## Our Vision

To build a strong and sustainable regulatory framework that supports the economic development of Grenada and protects consumers' interests.

## Our Mission

To ensure reliable and sustainable utility services at fair and reasonable prices.

PURC Building

### Contact Us

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PURC
PUBLIC UTILITIES REGULATORY COMMISSION

# ROLES AND FUNCTIONS OF PURC

PURC Summer Schools Outreach - 2024

# "PROTECTING YOUR INTEREST"

Stock Photo: Solar Plant

## WHO ARE WE

The Public Utilities Regulatory Commission (PURC), is an independent regulator, established by the PURC Act of 2016.

PURC was officially launched on July 19th 2019.

The PURC has the authority to initiate and conduct investigations into the operations and service standards of public utilities. Currently, only the electricity sector falls under PURC's regulation. However, the Minister of Public Utilities may, by Order published in the Gazette, designate any other public utility to be subject to the provisions of the PURC Act.

The Commission is led by a Board of Commissioners which can consist of three or five persons.

## WHAT WE DO

- Set, initiate and conduct reviews of tariffs (rates) charged by the Public Utility (GRENLEC);
- Provide an enabling environment for sustainable and secure electricity through various programmes and incentives;
- Investigate complaints and disputes between Consumers and the Public Utility);
- Make recommendations on the award of permits and licences for electricity generation;
- Monitor and enforce the conditions granted in all licenses and permits;
- Promote renewable energy programmes, educate the public on energy efficiency and conservation.
- Ensure that the Public Utility achieves a fair return on its investment.

## HANDLING ELECTRICITY CONSUMERS COMPLAINTS

- The consumer should first try to resolve the issue directly with the Utility (GRENLEC).
- If not satisfied, the consumer can file a complaint with the PURC via email, telephone or walk-in.
- Evidence must be provided to support the complaint (documents, photographs, emails, other forms of written evidence).
- PURC will investigate and seek resolution.

**PURC can answer any questions you may have about your rights as it relates to Public Utilities.**