



## 4<sup>th</sup> OOCUR Workshop - 3-4 April 2006 - Trinidad & Tobago

Colleagues,

The Organisation of Caribbean Utility Regulators (OOCUR) and Co-Host the Regulated Industries Commission (RIC) of Trinidad and Tobago are pleased to invite you to attend and participate in the 4<sup>th</sup> OOCUR Workshop which will be held at the Crowne Plaza Hotel, Port of Spain, Trinidad & Tobago on 3-4 April 2006.

The 4<sup>th</sup> workshop is a two day programme on “Public Participation & Communications in Caribbean Utility Regulatory Process”. The workshop will provide fundamental concepts of Participation and Effective Communication in the Utility Regulatory Process.

This workshop also provides an opportunity for review of utility regulatory processes in the Caribbean and for enhancing regulatory methods and practices through Peer Review and Benchmarking.

Enclosed are the Workshop Program Outline, Registration Form and Venue Information which would assist you in planning your participation.

**Please indicate your intention to participate by the 22nd March**

Yours Sincerely

Secretary General  
Rita Persaud-Kong

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## **4<sup>th</sup> OOCUR Workshop**

**Co -Host: Regulated Industries Commission (RIC)**

***April 3-4, 2006***

***Crowne Plaza Hotel, Port of Spain, Trinidad & Tobago***

**Theme: “Public Participation & Communications in Caribbean Utility Regulatory Process”**

### **~Programme Outline~**

#### **Track I**

##### **Public Participation & Communication**

- **The Regulator and the Need for Effective Communications in the Utility Regulatory Process**
- **Consumer’s Expectations in a Participatory Utility Regulatory Process**
- **Utility Company’s Expectations of the Utility Regulatory Process**
- **Government’s Interest and Shareholder’s Role in the Utility Regulatory Process**

#### **Track II**

##### **Consumer Complaints and Resolution**

###### **Complaints Handling Processes of:**

- **Public Utilities Commission, Bahamas**
- **Fair Trading Commission, Barbados**
- **Public Utilities Commission, Belize**
- **Office of Utilities Regulation, Jamaica**
- **Regulated Industries Commission, Trinidad & Tobago**

#### **Track III**

##### **Alternative Dispute Resolution (ADR)**

- **Role of Dispute Resolution in Utility Regulation**
- **Dispute Resolution Techniques**



## **4<sup>th</sup> OOCUR Workshop 3-4 April 2006**

### **Venue Information**

**Co-host: Regulated Industries Commission (RIC)**

#### **Hotel:**

The Workshop will be held at the **Crowne Plaza Hotel**

Address: Wrightson Road

Port of Spain

Trinidad and Tobago

Telephone: 1 868 625 3366

Fax: 1 868 624 4677

Website: [www.crowneplaza.com](http://www.crowneplaza.com)

**Accommodation rates at the Crowne Plaza have been arranged for participants as follows:  
US\$175.45 - Single Occupancy**

**This rate applies to Standard Rooms and is Inclusive of Taxes and a Full Buffet Breakfast**

**FOR HOTEL RESERVATIONS: Please Telephone: 1 868 625 3366 or 1 800 2CROWNE  
and indicate that you would be attending the Organisation of Caribbean Utilities  
Regulation (OOCUR) workshop on 3-4 April 2006.**

#### **Trinidad & Tobago:**

The Capital of Trinidad and Tobago is Port of Spain. Trinidad and Tobago is the most Southerly Islands of the Caribbean, just about 10km off the coast of Venezuela. The climate is tropical, warm all year around and cool at nights. The average daytime temperature is 29°C (83°F). Travelers are required to pay a departure and security tax of TT\$ 100.00 when leaving Trinidad & Tobago.

All Major credit cards, Traveler's cheques, and the US dollar are readily accepted at hotels, restaurants and shops. The exchange rate is approx. TT \$6.25 to US \$1.00.

#### **Local Airport:**

Piarco International- a distance of approx.27 km and approx.30 minutes drive time to the hotel. A typical minimum taxi charge is US\$ 50.00.

#### **Information:**

A Workshop Information desk would be available on the 3<sup>rd</sup> April to provide further assistance  
For Further information please contact:

**Roszan Maharaj**

**Regulated Industries Commission (RIC)**

**Tel: 1 868 627 7820 Ext. 333**

**Fax: 1 868 624 2027**

**Email: [secretariat@oocur.org](mailto:secretariat@oocur.org)**



## 4th OOCUR Workshop

“Public Participation & Communications in Caribbean Utility Regulatory Process”

### REGISTRATION FORM

**Participant /Presenter/Sponsor** (*Print in Capital Letters, will appear as stated in badges etc.*)

**Mr./Mrs./Ms:**

First Name

Middle Name

Last Name

**Organization:**

**Position/Title:**

**Mailing Address**

**Postal Code**

**City/State**

**Country:**

**Tel:**

**Fax:**

**E-mail:**

**Arrival:**

Airline Name

Flight #

Time

**Departure**

Airline Name

Flight#

Time

#### **Registration Fees:**

**OOCUR Member US\$200.00 \_\_\_ Non-Member US\$300.00 \_\_\_** (includes Lunches, Break Refreshments, Welcome Reception, Workshop Book & Materials).

(Participants are responsible for Hotel accommodation and incidental charges).

**Method of Payment: by cash or certified cheque on the day of Registration, April 3-4, 2006**

Please do not send cash payment by mail. OOCUR will not accept liability for any kind of money loss.

**Form must be Completed and Faxed by March 22, 2006 to:**

**Secretary General:**

**OOCUR**

**c/o RIC Fax: 868-624-2027**

**Tel: (868)-624-9168, 742-1092**

**Email: [secretariat@oocur.org](mailto:secretariat@oocur.org)**