



REGULATED INDUSTRIES COMMISSION

Protecting YOUR Interests

2018

ANNUAL REPORT
& FINANCIAL
STATEMENTS

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LETTER OF TRANSMITTAL

The Honourable Marvin Gonzales
Minister of Public Utilities
Ministry of Public Utilities
One Alexandra Place
#1 Alexandra Street
St. Clair

Dear Minister,

RE: Annual Report and Financial Statements 2018

In accordance with Section 34 of the Regulated Industries Commission (RIC) Act, Chapter 54:73, I have the honour to submit the RIC's audited Statement of Accounts as certified by the Auditor General and the Annual Report, for the year ending December 31, 2018.

Sincerely,



Dawn Callender
CHAIRMAN

CHAIRMAN'S REMARKS



DR. HYACINTH GUY


In 2018 the Regulated Industries Commission made significant progress on the Price Reviews, for both the Electricity Transmission and Distribution Sector, and the Water and Wastewater Sector, that were initiated in 2017. The RIC was actively engaged in the second phase of the process which included the publication and circulation of several consultative documents which detailed the RIC's views on important regulatory issues, and methodologies/approaches to key areas that inform the Review process. All stakeholders were afforded the opportunity to comment and provide their critical feedback

on these documents which will inform the Draft Determination – Rates and Miscellaneous Charges, for both sectors. The release of the Draft Determination and subsequent nationwide public consultation initiative is the third and final phase of the process.

The RIC continued to make strides in other areas that fall within its remit and to this end a Quality of Service Scheme was developed for Electricity Generating Entities in Trinidad and Tobago in an effort to promote economic and operational efficiencies of non-renewable electricity generation. There was wide consultation on the proposed standards, which are being finalised for publication in the Trinidad and Tobago Gazette, after which they will be implemented.

Utility customers in Trinidad and Tobago continued to benefit from the work of the Commission particularly with our dedicated and robust customer complaints redress facility. I am also pleased to inform you that in 2018 we were able to expand our customer outreach programme physically to Tobago with a monthly presence at the Gulf City Mall, Lowlands, Tobago. The Commission is unwavering in its objective to be as far-reaching and inclusive as possible in the delivery of its services to water and electricity customers throughout the country.

The RIC was also pleased to host a five-day training workshop entitled "Econometric Techniques for Caribbean Regulators" on behalf of the Organisation of Caribbean Utility Regulators (OOCUR). The workshop, which took place at the RIC's offices in Port of Spain in August was facilitated by Patrick K. Watson, Professor Emeritus at the University of the West Indies. The Training Course introduced participants to fundamental methods of Econometric Techniques. It focused primarily on techniques having immediate applicability to the day-to-day problems faced by Caribbean Utility Regulators so that participants could develop more efficient ways in which to carry out certain routine but vital operations of their organizations, principally for purposes of forecasting and policy analysis. The Commission remains committed to advancing the mission of OOCUR by supporting; training and development initiatives, and the sharing of information on regulatory issues and experiences among member countries.



The RIC was also well represented at the 16th Annual OOCUR Conference in Belize this year with paper submissions and presentations by three staff members. The topics for the presentations included, 'The Impacts of Climate Change on Water Resources: Lessons for the Utility Regulator', 'Electricity Grid Resilience in Face of Extreme Weather Conditions' and 'Regulating the Electricity Sector in a Disruptive Environment: Changing the Business Model'. The RIC was also represented on the panel discussion on Regulatory Impact Assessment. Commissioner, Mr. Clayton Blackman along with RIC's Executive Director, Dr. James Lee Young also attended the conference.

On behalf of the Board of Commissioners, I would like to recognize and sincerely thank the staff of the RIC for their continued diligence in ensuring that the Commission successfully delivers on its mission and vision. I would also like to thank my fellow Commissioners and all of our stakeholders for their support in 2018, and I look forward to continued collaboration in 2019.



STATEMENTS



VISION

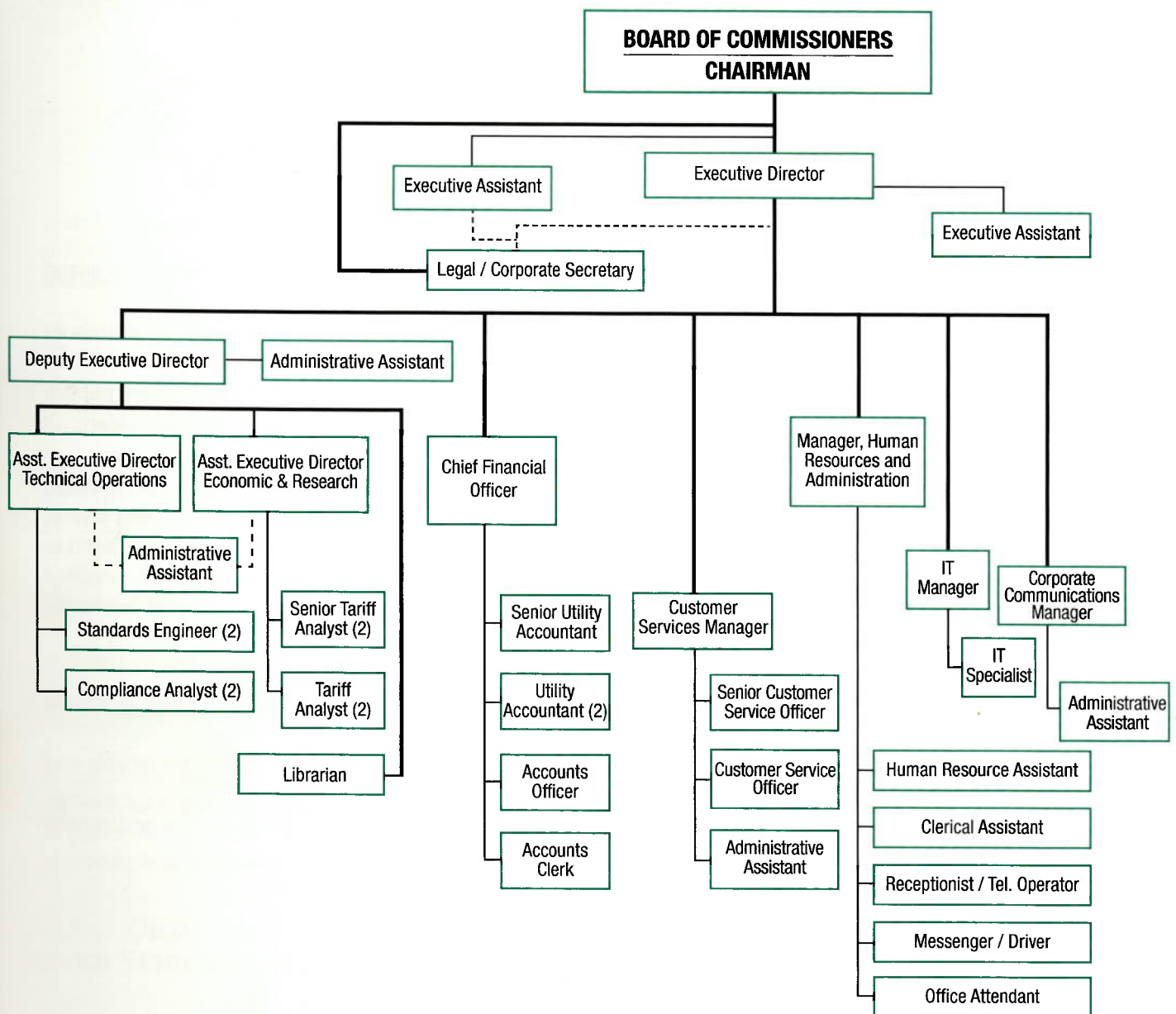
To be a world-class regulator

MISSION

To ensure the promotion of the highest quality of utility services at fair and reasonable rates while building a credible regulatory regime that responds adequately to stakeholders concerns and also to ensure fairness, transparency and equity in the provision of utility services throughout the country.

