



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2004 as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	44	5 (9%)	0	3	46 (43%)
Inadequate Supply	24	41 (76%)	32	7	26 (25%)
Leaks	7	4 (7%)	3	2	6 (6%)
Road Restoration	2	0 (0%)	0	0	2 (2%)
Other	22	4 (7%)	0	0	26 (25%)
Total	99	54	35	12	106

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	20	2 (10%)	1	1	20 (20%)
Power Outages	6	1 (5%)	0	0	7 (7%)
Volt. Fluct /Damages	35	6 (30%)	0	1	40 (40%)
Street Lights/Poles	5	3 (15%)	0	2	6 (6%)
Request for Supply	9	3 (15%)	2	0	10 (10%)
Other	16	5 (25%)	1	4	16 (16%)
Total	91	20	4	8	99

1.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3

Complaint Type	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	17	7 (26%)	2	3	19 (53%)
Out of Service	7	8 (30%)	6	3	6 (17%)
Request for Service	6	2 (7%)	1	4	3 (8%)
Other	6	10 (37%)	7	1	8 (22%)
Total	36	27	16	11	36

2.0 Complaints Analysis

Monthly	Apr 2003	Mar 2004	Apr 2004
Number of complaints received	95	108	101
Number of complaints resolved	55	43	55
Number of complaints unresolved	40	65	46
Resolution rate for complaints received	58%	40%	54%
No. of outstanding complaints resolved	41	65	31
Total number of complaints resolved	96	108	86

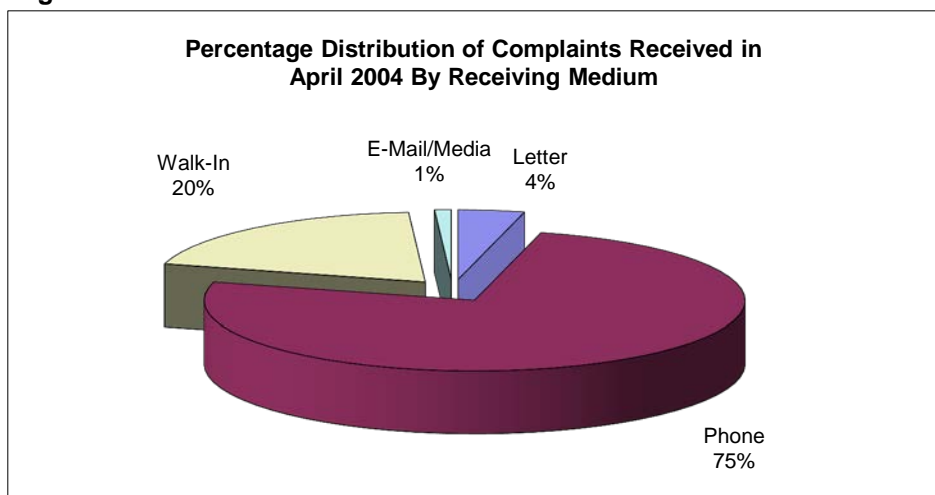
The total number of complaints received in April 2004 decreased by 7 or 6% when compared to March 2004. Using the same comparative period, the resolution rate for April 2004 increased by 37%. The number of complaints resolved from a previous period decreased by 34 or 52% and the total number of complaints resolved overall decreased by 22 or 20%. The cumulative number of complaints received from Jan - Apr '04 increased by 137 or 50% when compared to the same period last year.

Cumulative	Jan - Apr '03	Jan - Apr '04	May '03 - Apr '04
Number of complaints received	276	413	1,066
Number of complaints resolved	195	271	845
Number of complaints unresolved	81	142	221
Resolution rate	71%	66%	79%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2004 by receiving medium. The number of complaints received by Letter, Walk in and e-mail/Media decreased by 7 or 64%, 4 or 17% and 4 or 80% respectively, while Telephone increased by 8 or 12%, when compared to March 2004.

