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MEDIA RELEASE

RA PUBLISHES 2020-21 CONSUMER COMPLAINTS REPORT FOR THE ELECTRICITY AND ELECTRONIC COMMUNICATIONS SECTORS

November 24, 2021 – Hamilton, Bermuda: The Regulatory Authority (“the RA”) has today published its **Consumer Protection Consumer Complaints Report for the Electricity and Electronic Communications sectors** for the fiscal year, 2020-21.

As the RA is mandated to protect consumers, it routinely receives escalated complaints from consumers regarding their service provider(s). The Consumer Complaints Report details the types of complaints received, and their outcomes.

To read the entire Report, visit <https://www.ra.bm/consumer-complaints-reports/>.

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