ORGANISATIONAL STRUCTURE

The Executive Director is responsible for the overall supervision and direction of the work and staff of the Commission. The staff provide a range of services and advice to the Commission on all aspects of its work.





RIC AT A GLANCE

This, the sixteenth report of the RIC, covers the activities of the RIC for the period January 1st to December 31st, 2018.

The Regulated Industries Commission Act, No. 26 of 1998, established the Regulated Industries Commission (RIC) as a body corporate. Under the Act, the RIC is charged with the responsibility of regulating the following service providers:

- The Water and Sewerage Authority (WASA);
- The Trinidad and Tobago Electricity Commission (T&TEC);
- The Power Generation Company of Trinidad and Tobago (PowerGen); and
- Trinity Power Limited (formerly InnCogen).

FUNCTIONS OF THE RIC

The specific powers and functions of the RIC are defined in Section 6 of the RIC Act of 1998 and are summarized below:

- To advise the Minister on matters relating to the operations of the Act including the granting of Licences and monitoring the terms and conditions of the Licences;
- To carry out studies of efficiency and economy of operation and of performance of service providers, publish results and take action, where necessary, to protect the interests of customers and other stakeholders;
- To prescribe standards for services, monitor compliance and impose sanctions for non-compliance;
- To establish economic principles and methodologies for the setting of rates for services and to perform periodic reviews of the rating regimes;
- To investigate consumer complaints in respect of rates, billing and unsatisfactory service and facilitate redress; and
- To ensure service providers are able to finance the delivery of services with an appropriate return on investment.

Furthermore, the RIC Act places direct functional responsibility upon the Commission in Section 6 (3) to ensure that the public interest is protected particularly:

- By ensuring maximum efficiency in the use and allocation of resources and that services are reliable and provided at the lowest possible cost;
- By ensuring equal access by consumers to service and the fair treatment of consumers and service providers who are similarly placed;
- By ensuring non-discrimination in terms of service access, pricing and quality; and
- By ensuring that current national environmental policies are adhered to.

THE YEAR IN REVIEW

In 2018, the RIC continued to execute its mandate in key areas such as the establishment of rates and quality of service standards for the sectors under its remit. The Price Review Process for WASA and T&TEC continued and as a result, a number of advertisements were placed in the daily newspapers to inform members of the public about several consultative documents concerning the Price Reviews and other matters related thereto.

Quality of Service Scheme

The RIC developed a Quality of Service Scheme for Electricity Generating Entities in Trinidad and Tobago. The purpose of the Scheme is to promote economic and operational efficiencies of non-renewable electricity generation. The draft was issued for public consultation in August 2018.

Technical Support

The RIC served as part of a technical support team to the Ministry of Energy and Energy Industries (MEEI) for various renewable energy undertakings. These included the issue of requests for proposals for 130 MW of renewable energy generation, and a waste-to-energy plant. These are the most significant steps to date towards large-scale use of renewables in the country. The RIC also concluded a joint process mapping exercise with T&TEC. The purpose was to audit the regulatory data collection and reporting system of T&TEC, with particular emphasis on the Quality of Service.

Revised Quality of Service Standards


The revised Quality of Service Standards for Electricity Transmission and Distribution was published in the Trinidad and Tobago Gazette. This is the second revision of the standards, which were first implemented in 2004. These standards comprise both Guaranteed Standards and Overall Standards and apply to T&TEC's operations. Guaranteed Standards are those that set service levels that must be met by the service provider for every individual customer, whereas Overall Standards cover broader areas of service and generally relate to the reliability of service affecting a group of customers. There were improvements in T&TEC's performance compared to 2017 as the compliance rates for GES (1) and GES (5) showed some progress compared to 2017. T&TEC continued to achieve a high compliance (99%) in seven (7) out of the eight (8) categories under the Guaranteed Standards Scheme (GSS).

Overall Standards

With respect to the Overall Standards, T&TEC achieved above 94% compliance in five (5) out of seven (7) categories with full compliance being maintained for OES 1 (Frequency of Meter Reading), OES 3 (Responding to Meter Problems) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1). The RIC noted an improvement in performance under OES2 (Billing Punctuality), OES 3 (Responding to Meter Problems), OES 4 (Prior Notice of Unplanned Outages) and OES 5 (Street Lights Maintenance). However, there was a decline in performance under OES 6 (Response to Customer Queries/Requests (written) with respect to the initial response, and improvement with respect to the final position.

Quality of Service Standards

The RIC developed Quality of Service Standards for the water and wastewater sector and the most recent revisions were finalized in December 2017 after public consultation with stakeholders, inclusive of the Service Provider. The standards were submitted to the Ministry of Public Utilities for publication in the Trinidad and Tobago



Gazette but were subsequently withdrawn to facilitate further consultation with WASA owing to concerns raised by the Service Provider with the line Ministry. Notwithstanding, the RIC previously implemented several measures to assist in monitoring the service provided by WASA, including the Emergency Notification and Response Management Plan, which continued to be utilized in 2018.

Investigation of Complaints

One of the core functions of the RIC is the investigation of complaints by consumers upon their failure to obtain redress from service providers with respect to rates, billing and unsatisfactory service. In 2018, the RIC received over 2,690 complaints, the majority of which were lodged against WASA. The RIC was able to resolve 88% of the complaints received, most of them in favour of the customer. Thirty two (32) customers benefitted from the recovery of TT\$250,000.00 in 2018, of which 56% was credited to WASA customers' accounts and the remainder attributed to T&TEC.

Exploring Strategies

The RIC continues to explore strategies aimed at increasing public awareness and improving public education on the role of the RIC as an economic regulator, and the ways the public can benefit from its services. External engagement with the public was implemented through a multi-faceted approach and one major conduit was the Outreach Programme (OP), which has both public awareness/education and complaints-redress components. Several outreach programmes were conducted across Trinidad and Tobago in 2018, including a monthly customer outreach session in Tobago at the Telecommunications Authority of Trinidad and Tobago's office in Gulf City Mall, Lowlands. The first outreach took place in July 2018 and continued on a monthly basis. The RIC hosted an Information Booth on the Brian Lara Promenade on Friday 9th March, 2018 and also took part in the UWI World of Work Workshop 2018.

RIC Office Relocation

In June 2018 the RIC relocated its offices to 37 Wrightson Road, Port of Spain, from its previous location at 90 Independence Square, Port of Spain, in an effort to provide a comfortable, safe and healthy working environment for staff.



