

RICNEWS

REGULATED INDUSTRIES COMMISSION



Attendees at the OOCUR Conference 2024 which took place from October 28 to 30, 2025, Paramaribo, the capital city of Suriname.

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THE 19TH ANNUAL CONFERENCE
OF THE ORGANISATION OF
CARIBBEAN UTILITY REGULATORS
(OOCUR) IN PARAMARIBO,
SURINAME.

REGULATED
INDUSTRIES
COMMISSION 

Protecting YOUR Interests

Quarterly Complaints Report

CONSUMER COMPLAINTS GET RESOLVED 

RIC'S Complaints Report for 4th Quarter 2024

Status	Oct-24	Nov-24	Dec-24
Number of complaints received	329	239	161
Number of complaints resolved	236	146	111
Number of complaints unresolved	93	93	50
Resolution rate for complaints received	72%	61%	69%

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.

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Protecting YOUR Interests

The 19th Annual Conference of the Organisation of Caribbean Utility Regulators (OOCUR) in Paramaribo, Suriname



From October 28 to 30, 2025, Paramaribo, the capital city of Suriname, became the focal point for energy and utility regulators across the Caribbean. The 19th Annual Conference of the Organisation of Caribbean Utility Regulators (OOCUR) brought together industry experts, government officials, and stakeholders to discuss critical issues surrounding energy, water, and telecommunications services across the region.

The conference was co-hosted by the Energy Authority of Suriname (EAS) and the Government of Suriname, further underscoring the importance of this event for regional cooperation and the future of utility regulation. The Regulated Industries Commission was represented at the conference by Dawn Callender, Chairman, Raye Sandy, Deputy Chairman, Dr. Michelle Salandy, Executive Director and Driselle Ramjohn, Corporate Communications Manager.

A Gathering of Experts

For attendees, this conference, the first since the COVID 19 Pandemic, offered a unique opportunity to engage with key players in the Caribbean utility sector. From policymakers to regulators, all participants shared a common objective: enhancing the delivery of essential services while addressing the challenges of a rapidly evolving world. The three-day event featured a packed agenda of panel discussions, workshops, and presentations that covered a wide range of topics, including renewable energy adoption, regulatory innovation, sustainability, and the role of technology in shaping the future of utilities. The conference's central theme, "Right-sizing Regulatory Agencies – what is needed?" reflected the region's growing need for robust and adaptive regulations in response to the pressing issues of climate change, energy security, sustainability and digital transformation.

At the conference, RIC Chairman, Dawn Callender participated in a roundtable discussion on "Caribbean Regulatory Governance Structures and their Appropriateness" with Chairman of other regional regulatory agencies. While RIC Communications Manager, Driselle Ramjohn was part of a panel discussing the topic "How do we get it Right; Consumer Relations and Public Consultations", which was moderated by RIC Executive Director, Dr Michelle Salandy.

The 19th Annual Conference of the Organisation of Caribbean Utility Regulators (OOCUR) in Paramaribo, Suriname cont'd..



Attendees at the 19th Annual Conference of the Organisation of Caribbean Utility Regulators (OOCUR).

Key Highlights of the Conference

One of the standout moments of the conference was the opening session, where distinguished speakers including Glenn Khan, OOCUR Executive Director, Ansord Hewitt, OOCUR Chairman and Anand Kalpoe, EAS, Director discussed the importance of fostering collaboration between Caribbean nations to build stronger regulatory frameworks. Speakers emphasized the need for cohesive regional strategies to tackle shared challenges such as energy access, affordability, and infrastructure resilience.

Workshops and technical sessions further delved into specific topics like the integration of renewable energy sources into national grids, the role of digital technologies in improving utility services, and strategies for enhancing utility resilience to climate change-induced extreme weather events.

The 19th Annual Conference of the Organisation of Caribbean Utility Regulators (OOCUR) in Paramaribo, Suriname cont'd..

