

### **Mission Statement**

*To ensure Reliable and Sustainable utility services at fair & reasonable prices*

### **Vision Statement**

*To build a strong and sustainable regulatory regime that supports the economic development of Grenada, and protects consumers' interests*



## **ROLE & FUNCTIONS OF PURC**



Queens Park  
St. George's  
Grenada W.I  
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## ESTABLISHMENT OF THE PURC

The Public Utilities Regulatory Commission (PURC) was established by the PURC Act No. 20 of 2016. The Act speaks generally to Public Utilities but hitherto only the Electricity Sector has come under the purview of the PURC.

PURC was officially launched on the 19<sup>th</sup> July 2019 by the Honorable Gregory Bowen.

The Commission consists of three Commissioners who are appointed by the Minister of Public Utilities. The composition of the current board: Chairman Dr. Spencer Thomas, Commissioners Mr. Lawrence Samuel and Fitzroy James.

Together, as a body, the Commissioners meet at least once a month.

## "PROTECTING YOUR INTEREST"



## UNDERSTANDING THE FUNCTIONS OF THE PURC

Set, initiate and conduct reviews of tariffs charged by the public utility;

Provide an enabling environment for sustainable and secure electricity;

Investigate complaints made by consumers against the Public Utility;

Hear and resolve any disputes between Public Utilities and Consumers or other persons;

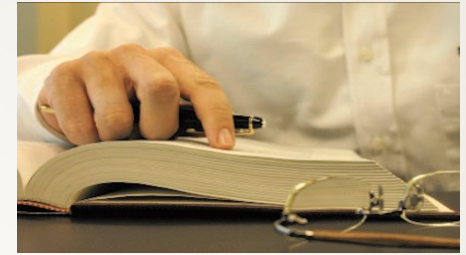
Make recommendations on the award of licences;

Monitor and Implement the terms and conditions of any licence granted;

Impose and Collect licencing fees; and

Ensure that the Public Utility achieves a fair return on its investment.

## OUR ROLE IN HANDLING COMPLAINTS



- Try to resolve the issue directly with the Utility
- If not satisfied, you can file a complaint with the PURC
- Documents must be provided to support complaint
- PURC will investigate and seek resolution of complaint

## Contact Us

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Queens Park  
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Consumers rights are protected by law.



PURC can answer any questions you have about these rights!!!!