SECTOR REPORTS 2018

The RIC is the economic regulator of the water, wastewater and electricity sectors in Trinidad and Tobago. One of our main functions is to ensure that the service providers in these sectors deliver an acceptable quality of service to customers at a reasonable price, while operating on such terms that would allow them to earn sufficient return to meet efficient expenditure and also finance necessary investments.

THE ELECTRICITY SECTOR

OVERVIEW OF THE SECTOR

The electricity sector in Trinidad and Tobago consists of a government-owned monopoly electricity transmission and distribution utility, the Trinidad and Tobago Electricity Commission (T&TEC), and three independent power producers (IPPs) – Power Generation Company of Trinidad and Tobago Limited (PowerGen), Trinity Power Limited and Trinidad Generation Unlimited (TGU). T&TEC owns and operates the transmission and distribution network that supplies electricity nationwide. The relationships between the IPPs and T&TEC are governed by Power Purchase Agreements (PPAs). These are long-term contracts that specify the amount of electricity that is to be supplied to T&TEC, the price to be paid by T&TEC and the conditions of service. Under these contracts, T&TEC is responsible for procuring the fuel used to generate the electricity. Total nameplate installed capacity of the generating entities is 2,104 MW, with a net derated capacity of 2,019 MW. Natural gas is the primary fuel used for generation.

T&TEC commenced operation in 1946 as a vertically integrated monopoly, serving 6,600 customers in Port of Spain. In 2018, the utility serves over 480,000 customers across Trinidad and Tobago, with 99% electricity coverage of the country. T&TEC sold over 8,000 gigawatt hours (GWh) in 2018. In 1994, the generating assets of T&TEC were divested, establishing PowerGen as the first IPP in Trinidad and Tobago. Installed generating capacity of PowerGen was 1,074 MW at the end of 2018. Trinity Power, a privately held entity, began operation in 1999, with three (3) 75 MW natural gas fired generating units. TGU was commissioned in 2011. The company has a total maximum simple cycle output of 450 MW, and combined cycle capacity of 720 MW. The plant is owned by the Government of Trinidad and Tobago. T&TEC retains generating capacity of 95 MW in Tobago. Tobago is also supplied by a submarine cable from Trinidad with a capacity of 15 MW.

SIGNIFICANT ACTIVITIES IN THE SECTOR IN 2018

- The RIC developed a Quality of Service Scheme for Electricity Generating Entities in Trinidad and Tobago. The purpose of the Scheme is to promote economic and operational efficiencies of non-renewable electricity generation. The draft scheme was issued for public consultation in August 2018.
- The revised Quality of Service Standards for Electricity Transmission and Distribution were published in the Trinidad and Tobago Gazette. This is the second revision of the standards, which were first implemented in 2004.

- The RIC served on a technical support team established by the Ministry of Energy and Energy Industries (MEEI) for various renewable energy undertakings. These included the issue of requests for proposal for 130 MW of renewable energy generation and a waste-to-energy plant. These are the most significant steps to date towards large scale use of renewables in the country.
- The RIC concluded a joint process mapping exercise with T&TEC. The purpose was to audit the regulatory data collection and reporting system of T&TEC. A report will be issued to the utility.

QUALITY OF SERVICE STANDARDS

As part of its mandate, the RIC prescribes and publishes standards for services, and monitors service providers to determine compliance with these standards. Accordingly, the RIC implemented the Quality of Service Standards for the Electricity Transmission and Distribution Sector for the services provided by T&TEC, comprising both Guaranteed Standards and Overall Standards. Guaranteed Standards are those that set service levels which must be met by the service provider for every individual customer, whereas Overall Standards cover broader areas of service and generally relate to the reliability of service affecting a group of customers. Table 1 presents a description of the Guaranteed Standards, the required performance units, and the compensatory payment levels for each standard.

TABLE 1: **Guaranteed Standards**

CODE	Service Description	Performance Measure	Required Performance Units	Payments Per Customers
GES 1	Restoration of supply after unplanned outage on the distribution system.	Time for restoration of supply to affected customers	Within 10 hours	\$60 (residential) \$600 (non-residential) For each further 12 hr period \$60 (residential) \$600 (non-residential)
GES 2	Billing Punctuality (New customers)	Time for first bill to be mailed after service connection: (a) Residential (b) Non-Residential	60 days 30 days	\$50 for both residential and non-residential
GES 3	Reconnection of service after payment of overdue amounts or agreement on payment schedule	Time to restore supply after payment is made (All customers)	Within 24 hours	Refund of reconnection fee for both residential and non-residential
GES 4	Making and keeping appointments	Where required, appointments will be made on a morning or afternoon basis	24 hours notice of inability to keep an appointment with customers.	\$50 for both residential and non-residential
GES 5	Investigation of Voltage Complaints	Time to visit, correct problem and notify affected customers	Within 24 hours, correct within 15 working days.	\$50 (residential) \$600 (non-residential)
GES 6	Responding to billing and payment queries	Provide a substantive reply	Within 15 working days	\$50 for both residential and non-residential
GES 7	New Connection of supply	Service drop and meter to be installed	Within 3 working days	\$50 for both residential and non-residential
GES 8	Payments owed under guaranteed standards	Time to credit compensatory payment.	Within 30 working days for non-residential and 60 days for residential.	\$50 for both residential and non-residential

TT&TEC'S PERFORMANCE UNDER GUARANTEED STANDARDS

There are eight guaranteed standards for T&TEC, and at this time, all but the first (GES 1) carry automatic compensatory payments for breaches¹ of the standards. T&TEC's performance under the guaranteed standards for 2018 is presented in table 2.

TABLE 2: **Compliance with Guaranteed Standards, 2018**

CODE	Service Description	Performance Measure	Compliance Rate (%)		
			2018	2017	2016
GES 1	Response and Restoration Time after unplanned (forced) outages on the distribution system.	Time for restoration of supply to affected customers – within 10 hours	99.76	99.08	99.64
GES 2	Billing Punctuality (new customers)	Time for first bill to be mailed after service connection:			
		(a) Residential – within 60 days (b) Non-Residential – within 30 days	99.90 100.0	99.90 100.0	99.80 98.10
GES 3	Reconnection After Payment of Overdue Amounts or Agreement on Payment Schedule	Time to restore supply after payment is made – within 24 hours	99.95	99.91	99.95
GES 4	Making and Keeping Appointments	Where required, appointments will be made on a morning or afternoon basis	100.0	100.0	100.0
GES 5	Investigation of Voltage Complaints	(i) Response – All voltage complaints to be responded to within 24 hours.	100.0	99.1	99.97
		(ii) Rectification – All voltage complaints to be rectified within 15 working days.	99.80	98.40	93.59
GES 6	Responding to Billing and Payment Queries	Substantive reply within 15 working days	100.0	100.0	100.0
GES 7	New Connection of Supply	Service drop and meter to be installed within 3 working days	100.0	99.9	99.90
GES 8	Payments Owed under Guaranteed Standards	Time to credit compensatory payment:			
		Residential – within 30 working days Non-Residential – within 60 working days	N/A N/A	0.0 N/A	0.0 N/A

N/A – Not Applicable

¹ A breach occurs when there is non-compliance of the stipulated level of performance for a standard by the service provider.

Generally, T&TEC maintained the same level of performance across all the standards in 2018, with compliance rates that were similar to those in 2017. However, there was a significant reduction in the number of breaches which decline from 16,576 in 2017 to 3,474 in 2018 under GES 1.

