

RICNEWS

REGULATED INDUSTRIES COMMISSION



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NEW RIC BOARD OF COMMISSIONERS MEET WITH MANAGEMENT TEAM

REGULATED
INDUSTRIES
COMMISSION



Protecting YOUR Interests

Quarterly Complaints Report

CONSUMER COMPLAINTS GET RESOLVED 

RIC'S Complaints Report for 2nd Quarter 2026

Status	April-26	May-26	June-26
Number of complaints received	207	240	166
Number of complaints resolved	132	166	114
Number of complaints unresolved	75	74	52
Resolution rate for complaints received	64%	69%	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 complaint 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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**REGULATED
INDUSTRIES
COMMISSION** 

Protecting YOUR Interests

RIC Board of Commissioners meets with Management Team



From left: Commissioners Ms. Neha Maharaj, Ms. Aruna Beharrylall, and Ms. Genevieve Thompson; Deputy Chairman Mrs. Tamara Dewan-Roopansingh; Chairman Ms. Nisha Persad; Dr. Michelle Salandy, Executive Director of the RIC; Ms. Nadia John, Legal Corporate Secretary; and Ms. Carol Balkaran, Deputy Executive Director.

The newly appointed Board of Commissioners of the Regulated Industries Commission (RIC) met with the RIC's Management Team at the Commission's office on Queen Janelle Commissioning Street, Port of Spain.

The Board is led by Chairman, Ms. Nisha Persad, and Deputy Chairman, Mrs. Tamara Dewan-Roopansingh, along with Commissioners Ms. Aruna Beharrylall, Ms. Neha Maharaj, and Ms. Genevieve Thompson.

The RIC is pleased to welcome its new Board and looks forward with great anticipation to the important work ahead, as the Board begins its term guiding the Commission in delivering fair, transparent and effective utility regulation in the interest of all citizens of Trinidad and Tobago.

RIC Celebrates 25 Years of Protecting the Interests of Consumers



In 2026, the Regulated Industries Commission (RIC) proudly marks a significant milestone – 25 years of service as Trinidad and Tobago’s utility regulator. Since coming into effect on June 1, 2000, the RIC has remained committed to its mandate to ensure that consumers have access to efficient utility services at fair and reasonable costs. Over the past quarter-century, the Commission has evolved alongside the changing needs of consumers and the utility sector, strengthening its role in promoting efficiency, accountability and service quality. As the RIC celebrates 25 years, the occasion provides an opportunity to reflect on its journey, recognise the people and partnerships that have contributed to its development, and look ahead to the future of regulation in Trinidad and Tobago.

The 25th Anniversary is being commemorated through a series of initiatives designed not only to celebrate the RIC’s history, but also to bring the Commission closer to the people it serves. Among these initiatives is a “Meet the Regulator” customer outreach programme, which will engage consumers across Trinidad and Tobago, including communities in the North and South of Trinidad and in Tobago. The outreach is intended to give consumers an avenue to learn more about the RIC’s role, understand their rights and responsibilities, raise concerns, and engage directly with the regulator. This people-centred approach reflects the RIC’s longstanding commitment to being a consumer-oriented organisation and reinforces the importance of meaningful dialogue between the regulator, consumers and utility service providers.

25 YEARS AT A GLANCE

“A quarter-century of regulation and service”

25

Years of service to Trinidad and Tobago.

2000

The RIC began operations as the country’s utility regulator.

25

Facts shared with the public through the “25 Years, 25 Facts” social media campaign.

3

Areas being reached through the “Meet the Regulator” outreach initiative – North Trinidad, South Trinidad and in Tobago.

1

Enduring commitment: Protecting the interests of consumers.

25

From its beginnings to today, the RIC’s story is one of growth, service and commitment. As the Commission celebrates 25 years, it looks ahead to a future of continued engagement, innovation and effective regulation.