A panel discussion on "Regulating for Sustainability" stood out, as participants highlighted the need for regulations that incentivize green investments while ensuring that the most vulnerable communities remain protected. The session on "Utility Innovation in the Caribbean" also sparked much interest. The region is experiencing a shift in how utilities operate, driven by advancements in smart grid technology, the growth of distributed energy resources, and the need for greater transparency. Attendees learned about the transformative potential of these technologies and how regulators can help foster innovation while maintaining the integrity and reliability of utility services.

Networking and Collaboration

One of the key benefits of attending the OOCUR conference was the opportunity for networking. As Caribbean nations increasingly share similar goals for energy transition and economic development, the conference provided a collaborative space where attendees could exchange knowledge, experiences, and best practices.

The exhibition hall also allowed delegates to explore new technologies and solutions that could help shape the future of the region's utilities. Many participants engaged with exhibitors offering everything from advanced metering infrastructure to cutting-edge energy storage systems—tools that could play a key role in enhancing the reliability and sustainability of utilities in the Caribbean.

A Future-Oriented Dialogue

The 19th Annual OOCUR Conference concluded with a strong call to action. As Caribbean nations navigate the ever-evolving energy landscape, the shared vision for a resilient, sustainable, and efficient utilities sector has never been clearer. The collaborative discussions and partnerships formed during the conference are set to pave the way for future improvements in utility regulation and service delivery across the region. For those attending the event, the 19th Annual OOCUR Conference not only provided valuable insights into the latest trends and developments in utility regulation but also fostered a sense of shared purpose. The future of the Caribbean's energy sector rests in the hands of its regulators. This conference reinforced the commitment of regional leaders to creating a more sustainable, resilient, and inclusive future for all Caribbean citizens.

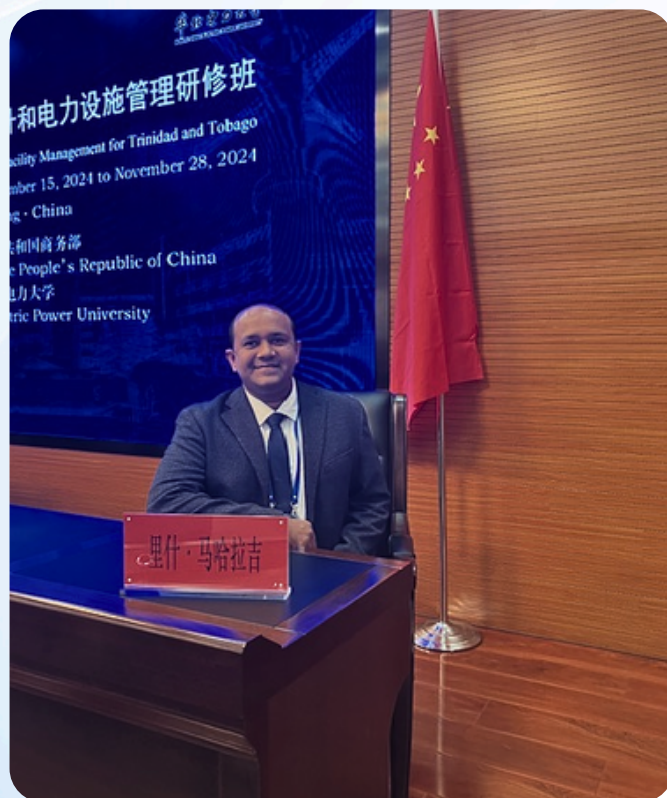
Energy Efficiency Improvement and Power Facility Management for Trinidad and Tobago

Mr. Rishi Maharaj, Assistant Executive Director – Economics and Research, attended the Seminar on Energy Efficiency Improvement and Power Facility Management for Trinidad and Tobago in Baoding, China, over the period November 15-28, 2024. The Seminar was organised by the North China Electric Power University (NCEPU) and Sponsored by the Ministry of Commerce of the People's Republic of China. The organisation and administration of the Seminar was facilitated by the School of International Education, NCEPU.

The aim of the Seminar was to promote the cooperation between China and Trinidad and Tobago in electricity and other fields through mutual exchanges and discussions, and to promote human resource development within the power industry in Trinidad and Tobago. In total, 18 participants attended from Trinidad and Tobago from various organisations including T&TEC, WASA, Government Electrical Inspectorate and the Ministry of Public Utilities.