T&TEC is not able to identify the individual customers who experienced breaches under GES 1 due to limitations in its Outage Management System (OMS). Hence, customers are required to submit claims for breaches under this standard. The RIC estimates that at least \$210,492 would have been due in compensatory payments to customers, if claims were submitted/processed for all the breaches that occurred in 2018. Table 3 provides more details.

TABLE 3: Details of Breaches and Compensatory Payments due under the Guaranteed Standards, 2018

Standard	Number of Breaches	Penalty Payment (\$)	Minimum Payment Due (\$)	Total Number of Claims Submitted* / Processed	Total Payments Made (\$)
GES 1	3,474	60	208,440	10	600
	0	600	0	0	0
GES 2	7	50	350	7	350
GES 3	14	118	1,652	14	1,652
GES 4	0	50	0	0	0
GES 5	1	50	50	1	50
GES 6	0	50	0	0	0
GES 7	0	50	0	0	0
GES 8	0	50	0	0	0
TOTAL	3,496		210,492	32	2,652

T&TEC'S PERFORMANCE UNDER OVERALL STANDARDS

Overall Standards cover areas of service where it is not appropriate or feasible to give individual guarantees, but where the expectation of the stakeholders is that the utility will provide pre-determined minimum levels of service. These standards generally relate to the reliability of service affecting a group of customers. Generally, T&TEC's performance improved under the overall standards with four of the standards showing improvement, two of them maintaining their performance levels and one with a mixed performance as can be seen from the compliance rates presented in table 4.

TABLE 4: Compliance with Overall Standards, 2018

CODE	Description	Required Performance Measure	Compliance Rate (%)		
			2018	2017	2016
OES 1	Frequency of Meter Reading	90% of industrial meters should be read every month	100.0	100.0	100.0
		90% of residential and commercial meters read according to schedule	100.0	100.0	100.0
OES 2	Billing Punctuality	98% of all bills to be mailed within ten (10) working days after meter reading or estimation	97.6	94.4	90.2
OES 3	Responding to Meter Problems	Visit or substantive reply within 10 working days 95% of the time	100.0	96.8	99.1
OES 4	Prior Notice of Planned Outages	3 days advance notice of planned outages 100% of the time	96.2	90.9	92.1
OES 5	Street Lights Maintenance	Street Lights – within 7 working days	49.5	21.3	42.7
		Highway Lights – within 14 working days	72.4	57.0	89.6
OES 6	Response to Customer Queries/ Requests (written)	Time to respond after receipt of queries: Initial Response – within 10 working days	85.8	96.7	96.2
		Final Position – within 30 working days	94.8	65.6	54.1
OES 7	Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1	100% of customers to be notified of receipt of claim within 10 working days	100.0	100.0	100.0

Performance under OES 1 (Frequency of Meter Reading), OES 3 (Responding to Meter Problems) and OES 7 (Notifying Customers of Receipt of Claim under Guaranteed Standard GES 1) achieved full compliance. There was improvement in the performance under OES2 (Billing Punctuality), OES 4 (Prior Notice of Unplanned Outages) and OES 5 (Street Lights Maintenance). However, there was a decline in performance under OES 6 (Response to Customer Queries/Requests (written) with respect to the initial response and improvement with respect to the final position.

T&TEC'S PERFORMANCE UNDER THE QUALITY OF SERVICE STANDARDS

The Guaranteed Standards Scheme was designed to encourage T&TEC to focus on improving the quality of service delivered to customers in the specified areas. With respect to the processing of automatic payments T&TEC's performance has evidenced significant improvement over the years, with all automatic compensatory payments being paid on time in 2018.

In keeping with the holistic approach to monitoring that the RIC utilises, the Guaranteed Standards Scheme has been revised to address some areas of concern. It is anticipated that the revised Quality of Service Standards for the Electricity Transmission and Distribution Sector will be implemented in 2019. Reporting and analysis of the revised standards would also benefit from improved monitoring and data collection based on the findings of the joint process mapping exercise conducted by the RIC and T&TEC. This is expected to improve the accuracy of the data reported, and enhance the RIC's ability to effectively monitor performance and compliance.

ELECTRICITY SECTOR REPORTING UNDER THE EVENTS NOTIFICATION AND RESPONSE MANAGEMENT PLAN

In executing its mandate as the economic regulator for the electricity and water/wastewater sectors, the RIC requires the utilities in the electricity and water sectors to report financial and operational information about their activities. This requirement includes reporting on events that may have a significant impact on the utility's ability to provide service to its customers. The RIC published the document "*Event Notification and Response Management Plan (ENRMP)*" in May, 2004 to provide guidance to Service Providers (SPs) on how to notify the RIC of incidents and events which have affected, or are likely to have an adverse effect on, a large number of customers.

In the electricity sector, an event, as classified under the ENRMP, may include events leading to the risk/loss of life or injury to persons, any occurrence affecting the health or safety of the public or employees, any major failure of electrical and mechanical equipment, and the significant and unexpected loss of the supply of electricity or deterioration in the quality of the electricity supply.

There are three (3) SPs in the electricity sector that are required to report such events to the RIC within a stipulated time frame, as well as to notify affected customers about the duration and extent of the impact. The SPs are the Trinidad & Tobago Electricity Commission (T&TEC), the Power Generation Company of Trinidad & Tobago (PowerGen) and the Trinity Power Limited (TPL). There is another independent power producer, the Trinidad Generation Unlimited (TGU) Power Station, however, this company currently does not fall under the purview of the RIC and is not required to report under the ENRMP. The RIC also records the significant events pertaining to the electricity sector that have been reported by the local media. The RIC reviews all the events which have been recorded and engages with a particular SP (where deemed necessary) and prepares an internal summary report of these events on a quarterly basis.

There were five (5) significant events pertaining to the SPs in the electricity sector for the year 2018, two (2) events less than the seven (7) events recorded under the ENRMP in 2017. Most of the events reported in 2018 were as a result of the loss of electrical supply to large numbers of customers. Of the total number of events:

60% were major electricity outages (3 events); there was one (1) fatality caused in execution of line clearing works and one (1) case of a broken T&TEC pole in a public space with no injury or damage reported.

Three (3) significant unplanned electrical outages in 2018 affected large numbers of T&TEC's customers as compared to five (5) such events in 2017. Two of these unplanned outages were due to severe weather conditions and torrential rains, while the other was due to an earthquake of magnitude 6.9. The most impactful of these events occurred on August 31st 2018 and was caused by a fire at T&TEC's Savonetta 66kV Sub Station in Couva. This event affected approximately 2,707 customers throughout Central Trinidad. The electricity supply was restored to affected residential customers within four hours and large industrial customers within ten hours.

T&TEC reported one (1) incident in which an employee was fatally injured during a line clearing exercise of its network in Tobago. It was reported that the fatality occurred when the worker was struck by a falling branch.

A summary of the events reported in the electricity sector for 2018 is shown in table 5 below.