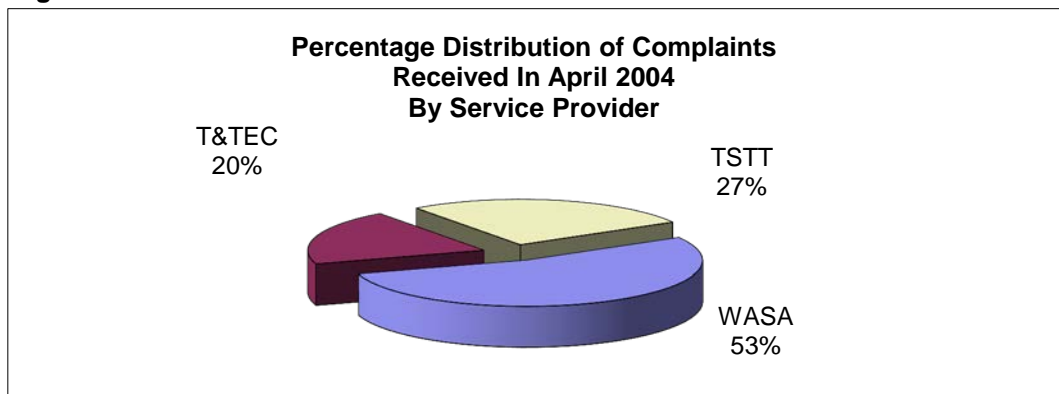
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2004 by Service Provider. The numbers of complaints filed against WASA and TSTT have increased by 5 or 10%, and 3 or 13% respectively while those filed against T&TEC have decreased by 15 or 43% when compared to March 2004.

Fig. 2



4.1 Complaints Filed Against The Water and Sewerage Authority

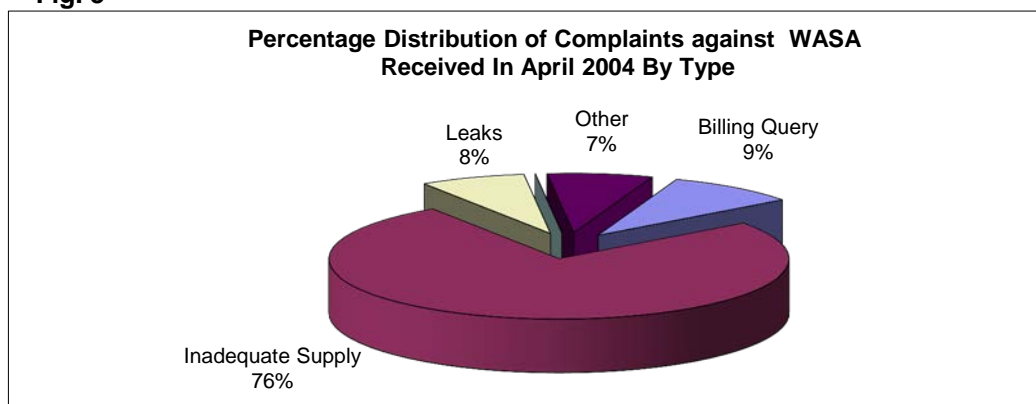
Table 4 shows the number and category of complaints received against WASA in April 2004 and their status, as well as, the total number of Unresolved Complaints as at April 31, by type. Figure 3 shows the percentage distribution of the complaints received in April 2004 by type. The Number of complaints relating to Inadequate Supply increased by 15 or 58%, while Billing Query and leaks decreased by 5 or 50% and 4 or 50% respectively. No significant changes were noted for the other types of complaints when compared to March 2004.

Table 4

Complaint Category	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	44	5	0	3	46 (43%)
Inadequate Supply	24	41	32	7	26 (25%)
Leaks	7	4	3	2	6 (6%)
Road Restoration	2	0	0	0	2 (2%)
Other	22	4	0	0	26 (25%)
Total	99	54	35	12	106

The category Other comprises of complaints relating to Disconnection/Reconnection, Illegal Connections, Damage to Property, Poor Water Quality etc.

