



WFER IX

When Balance Is Achieved



IX WORLD FORUM
ON
ENERGY REGULATION

Tbilisi, Georgia, 21-24 September, 2026

The Last Mile of Regulation: Why Communication is Consumer Protection

Donn Foggo 22/09/2026

Consumer Doesn't Experience The Regulation



Consumers experience the outcome.



Regulatory Decision

The initial framework or policy set by governing bodies.



Behaviour

The resulting actions taken by the consumer.



Communication

How the regulation is messaged and disseminated to the public.



Trust

The final sentiment and relationship formed with the provider.



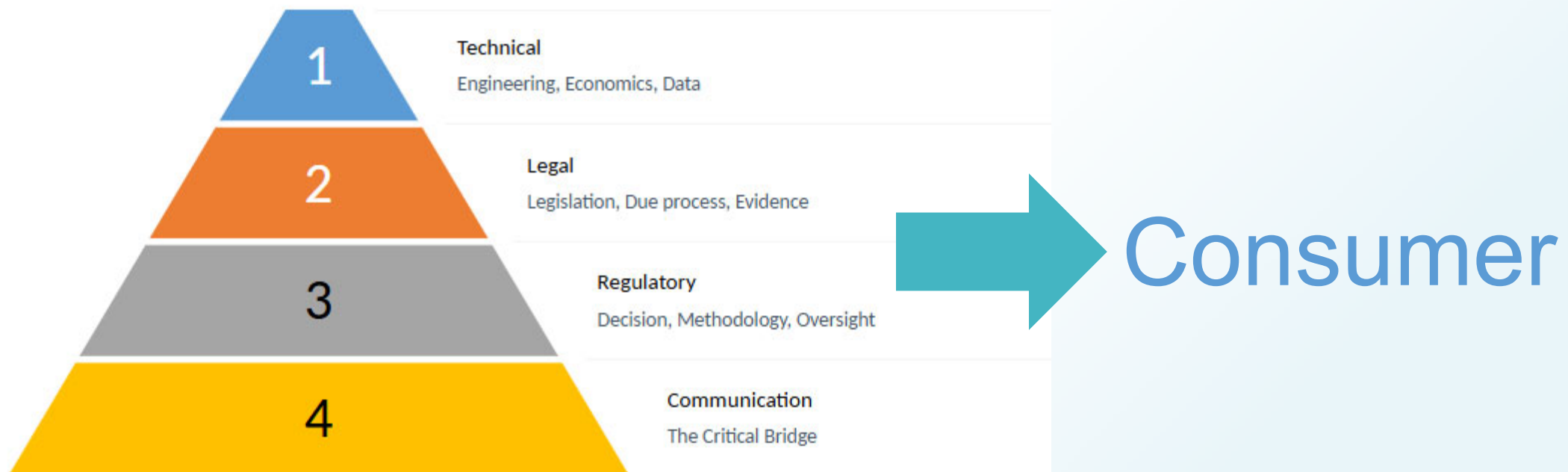
Understanding

The degree to which the consumer comprehends the impact.

Regulation Doesn't End When The Decision is Made



The last mile of regulation matters



Case Study: When Regulation meets The Electricity Bill



2026 Allowed Revenue

Bermuda Electric Light Company Ltd
(BELCO) Application

\$253m

RA Approved

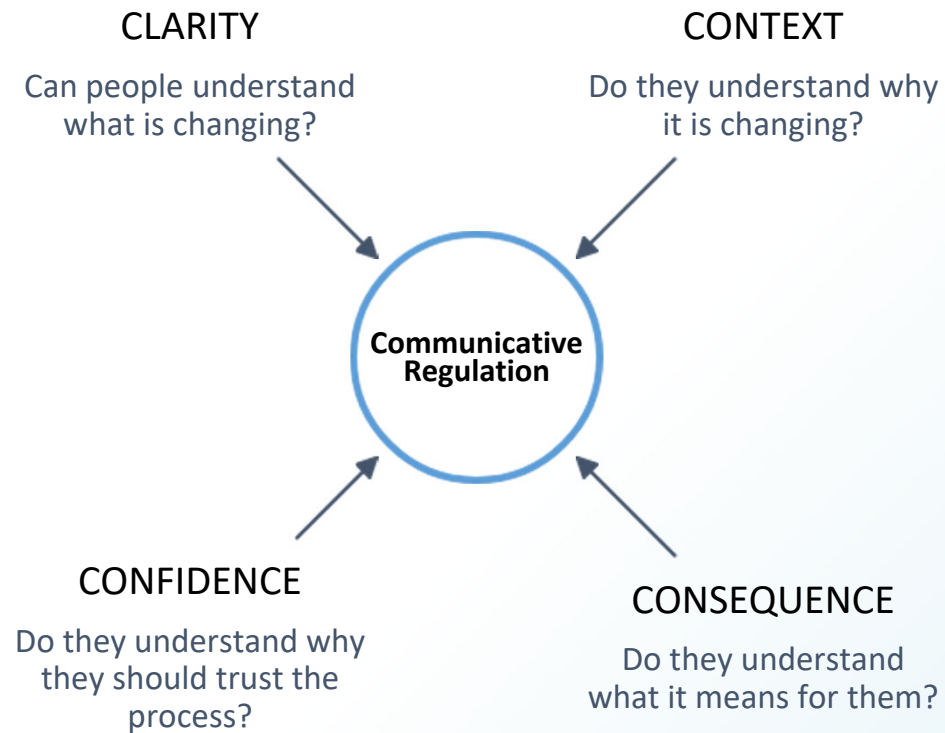
\$237m

Cumulative Consumer Savings
(2020-2024)

\$90m

**~10%
average reduction in 2026 base
electricity rates**

The 4 Cs of Communicative Regulation



Communication isn't the last step of regulation. It is part of the regulatory architecture.



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Thank you!