TABLE 5: ENRMP - Summary Report For Electricity Sector, 2018

TYPE OF EVENT	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	TOTAL	% of Total	No. of reports related to		
							T&TEC	PowerGen	TPL
Fatalities	0	0	1	0	1	20%	1	0	0
Equipment Damage/ Mal-operation	0	0	0	0	0	0%	0	0	0
Electrical Outages	0	0	2	1	3	60%	3	0	0
Other	0	1	0	0	1	20%	1	0	0
Total No of Events Reported	0	1	3	1	5	100%	5	0	0
% of Total	0%	20%	60%	20%		100%	100%	0%	0%

THE WASTE WATER SECTOR



Water and wastewater services are provided in Trinidad and Tobago by a government-owned, monopoly utility, the Water and Sewerage Authority (WASA). WASA is responsible for the production, transmission and distribution of water for potable and industrial uses, as well as for the treatment of non-industrial wastewater. WASA produces 245 million imperial gallons of water per day (mgd). Of this, surface water accounts for 58.5% (143 mgd); ground water accounts for 22.9% (56 mgd); and water from desalination plants accounts for 18.6% (46 mgd).

QUALITY OF SERVICE STANDARDS FOR WASA

The RIC drafted QSS for WASA in 2004, but these were not implemented because of administrative and legal impediments. The standards have been reviewed over the ensuing years, with the most recent revision completed in December 2017 after public consultation and consultation with the service provider. The RIC submitted the standards to the Ministry of Public Utilities for publication in the Trinidad and Tobago Gazette but they were subsequently withdrawn to facilitate further consultation with WASA.

WATER/WASTEWATER SECTOR REPORTING UNDER THE EVENTS NOTIFICATION AND RESPONSE MANAGEMENT PLAN

In the water utility sector, an event, as classified under the ENRMP, may include a major reduction in the amount of water provided to customers, a significant impairment in the quality of water supplied, or an activity affecting the health or safety of customers or employees. The Water and Sewerage Authority of Trinidad and Tobago (WASA) is required to report such events to the RIC as soon as they occur, as well as to notify affected customers about the extent and duration of the impact. The RIC prepares an internal quarterly report based on these submissions.

WASA reported 49 events for the year 2018, representing an average of 12.25 events per quarter. There was a 77% increase in the number of events reported for 2018 compared with 2017. Most of the events reported in 2018 resulted in a significant loss of water supply to a large number of customers. Table 6 shows a summary of the number of events reported by WASA in 2018. Of the total number of events, *Emergency Repairs* accounted for 36.7%; *Maintenance* accounted for 30.6%; *Reduction in Supply from Desalination Plants* and *Excessive turbidity due to rainfall* both accounted for 14.3% each; and *Other* events accounted for 4.1%.

TABLE 6: ENRMP - Summary Report For Water And Wastewater Sector, 2018

TYPE OF EVENT	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	TOTAL	% of Total	AVERAGE Per Qtr
Maintenance	5	4	4	2	15	30.6	3.75
Reduction in Supply from Desalination Plants	3	0	2	2	7	14.3	1.75
Emergency Repairs	3	4	6	5	18	36.7	4.5
Capital improvement works	0	0	0	0	0	0	0
Excessive turbidity due to rainfall	0	0	4	3	7	14.3	1.75
Other	0	0	0	2	2	4.1	0.5
Total No of Events Reported	11	8	16	14	49	100	12.25

CUSTOMER SERVICES

Investigating utility related complaints and facilitating relief where necessary is one of the RIC's core functions. In this context, consumers may register their complaints with the RIC regarding their failure to obtain redress from the Water and Sewerage Authority (WASA) and the Trinidad and Tobago Electricity Commission (T&TEC) with respect to rates, billings and unsatisfactory service.

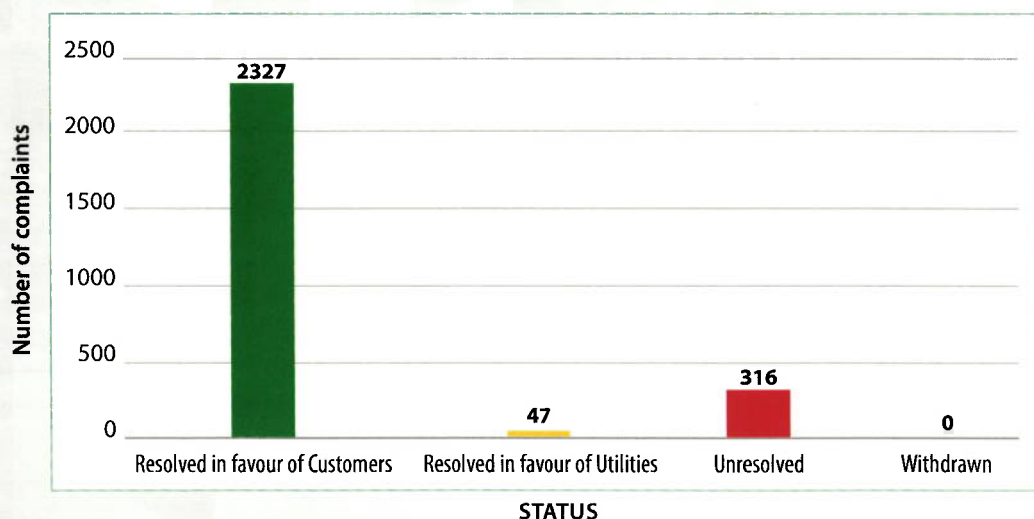
For the year 2018, the RIC received 2,690 complaints as shown in table 7, which represented a five percent (5%) decrease in the number of complaints received when compared to 2017. These complaints were filed by 1,580 customers, 62% of whom accessed the service of the RIC for the first time. In 2018, the RIC was able to maintain a relatively high resolution rate, resolving 2,374 or 88% of the complaints received.

TABLE 7: Status of Complaints Received for 2016-2018

Status	2016	2017	2018	% Change
Number of complaints brought forward	389	435	461	6%
Number of complaints received	2419	2821	2690	-5%
Number of complaints withdrawn	8	2	0	-100%
Number of complaints resolved	2117	2394	2374	-1%
Number of complaints unresolved	294	425	316	-26%
RESOLUTION RATE	88%	85%	88%	4%
No. of outstanding complaints resolved	248	399	390	-2%
Total number of complaints resolved	2365	2793	2764	-1%
Total number of complaints outstanding	435	461	387	-16%