Fig. 3



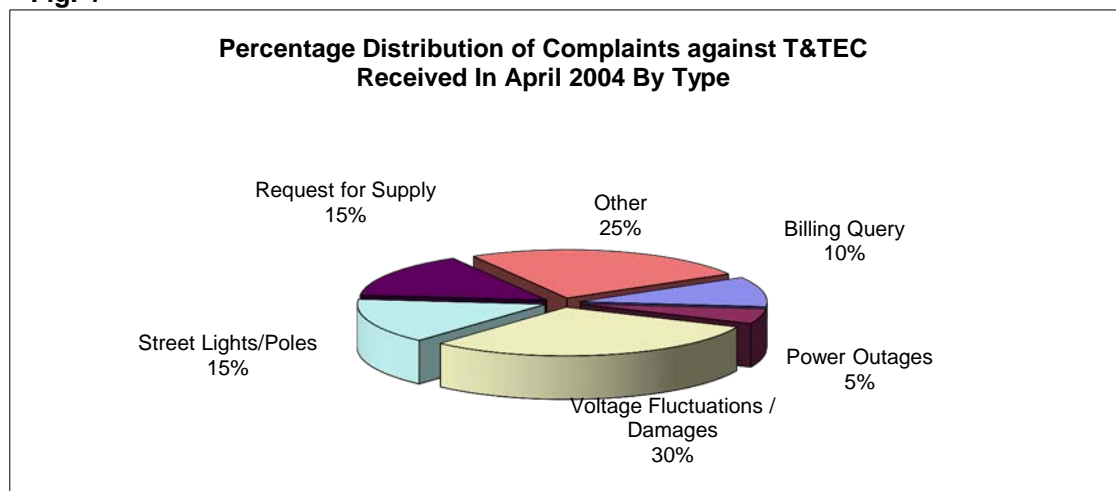
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in April 2004 and their status, as well as, the total number of Unresolved Complaints as at April 31, '04 by type. Figure 4 shows the percentage distribution of the complaints received in April 2004 by type. The Number of complaints across each category has decreased. Billing Query decreased by 5 or 71%, Voltage Fluctuations/Damages by 5 or 45%, Street Lights/Poles by 3 or 50%, and Other types decreased by 3 or 38% when compared to March 2004.

Table 5

Complaint Type	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	20	2	1	1	20 (20%)
Power Outages	6	1	0	0	7 (7%)
Volt. Fluct /Damages	35	6	0	1	40 (40%)
Street Lights/Poles	5	3	0	2	6 (6%)
Request for Supply	9	3	2	0	10 (10%)
Other	16	5	1	4	16 (16%)
Total	91	20	4	8	99

Fig. 4



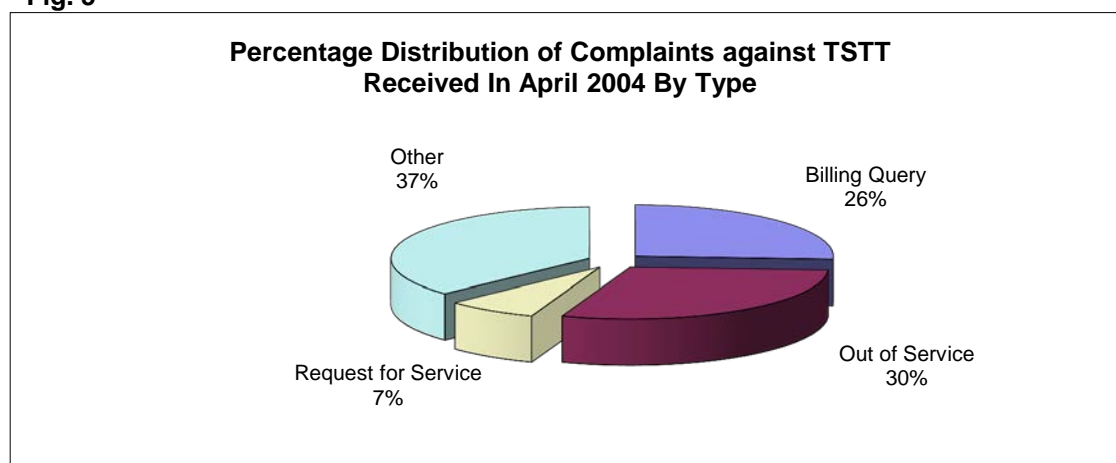
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in April 2004 and their status, as well as, the total number of Unresolved Complaints as at April 31 by type. Figure 5 shows the percentage distribution of the complaints received in April 2004 by type. The Number of complaints relating to Billing Query and Other increased by 2 or 40% and 5 or 100% respectively, while Out of Service and Request for Service decreased by 2 or 20% and 2 or 50% respectively when compared to March 2004.

