

# RICNEWS

## REGULATED INDUSTRIES COMMISSION



Attendees at the CARILEC workshop series were joined by The Honourable Stuart Young SC, Minister of Energy and Energy Industries and Minister in the Office of the Prime Minister along with US Ambassador to Trinidad and Tobago, Candice Bond . The RIC was represented by Mr. Connel Mottley - Standards Engineer, second from left and Dr. Michelle Salandy - Executive Director, fourth from right.

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*Protecting YOUR Interests*



Protecting *YOUR* Interests

# 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](http://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](mailto: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.

Find us on     

# The Caribbean Electric Utility Services Corporation (CARILEC) Resilient Energy Community (CAREC) Community of Practice (CoP) for Resilient Energy Regulation Workshop Series

The Regulated Industries Commission (RIC) recently took part in a pivotal workshop on grid flexibility, a crucial aspect of modern energy systems. The workshop, hosted by the Caribbean Electric Utility Services Corporation (CARILEC), Deloitte, and the U.S. Department of State's Power Sector Program (PACC 2030 support), was held from July 29 to 31, 2024, at the Brix Hotel in Trinidad. This hybrid event was conducted both online and in-person, allowing for broad participation from across the region.

The focus of the workshop was to enhance the skills and knowledge of utilities, regulators, and policymakers throughout the Caribbean, with the ultimate goal of fostering a more adaptable and sustainable energy grid. Key areas of discussion included:

- **Techniques to Identify and Address Grid Flexibility Needs:** Participants explored methods to assess and respond to the demands of a flexible grid, which is essential for integrating renewable energy sources and ensuring reliable power supply.



- **Market Strategies and Utility Programs to Boost Flexibility:** The workshop delved into strategies and programs that can be implemented by utilities to enhance grid flexibility, making it more resilient to fluctuations in demand and supply.
- **Insights from Real-World Case Studies in Hawaii:** Hawaii's experience with grid flexibility was a highlight of the workshop. As a leader in renewable energy adoption, Hawaii's case studies provided valuable lessons on overcoming challenges and maximizing the benefits of a flexible energy grid.





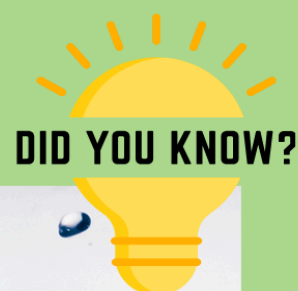
## **The Caribbean Electric Utility Services Corporation (CARILEC) Resilient Energy Community (CAREC) Community of Practice (CoP) for Resilient Energy Regulation Workshop Series cont'd..**

- **Crafting a 5-Year Action Plan for Trinidad and Tobago's Energy Grid:** One of the key outcomes of the workshop was the development of a preliminary 5-year action plan aimed at enhancing the flexibility of Trinidad and Tobago's energy grid. This plan is expected to play a critical role in the country's transition to a more sustainable energy future.

The RIC's participation in this workshop is a testament to its commitment to advancing renewable energy initiatives and adapting to the evolving energy landscape. The insights gained and the strategies discussed during the event will be instrumental in shaping the future of Trinidad and Tobago's energy grid, ensuring it is robust, flexible, and capable of supporting the nation's sustainable development goals.

This workshop not only provided a platform for learning from global experts but also fostered collaboration among key stakeholders in the Caribbean energy sector. As the region continues to pursue its renewable energy targets, the knowledge and plans developed during this event will be essential in driving progress and innovation.

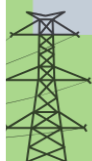


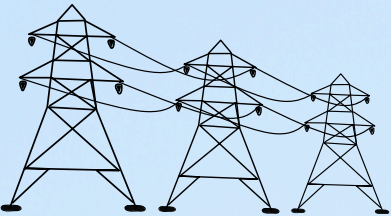


## KNOW YOUR RIGHTS

The Regulated Industries Commission, in the performance of its functions, is legally bound to ensure that certain rights of the customer are protected. Customers are therefore assured of the following rights:

- The Right to services that are reliable and provided at the lowest possible cost.
- The Right to products and services that are safe and will not cause personal harm or damage to property.
- The Right to information about the product and/or service being obtained from Service Providers.
- The Right to equal access to services.
- The Right to Fair Treatment.
- The Right to non-discrimination in relation to access, pricing and quality of service.
- The Right to obtain redress from Service Providers in respect of rates, billing and unsatisfactory service.
- The Regulated Industries Commission is mandated to ensure that Service Providers initiate Public Education Programs, which inform consumers of their responsibilities regarding the products and services provided.