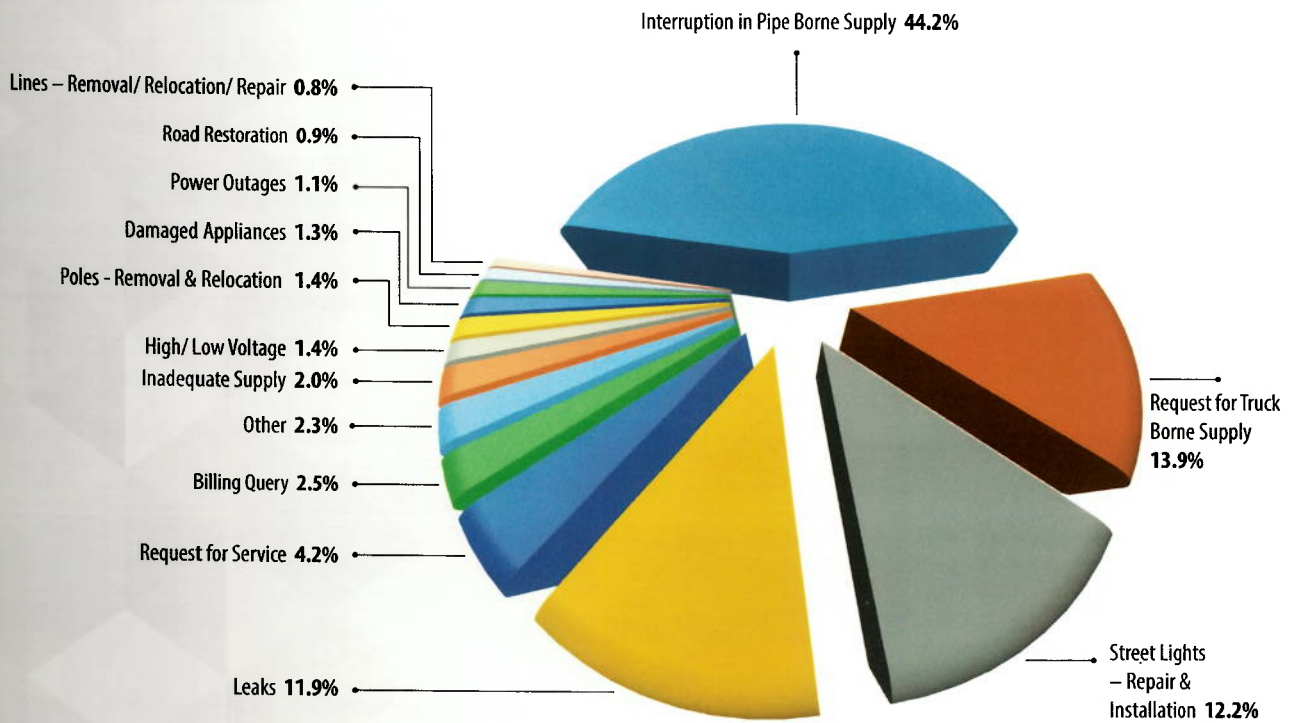
On the basis of an objective evaluation of each complaint, the RIC ensures the fair treatment of consumers and service providers similarly placed. This approach has led to 2,327 or 98% of the complaints that were resolved by the RIC, being resolved in the favour of customers, as indicated in figure 1 below.

FIG. 1: Status of Complaints Received in 2018



In 2018, the top three (3) complaint categories reported to the RIC were Interruption in Pipe Borne Supply, Request for Truck Borne Supply and Streets Lights – Repair & Installation, which accounted for 1188 (44%), 373 (14%) and 329 (12%) of the complaints respectively, as shown in figure 2 below. By comparison in 2017, the top three complaint categories were Interruption in Pipe Borne Supply, Streets Lights – Repair & Installation and Request for Truck Borne Supply, which accounted for 955 (34%), 616 (22%) and 408 (14%) complaints respectively.

FIG. 2: Distribution of Complaints in 2018, by Category



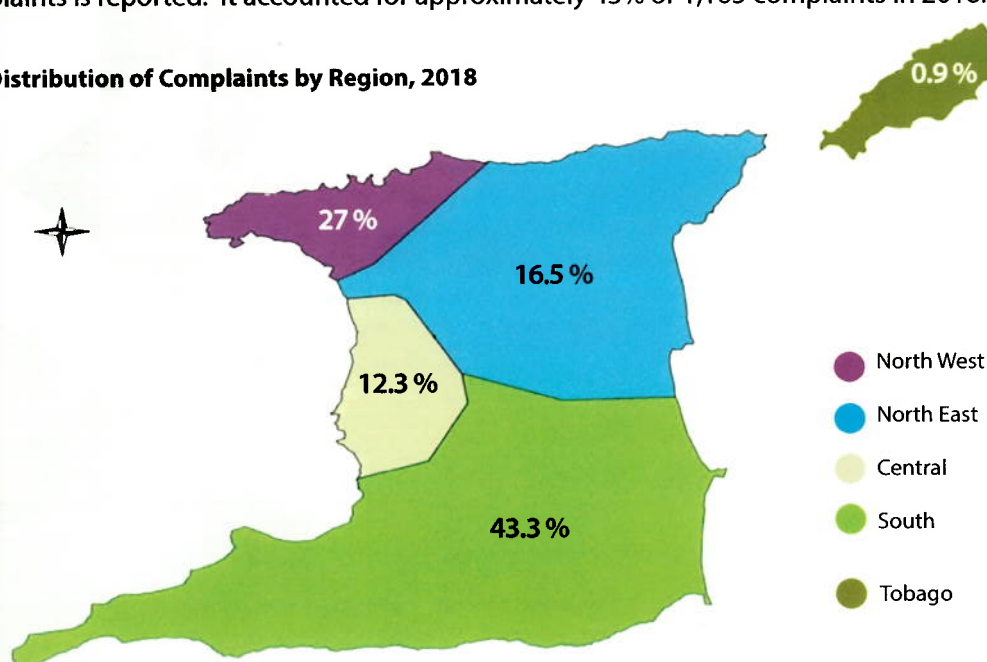
When the complaints filed against T&TEC were disaggregated, it revealed that Street Lights – Repair & Installation, Request for Service, and High / Low Voltage were the most reported complaints for 2018, fairly similar to that recorded in 2017. As shown in table 8, these complaints accounted for 56%, 7%, and 6% of the complaints respectively for this service provider. Street Lights – Repair & Installation complaints decreased by 47% but the category Damaged Appliances recorded the highest percentage increase of 36% when compared to 2017. An analysis of WASA complaints indicated that Interruption in Pipe-Borne Supply, Request for Truck-Borne Supply and Leaks were the most reported complaints for both 2017 and 2018 and they accounted for 57%, 18% and 15% respectively of the total number of complaints for WASA in 2018. In addition, while Interruption in Pipe-Borne Supply complaints grew by 24% the category Request for Service recorded the highest percentage increase of 37% when compared to 2017.

TABLE 8: Distribution of Complaints Received by Category and Service Provider for the period, 2016-2018

Service Provider	Complaint Category	2016	2017	2018	% Change
T&TEC	Billing Query	23	28	25	-11%
	Damaged Appliances	31	25	34	36%
	High / Low Voltage	40	43	37	-14%
	Lines - Removal/relocation/repair	28	26	21	-19%
	Other	65	35	34	-3%
	Poles - Removal & Relocation	35	39	37	-5%
	Power Outages	29	40	29	-28%
	Request for Service	100	59	44	-25%
	Street Lights - Repair & Installation	674	616	329	-47%
		1025	911	590	-35%
WASA	Billing Query	35	42	42	0%
	Inadequate Water Supply	34	52	53	2%
	Interruption in Pipe Borne Supply	737	955	1188	24%
	Leaks	148	313	320	2%
	Other	15	34	29	-15%
	Request for Service	14	51	70	37%
	Request for Truck Borne Supply	379	408	373	-9%
	Road Restoration	32	55	25	-55%
		1394	1910	2100	10%
TOTAL	2419	2821	2690	-5%	

The number of complaints received by the RIC was disaggregated by geographic location and is shown in figure 3. The South region has historically been, and continues to be the region from which the largest number of complaints is reported. It accounted for approximately 43% or 1,165 complaints in 2018.