The Seminar comprised classroom teaching and site visits to different organisations, aimed at exposing participants to theoretical concepts and practical applications.

Topics covered included photovoltaic power generation, multi-energy system planning, wind power integration, and power system restoration. Participants also visited various organisations, including equipment manufacturers, service providers, and the NCEPU's research facilities.



Mr. Rishi Maharaj- Assistant Executive Director - Economics & Research.

Site visits included:

- Beijing Sifang Jibao Automation Co. Ltd – equipment manufacturer
- Beijing Yupont Electric Power Technology – equipment manufacturer
- State Grid Jibei Electric Power Company Skills Training Centre – service provider
- State Grid Baoding Power Supply Company 500kV Substation – service provider
- New Energy Laboratory, NCEPU – research and development
- Global Energy Interconnection Development Cooperation – membership organisation
- Jipeng Zhao Village Rural Revitalization Demonstration Zone (Wali Village)



Opening Ceremony at the Seminar on Energy Efficiency Improvement and Power Facility Management for Trinidad and Tobago in Baoding, China.

The Seminar was well organised and executed by the staff of the NCEPU. Senior academic staff of the University delivered presentations during the classroom sessions, that were packed with technical information on various strategies employed and innovations utilised within the electricity network in China. The group got the opportunity to visit two electrical equipment manufacturers. Both companies emphasized the importance of continuous research and development to improve the functionality and applicability of their electronic devices. From the service provider side, the extent to which automation has been incorporated in the operating and monitoring of the network was evident. Robots were being used to take display readings from the equipment within sub-stations, relaying the data back to an offsite monitoring hub. Drones equipped with various types of sensors, were being used to conduct surveillance of transmission lines and supporting devices, along pre-programmed routes.

Participants also saw first-hand the degree to which university undergraduates are being supported and encouraged to experiment and innovate with existing technology, as it relates to the electricity sector. The NCEPU has provided dedicated space for undergraduate laboratories that foster a competitive spirit as it relates to building and programming various types of robots. Special undergraduate clubs were also allocated space within the university campus, where students were able to blend innovation with entrepreneurship, such as creating components utilizing 3-D printers and finding niche markets for them amongst local vendors and traders.

The NCEPU also arranged for the participants to visit some popular and culturally significant historical sites including the Great Wall of China, the Summer Palace, Tianamen Square and the Forbidden Palace.



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

WHATSAPP	TOLL-FREE NUMBER	EMAIL	WEBSITE	FACEBOOK
 <p>(868) 776-0256 (MESSAGES ONLY)</p>	 <p>800-4RIC</p>	 <p>complaints@ric.org.tt</p>	 <p>www.ric.org.tt/ complaints-form/</p>	 <p>Regulated Industries Commission</p>

Please note that the RIC can only process complaints that have first been filed with the Service provider as specified in Section 53:4 of the RIC Act.

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Website: www.ric.org.tt

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RIC CHRISTMAS LUNCHEON & LONG SERVICE AWARDS 2024

The Regulated Industries Commission hosted its Annual Christmas Luncheon and Long Service Awards 2023 on December 13th, 2024 at The Brix Autograph Collection. This year's event was dedicated to recognising staff for going above and beyond the call of duty during this year. The function also celebrated and honoured the exemplary individuals who have given 10 years and 15 years of dedicated service to the RIC.



Derrick Phillips receives his Long Service Award from Dawn Callender, RIC Chairman for 15 years' service



Jenelle Crosby receives prize from Dr. Michelle Salandy, RIC Executive Director



From left: Dr. Michelle Salandy - Executive Director, Gyllis Noel - Manager Human Resources & Administration, Nadia John - Legal/Corporate Secretary, Roszan Maharaj - Executive Assistant, Driselle Ramjohn - Corporate Communications Manager, Devi Jaikaran - Legal Assistant, Shelly Soonachan - Customer Service Officer & Suzette Boodoo - Administrative Assistant.