Table 6

Complaint Type	Total Unresolved Complaints as at March 31, 2004	No. & % of Complaints Received in Apr. '04	Apr. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at April 31, '04
Billing Query	17	2	2	3	19 (53%)
Out of Service	7	6	6	3	6 (17%)
Request for Service	6	1	1	4	3 (8%)
Other	6	7	7	1	8 (22%)
Total	36	27	16	11	36

Fig. 5



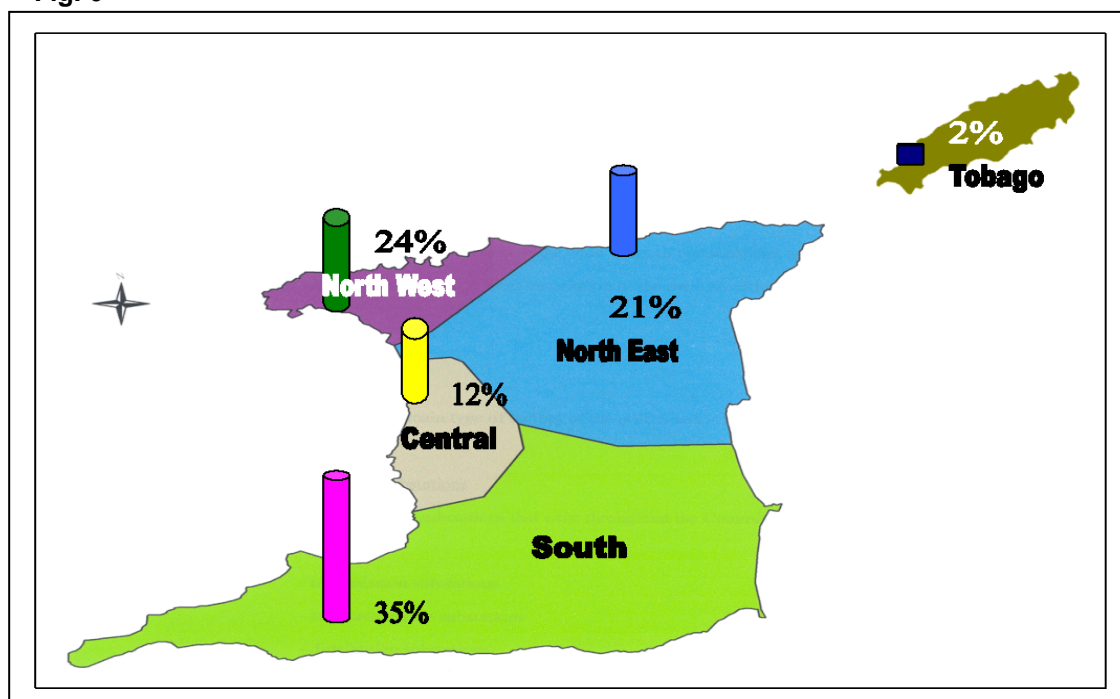
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in April 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	8 (15%)	7 (35%)	6 (22%)	21 (21%)
North West	16 (30%)	5 (25%)	3 (11%)	24 (24%)
Central	8 (15%)	3 (15%)	8 (30%)	19 (19%)
South	22 (41%)	3 (15%)	10 (37%)	35 (35%)
Tobago	0 (0%)	2 (10%)	0 (0%)	2 (2%)
Total	54	20	27	101

Fig. 6



The number of complaints from the Central region and Tobago increased by 8 or 73% and 2 or 200% respectively. Those from the North East and South regions decreased by 7 or 25% and 10 or 22% respectively when compared to March 2004.

Table 8 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Apr '04 .

Table 8

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	12
	"	South	Williamsville	11
	"	North West	Port of Spain	10
	"	South	Penal	7
	"	North West	St. James	7
	"	South	Gasparillo	4
	"	Central	Chaguanas	4
	"	South	Rio Claro	4
	Leaks	North East	Arima	5
	Other	South	San Fernando	4
Billing Query	South	Williamsville	4	
T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas	4
TSTT	Out of Service	South	San Fernando	13
	Out of Service	South	Princes Town	9
	Out of Service	South	Gasparillo	6
	Out of Service	South	Williamsville	6
	Out of Service	South	Barrackpore	4

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in April 2004

Fig. 7

