



6th OOCUR Workshop

**Host: Public Service Commission,
U.S Virgin Islands**

**“Consumer Participation in the
Utility Regulatory Process”**

18-20 June 2007

St. Croix, U.S Virgin Islands

Program Outline

Sunday 17th June

**Afternoon:
4:00 – 6:00 pm**

**Participants arrive/ Hotel check in
Workshop Registration**

Monday 18th June

**Morning:
9:00-10:00
10:00-10:30**

***OPENING CEREMONY*
~Coffee Break~**

Module 1. Communications, Consumer Voice and Quality of Service

Module Facilitator : Mr. David Geddes, Director –Consumer & Public Affairs of the Office of Utilities Regulations (OUR) & Vice-Chair of the OOCUR Consumer Affairs Committee

10:30-11:30

“E for Effective, C for Communication but it’s not EZee!”

Presenter: Mr. David Geddes, Director –Consumer & Public Affairs of the Office of Utilities Regulations (OUR) & Vice-Chair of the OOCUR Consumer Affairs Committee

Discussion

11:30-12:00

A DVD Presentation on “Some Challenges in Communicating with Utility Consumers”

12:00-1:30

~Lunch~

Afternoon

1:30-2:15

“Effective Communication in Utility Regulation.”

Presenter: Denise Caesar, Corporate Communications Co-ordinator, Regulated Industries Commission (RIC)

Discussion

2:15-3:00

“The Consumer Advisory Committee on Utilities—Six Years dynamic regulatory environment in Jamaica”

Presenter: Ms. Yasmin M. Chong, Chairman, CACU, Jamaica

Discussion

3:00-3:15

~Coffee Break~

3:15-4:00

“The Importance of Quality of Service Issues in Utility Regulation”

Presenter: Mr. Garfield Bryan Manager, Consumer Relations Office of Utility Regulations (OUR), Jamaica

Discussion

Tuesday 19th June

Module 2. Utility Consumers Rights, Responsibilities & Redress

Module Facilitator and Presenter : Rita Persaud-Kong, Secretary General of OOCUR

Morning

9:00-10:00

**“Utilities Consumers Rights and Responsibilities and the Regulator’s Duty”
Discussion**

10:00-10:15

~Coffee Break~

10:15-11:00

**“Remedies Available to Utility Consumers in the Caribbean”
Discussion**

11:00-12:00

**“The Consumer’s Role in the Consultation Process and the Regulator’s Duty to Effect Genuine Consultation in the Caribbean”
Discussion**

12:00-1:30

~Lunch~

Afternoon

1:30-2:30

**“Consumer’s Rights to Judicial Review of the Regulators Decisions in the Caribbean”
Discussion**

2:30-3:00

**“The Consumer’s Right to Formal Hearing and Consumer’s Right of Appeal in the Caribbean”
Discussion**

3:00-3:15

~Coffee Break~

3:15-4:00

**“The Regulator’s use of Alternative Dispute Resolution (ADR) to settle Consumer Disputes”
Discussion**

Wednesday 20th June

Module 3. Regulators' Complaints Procedure & Peer Review

Module Facilitator: Rita Persaud-Kong, Secretary General of OOCUR

Morning

9:00-10:00

“A Comparative Study of the Complaints Procedure of Regulators in the Caribbean”

Discussion

10:00-10:15

~Coffee Break~

10.15-12.00

OUR presents: A Report of a Peer Review conducted by the Office of Utilities Regulation (OUR) on the Consumer Affairs Division Portfolio of the Regulated Industries Commission (RIC)

Discussion

12:00-1:30

~Lunch~

Afternoon

1:30-3:00

RIC presents: A Response to the Peer Review Report Conducted by the OUR

Discussion

3:00-3:15

~Coffee Break~

3:15-4:30

“Methodology for Conducting Peer Reviews”

Presenter: Mr. Mohan Chadee, Manager Customer Services, RIC

Discussion