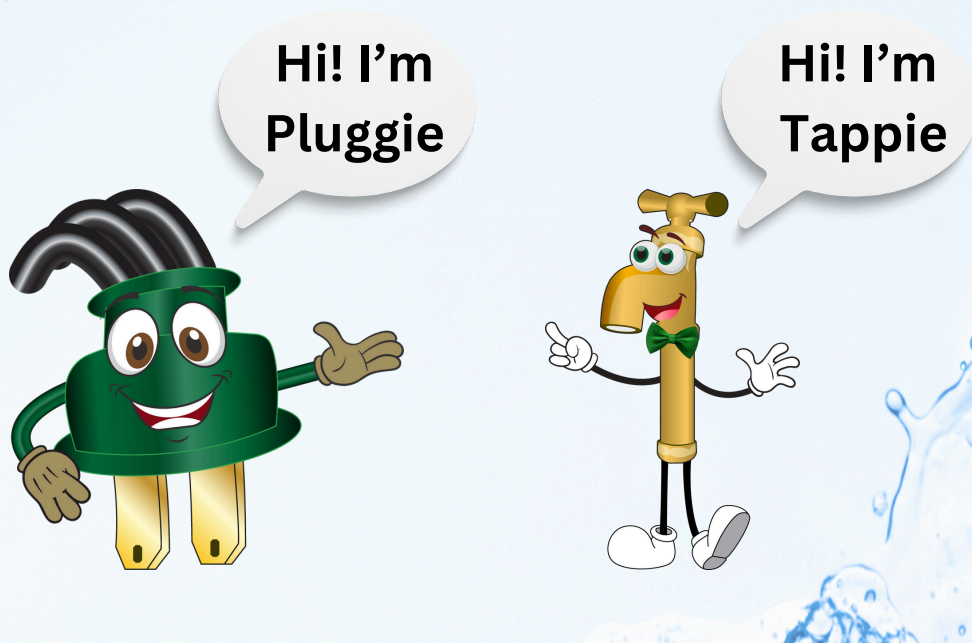
# RIC LAUNCHES WATER AND ELECTRICITY CONSERVATION MASCOTS

The Regulated Industries Commission (RIC) launched two engaging new mascots: Pluggie, the Energy Conservation Mascot, and Tappie, the Water Conservation Mascot. These mascots are part of the RIC's latest initiative to raise awareness about energy and water conservation among consumers.

To amplify the message, the RIC has developed a series of advertisements featuring Pluggie and Tappie. These ads offer practical tips for conserving resources in and around the home, making it easier for families to adopt sustainable habits. From unplugging electronics when not in use to fixing leaky taps, Pluggie and Tappie simplify conservation for everyone.

In addition to the ad campaign, the RIC has introduced an innovative conservation showcase at their main building. This exhibit features a range of energy-efficient gadgets, demonstrating how simple changes can lead to significant savings. The showcase has devices like smart plugs, smart switches, and energy-efficient lighting systems, all designed to reduce energy consumption usage in everyday life.

By integrating education with fun, the RIC's new mascots and showcase highlight the importance of conservation while offering actionable solutions for a sustainable future. Stay tuned for more updates as Pluggie and Tappie continue to inspire positive change across the country!



Address: #88 Queen Janelle Commissiong Street, Port-of-Spain  
Tel: 800-4RIC (4742), 627-0821, 627-7820, 627-0503, 625-5384  
Website: [www.ric.org.tt](http://www.ric.org.tt) Email: [ricoffice@ric.org.tt](mailto:ricoffice@ric.org.tt)

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RIC NEWS WELCOMES YOUR VIEWS AND COMMENTS!

Contact: Ms. Driselle RamJohn, Corporate Communications Manager at [ramjohnd@ric.org.tt](mailto:ramjohnd@ric.org.tt) OR [comments@ric.org.tt](mailto:comments@ric.org.tt)

