possible regulatory outcomes and it will continue to work towards ensuring that all Stakeholders are afforded the opportunity to express their views and that adequate and accurate information is shared between stakeholders and the RIC. All views and concerns from these consultations have been well documented and will be carefully considered in the RIC's Final Determination for the Electricity Transmission and Distribution Sector.



RIC Public Consultation at Centrum Auditorium, Centre Point Mall, Chaguanas on Wednesday 15th March, 2023



RIC Public Consultation at Mayaro Community Centre on Saturday 11th March, 2023.



RIC Public Consultation at Thick Village Community Centre, Siparia on Saturday 25th March, 2023.



RIC Public Consultation at Point Fortin Corporation Auditorium on Saturday 18th March, 2023.



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RIC NEWS WELCOMES YOUR VIEWS AND COMMENTS!

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