FIG. 3: Distribution of Complaints by Region, 2018



The RIC has identified areas in the four (4) geographic regions in Trinidad that were considered water stressed (worst served). This was determined by the accrual of all Interruption in Pipe-Borne Supply, Request for Truck-Borne Supply and Inadequate Water Supply complaints received in 2018. Table 3 indicates the five (5) top areas (City/Town/Village) that are most affected in each region. The record shows that in the Central Region, the RIC received the most complaints (58) from Claxton Bay. Complaints from this area increased by 45 or 346%. Couva with 21 complaints was next. Compliants from that area increased by 18 or 600% followed by complaints from Las Lomas with 18 complaints, which decreased by 6 or 25%, when compared to 2017. In the North East Region, the most complaints came from Brazil, with 30 complaints from this area, a decrease by seven (7) or 19%. Arima, with 25 complaints, was next but there was a decrease by two (2) or 7%. Talparo, with 22 complaints, followed but registered an increase of 6 or 38%.

A review of the complaints from the North West Region, showed that the Diego Martin area recorded the most complaints, with 63 complaints. However, there was a decrease of 25 complaints or 28% when compared to 2017. This was followed by Glencoe with 51 complaints, representing an increase of 49 or 2450%. The South Region continues to be the region from which the RIC has received the most complaints. Analysis of the data from 2018 showed an increase in the number of complaints from Penal, Princes Town, Siparia and Debe, a 31% total increase, when compared to 2017. However, complaints from Barrackpore decreased by 47%, when compared to 2017. The RIC will continue to monitor these trends and engage in discussions with WASA to improve the delivery of service to the worst served areas identified.

TABLE 9: The top 5 Water Stressed Areas in each Region, 2016-2018

LOCATION	2016		2017		2018	
	Areas	Total	Areas	Total	Areas	Total
CENTRAL	Las Lomas	27	Las Lomas	24	Claxton Bay	58
	Claxton Bay	12	Cunupia	19	Couva	21
	Couva	10	Claxton Bay	13	Las Lomas	18
	Carapichaima	3	Chaguanas	8	Freeport	13
	Chaguanas	3	Carapichaima	5	Brasso	11
NORTH EAST	St. Joseph	40	Brazil	37	Brazil	30
	Arima	19	Arima	27	Arima	25
	Arouca	18	St. Joseph	25	Talparo	22
	Champ Fleurs	11	Manzanilla	17	Arouca	19
	Cumuto	9	Talparo	16	St. Joseph	15
NORTH WEST	St. Anns	74	Diego Martin	88	Diego Martin	63
	Diego Martin	51	Maraval	61	Glencoe	51
	Santa Cruz	51	Santa Cruz	48	Morvant	42
	Maraval	36	San Juan	31	St. Anns	34
	San Juan	36	St. Anns	26	Port of Spain	32
SOUTH	Barrackpore	156	Penal	278	Penal	335
	Penal	148	Barrackpore	138	Siparia	78
	Princes Town	93	Princes Town	61	Barrackpore	73
	Siparia	21	Siparia	43	Princes Town	66
	San Fernando	19	Debe	25	Debe	46

The use of Key Performance Indicators (KPIs) allows stakeholders to assess RIC's performance in its complaints resolution process. In this regard, the following three KPIs were used:

- the percentage of complaints resolved;
- the amount of credit/rebate/compensation that is recovered; and
- adherence to internal service standards, especially response times.

The RIC's performance against the first KPI was reported in table 7 above. The second KPI is the quantum of credit/rebate/compensation that is recovered for customers who have lodged their complaints with the RIC. This KPI allows consumers to make their own assessment about the added value the RIC has brought in terms of protecting consumers' interests. Over the last three (3) years, the RIC has assisted in the recovery of \$1.67Mn dollars in credits/rebates/compensation and in 2018, thirty-two (32) customers benefited from the recovery of \$0.25Mn in credit/rebate/compensation. In 2018, 56% or \$0.14Mn of the rebate was credited by WASA to twenty-four (24) of its customers' accounts with the remainder of approximately \$0.11Mn. or 44% credited to eight (8) of T&TEC's customers' accounts. As indicated above, the third KPI that the RIC utilises to measure the quality of its service delivery is its response time to complaints, based on its internal service standards. Table 10 highlights the RIC's performance during 2016 to 2018 against four (4) established standards.

TABLE 10: RIC's Internal Service Standards, 2016 - 2018

Target Area	Standard	Performance Rating		
		2016	2017	2018
Response to Written Complaints	95% Within ten (10) working days	100%	99%	100%
Response to Telephone and E-mail Complaints	95% Within ten (10) working days	100%	100%	100%
Response to Overnight Messaging	100% Within one (1) working day	100%	100%	100%
Keeping Appointments	100% Within ten (10) minutes	*N/A	*N/A	*N/A

*N/A – No appointment was made

The RIC assisted 95 walk-in customers in 2018, resulting in 45 complaints being processed. Although, none of the walk-in customers who came to the RIC's office made an appointment, the average waiting time to be served was 5.1 minutes.

The RIC's Corporate Communications efforts for 2018 revolved around three overarching goals. These were;

- Increased Public Education
- Increased Public Awareness of the work of the RIC
- Increased Stakeholder Involvement in the Regulatory Decision Making Process.

To achieve these goals, the RIC employed a variety of communication tools and initiatives. These included an increased social media presence, press advertising, publication of a RIC Newsletter, publication of Price Review documents on the RIC's Corporate Website, and Customer Outreach Sessions.

CUSTOMER EDUCATION INITIATIVES

Energy Conservation

The RIC collaborated with T&TEC in the placement of an RIC Energy Conservation Insert, "How to Save Money on your Next Electricity Bill", into T&TEC's Bill Distribution System. Approximately 430,000 inserts were sent out to households across Trinidad and Tobago. These inserts were distributed over a three-month period from February to April 2018.

RAISING AWARENESS OF THE RIC AND ITS SERVICES

RIC Snippets Campaign

Small RIC Snippet Advertisements were placed in all three daily newspapers in Trinidad and Tobago in an effort to increase awareness of the services provided by the RIC and increase the RIC's reach to a significant percentage of the population. This campaign took place in February 2018.

Social Media

The RIC has a very active social media presence on Facebook, Twitter, YouTube and LinkedIn. These platforms are utilised to increase brand awareness and upload informative and useful information about the roles and functions of the RIC. Information about the RIC's line ministry as well as WASA and T&TEC was also uploaded on these platforms, and monitored and updated daily. The RIC also utilized these social media pages to update, advertise and inform the public about the RIC's Price Review Process, the availability of documents for public comments and other noteworthy activities and events in the RIC's calendar.

PROMOTING THE RIC PRICE REVIEWS IN FISCAL 2018

The RIC was actively engaged in the Price Review Process for WASA and T&TEC and as a result, placed several advertisements in the daily newspapers to inform members of the public on consultative documents concerning the Price Reviews and other matters related thereto. The RIC placed more than 20 advertisements in the local press to obtain public comments on twenty-six documents associated with the two Price Reviews.

RIC NEWS NEWSLETTER

The RIC produces a quarterly newsletter, the RIC News, that is distributed to other regulatory bodies, agencies, community-based organisations, non-governmental organisations, and all other affiliated organisations. This

newsletter features informative RIC papers on a range of technical issues facing the industry, recent events, upcoming events. It also provides updates from all departments, including training sessions/workshops completed by staff as well as informative articles on the electricity and water sectors. The RIC printed 500 hard copies of the RIC News, and distributed the newsletter electronically.