RIC CELEBRATES 25 YEARS OF PROTECTING THE INTERESTS OF CONSUMERS



The anniversary celebration has also extended into the digital space with the launch of the RIC's Anniversary logo in May 2026 and through the "25 Years, 25 Facts" social media campaign in July. The campaign will highlight 25 facts about the RIC, offering followers an accessible look at the Commission's history, mandate, functions and contribution to the regulation of utility services over the years. The campaign will share information in an engaging format while helping consumers better understand what the RIC does and why effective utility regulation matters.

As the RIC reflects on its 25-year journey, the anniversary is also a time to acknowledge the contribution of the many individuals and stakeholders who have helped shape the Commission. From its origins as the successor to the Public Utilities Commission to its current regulatory responsibilities, the RIC's story is one of continued growth, adaptation and service. The RIC's work encompasses important areas such as monitoring compliance with licence conditions and service standards, establishing principles for tariffs, investigating consumer complaints and promoting efficiency within the regulated utility sector. These responsibilities are central to the Commission's mandate and underscore the important role regulation plays in supporting fair, reliable and efficient utility services.

Twenty-five years is more than a milestone – it is a reflection of a continuing commitment to consumers and to the development of effective utility regulation in Trinidad and Tobago. As the RIC celebrates its Silver Anniversary, the Commission looks forward to building on the foundation established over the past 25 years and strengthening its engagement with consumers and stakeholders. Through initiatives such as "Meet the Regulator" and "25 Years, 25 Facts," the anniversary celebration highlights the RIC's history while looking confidently toward the future. The journey continues, with the RIC remaining steadfast in its commitment to protecting your interests.

RIC Takes Customer Support Directly to Communities Through Outreach Sessions

The Regulated Industries Commission (RIC) continues to bring its customer support services directly into communities through its Customer Outreach Sessions, giving utility customers with an opportunity to speak with the Commission's team, ask questions, raise concerns and learn about their rights and responsibilities as consumers.

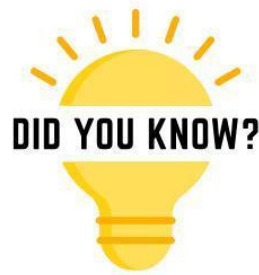
In April, the RIC Outreach Team visited the Siparia Borough Corporation for a Customer Outreach Session held on April 23, from 10:00 a.m. to 2:00 p.m. Customers had the opportunity to engage with members of the RIC team and receive guidance on matters relating to their utility services. Senior Customer Service Officer, Daramdeo Maharaj, is pictured engaging with a customer during the session.

The RIC continued its outreach efforts in June, with another Customer Outreach Session held at the San Fernando City Hall Auditorium on June 12, from 10:00 a.m. to 2:00 p.m. The Outreach Team was on hand to assist customers with complaints, questions and requests for information concerning their WASA and T&TEC services.

Through these community-based initiatives, the RIC is strengthening its connection with consumers and ensuring that customers have greater access to information and assistance. The sessions also provide an important avenue for the Commission to listen to customers and better understand the issues they experience with their utility services.

The RIC encourages customers to take advantage of its outreach sessions and learn more about how the Commission can assist in protecting their interests as utility consumers.





COMPLAINT PROCEDURE

The Regulated Industries Commission as part of its mandate wishes to empower consumers with the knowledge and confidence needed to be able to resolve complaints directly with the Service Providers i.e. T&TEC, WASA.



It is important to note that the Regulated Industries Commission can only process complaints that have been first filed with the Service Provider as specified in Section 53(4) of the RIC Act.

IF YOUR COMPLAINT IS UNRESOLVED, YOU CAN:

- Complete and submit the RIC's online complaint form which can be accessed on the RIC's website www.ric.org.tt.
- Phone in your complaint via the RIC's Toll-Free phone number 800-4RIC (4742).
- Submit your complaint via e-mail to complaints@ric.org.tt
- Send a WhatsApp message to 1 (868) 776-0256.
- Visit the RIC's office at #88 Queen Janelle Commissioning Street, Port-of-Spain.
- Message us on any of our social media pages.