



BERMUDA

REGULATORY AUTHORITY (PRINCIPLES OF CONSUMER PROTECTION)
GENERAL DETERMINATION 2020

BR 101 / 2020

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The Regulatory Authority, in the exercise of the power conferred by section 62 of the Regulatory Authority Act 2011, as read with sections 12 and 13 of that Act, sections 38 and 39 of the Electricity Act 2016 and sections 26 to 31 of the Electronic Communications Act 2011, makes the following General Determination:

Citation

1 This General Determination may be cited as the Regulatory Authority (Principles of Consumer Protection) General Determination 2020.

Interpretation

2 In this General Determination, unless the context otherwise requires, terms shall have the meaning given in the Regulatory Authority Act 2011, the Electricity Act 2016, the Electronic Communications Act 2011, and the Schedule to this General Determination.

General purpose

3 This General Determination sets provisions for the protection of Consumers.

REGULATORY AUTHORITY (PRINCIPLES OF CONSUMER PROTECTION)
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Determination

4 (1) This General Determination is made pursuant to the Consultation Document entitled “Principles of Consumer Protection” dated 15 February 2019, the Preliminary Report, Preliminary Decision and Order entitled “Principles of Consumer Protection” dated 11 September 2019, the Reopened Preliminary Report, Preliminary Decision and Order entitled “Principles of Consumer Protection” dated 21 February 2020, and the Regulatory Authority’s Decisions on it.

(2) Taking into account the received responses to the Consultation Document and the Preliminary Report, Preliminary Decision and Order, and the Reopened Preliminary Report, Preliminary Decision and Order, the Regulatory Authority determines that, for the reasons given in the Decision, the provisions set forth in the Schedule are consistent with the purposes of the Electricity Act 2016, including governing the commercial and marketing practices of the TD&R Licensee and any other sectoral participants, to protect the rights of End-Users and other licensees or authorised persons and the purposes of the Electronic Communications Act 2011, including governing the commercial and marketing practices of ICOL holders and any other types of communications providers specified by the Regulatory Authority to protect the rights of Consumers, subscribers and users and, having due regard for the vulnerability of certain categories of Consumers.

Terms and conditions of General Determination

5 (1) The Schedule to this General Determination has effect.

(2) The Schedule is published on the Regulatory Authority’s website (www.ra.bm), and is also available for inspection at the offices of the Authority (1st Floor, Craig Appin House, 8 Wesley Street, Hamilton HM 11) during ordinary business hours.

Effective date of General Determination

6 This General Determination shall become effective on the day it is published in the Gazette.

Signed this 11th day of September 2020

Chairman, Regulatory Authority

[Operative Date: 11 September 2020]