RIC Website

The RIC's corporate website, www.ric.org.tt is a valuable tool in the presentation of information to the public as it relates to the WASA and T&TEC Price Reviews. There is currently a designated area on the RIC's website where the public can access all the necessary information on consultative documents, upcoming public and national consultations, stakeholder information days, and other documents for public consumption.

DISPLAYS AND OUTREACH SESSIONS

Tobago Outreach Programme

In its ongoing effort to engage and educate the public on the role and responsibilities of the RIC, the organization commenced a monthly customer outreach session in Tobago at the Telecommunications Authority of Trinidad and Tobago's office in Gulf City Mall, Lowlands. The first outreach took place in July 2018 and continued every month thereafter. This initiative sought to disseminate information about the roles and functions of the RIC, educate customers in Tobago about ways they could save money on their electricity bills as well as address complaints and concerns with their utility providers.

Brain Lara Promenade Outreach

The RIC hosted an Information Booth on the Brian Lara Promenade on Friday 9th March 2018. The purpose of this initiative was to provide an opportunity for consumers to learn more about the Price Reviews for WASA and T&TEC; lodge complaints and find out how to save money on their next electricity bill.

UWI, World of Work Workshop

The RIC participated in The UWI World of Work Workshop (WOW) 2018, at which companies and organisations from a variety of fields were invited to recruit students for either vacation or graduate employment. The event was held over two days, with the first day, Thursday 12th April 2018, open to non-final year students seeking vacation employment and the second day, Friday 13th April 2018, dedicated to final year students only.

The WOW Recruitment Fair allowed students of The University to meet recruiters, submit their résumés and learn more about the different types of employment available at leading local and international organisations.

The RIC also used this occasion to educate the students about the role and responsibilities of the RIC, energy and water conservation initiatives, and the upcoming Price Reviews.

Point Fortin Outreach

The RIC set up a one-day information/promotional booth at the Victor Chin Kit Park, in Point Fortin on September, 20th 2018. The public was provided with information on the role and functions of the RIC, specifically the service available to utility consumers for complaints redress, and information on the upcoming Price Reviews for T&TEC and WASA. The RIC representatives took complaints, and shared information on the RIC's electricity standards and other significant information about saving money on electricity bills and water conservation.

SIXTEENTH ANNUAL CONFERENCE OF THE ORGANIZATION OF CARIBBEAN UTILITY REGULATORS (OOCUR)

The 16th Annual Conference of the Organization of Caribbean Utility Regulators (OOCUR) was held in Belize over the period October 10th -12th, 2018. The conference was themed *Regulating for Sustainability in a Disruptive Environment* and was hosted by the Public Utilities Commission (PUC) of Belize. The conference discussed a number of topics relevant to the theme including:

- A Blockchain Disruption: What Regulators Should Know and Possible Next Practices;
- ICT Regulations in a Digitalized World;
- Smart Rate Designs for a Smart Future – The Regulatory Response to Power Sector Changes;
- Regulating Energy Efficiency as a priority resource; and
- A panel discussion on Women in Utility Regulation

Representation from the RIC included paper submissions and presentations by three staff members. Ms. Sonia Ragoopath delivered *The Impacts of Climate Change on Water Resources: Lessons for the Utility Regulator*, Mr. Victor Rodriguez focused on *Electricity Grid Resilience in Face of Extreme Weather Conditions* and Mrs. Kwylan Jaggassar-Eccles discussed *Regulating the Electricity Sector in a Disruptive Environment: Changing the Business Model*. Also contributing was Ms. Nadia John who joined the panel discussion on *Regulatory Impact Assessment*.

Commissioner Clayton Blackman along with RIC's Executive Director, Dr. James Lee Young also attended the conference.

HUMAN RESOURCES / ADMINISTRATION

The Human Resources and Administration Department is responsible for matters related to employee relations, recruitment and selection, staff training and development, employee group plans, salary administration, health and safety, and facilities administration.

In 2018 the RIC filled the position of Administrative Assistant to the Deputy Executive Director by the recruitment of Ms. Reya Ramlochan, and Ms. Sueshel Ramkissoon was promoted to the position of Accounting Officer.

TRAINING

Employees from various departments and Commissioners within the RIC attended training programmes during the year, in both technical and non-technical areas as outlined below:

TECHNICAL TRAINING

(On-line)

- IP3 – Fundamentals of Infrastructure Project Finance (7 weeks)
- IP3 – Fundamentals of Utility Tariffs (7 weeks)
- OOCUR – Econometric Techniques for Caribbean Regulators (5 days)

Local

- BII World – Financial Modelling for Budgeting and Forecasting in Excel (4 days)
- ALJ GSB – Taxation 101 (1 day)

Non-Technical (Local)

- Employers Solution Centre – Understanding NIB Forms – (1 day)
- ALJ GSB – Strategic Corporate Communications (3 days)
- IBeForum – Certified Strategic HRP (5 days)
- IBe Forum – PPP Financing Law in Master Class – (4 days)

Conferences/Seminars

- WFER Conference – Mexico (4 days)
- CARIRI – Innovating with Emerging Technology Conference 2018 (1 day)
- T&TEC – Clean Energy Conference – (2 days)
- Carilec – Renewable Energy Conference (5 days)

FINANCES OF THE RIC

The RIC derives its income via an allocation known as a Cess, which is levied on the service providers that are listed in the 1st Schedule of the RIC Act. The Cess Order, authorising the RIC to collect Cess from the regulated entities, was gazetted on April 5th 2018. The Cess Factor in 2018 was 0.37% of the cumulative revenue of the service providers under the RIC's purview. The actual amount of Cess paid by each service provider is itemized in table 11 below.

TABLE 11: Cess Paid by Service Provider, 2018

Service Provider	TT\$ Amount
Trinity Power	\$ 568,752.00
The Power Generation Company of Trinidad & Tobago Limited	\$ 2,594,736.00
The Trinidad and Tobago Electricity Commission	\$ 11,177,792.00
The Water and Sewerage Authority	\$ 2,966,720.00
TOTAL	\$ 17,308,000.00

The Cess figures stated above are for the Year 2018, and the majority was collected during 2018. The RIC annual budget was submitted in keeping with the requirements of the RIC Act but there were inordinate delays in getting approval of the budget and subsequent approval of the Cess Order. Cost-cutting measures were implemented and this allowed for the operations to continue until funds were collected in 2018.

A breakdown of the main items of expenditure is presented in table 12 below.

The RIC is committed to ensuring that its costs are carefully controlled and that there is transparency in its operations. In keeping with these commitments, individuals who wish to access any information on the RIC's financial operations may do so through the established channels.

TABLE 12: Actual vs Budgeted Expenditure, 2018

	Budget (\$)	Actual (\$)
Personnel Expenditure	10,903,200	9,239,288
Accommodation	2,355,000	1,939,210
Consulting and Contracting	772,000	924,816
Training	360,000	298,371
Public Education, Promotion & Printing	1,125,000	741,391
Capital Expenditure and IT	200,000	1,710,284
Other Costs	1,592,800	1,198,506
TOTAL	17,308,000	16,051,866

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CHAIRMAN

Dr. Arielle John
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Mr. Clayton Blackman
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