



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2006, as well as all outstanding complaints against Service Providers as at April 30, 2006.

Status	Apr '05	Apr '06	May '05 - Apr '06
Number of complaints received	187	385	3,660
Number of complaints resolved	98	216	2,941
Number of complaints unresolved	89	169	706
Number of complaints withdrawn	0	0	88
Resolution rate for complaints received	52%	56%	82%
No. of outstanding complaints resolved	49	270	39
Total number of complaints resolved	147	486	2,980
Rebate/compensation awarded to customers		TT\$0	TT\$930,491

1.1 Complaints Filed Against the Water and Sewerage Authority (WASA)

Table 1: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, 2005	No & % of Complaints Received in Apr '06	No & % of Complaints Resolved Apr '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '06
Billing Query	251	7 (2%)	1 (0%)	34	223 (38%)
Inadequate Supply	313	296 (89%)	192 (58%)	107	310 (52%)
Leaks	19	20 (6%)	12 (4%)	9	18 (3%)
Request for Service	21	0 (0%)	0 (0%)	0	21 (4%)
Road Restoration	11	2 (1%)	0 (0%)	2	11 (2%)
Other	37	6 (2%)	0 (0%)	33	10 (2%)
Total	652	331	205(62%)	185	593

1.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission (T&TEC)

Table 2: Summary of Complaints Filed Against T&TEC

Complaint Category	Total Unresolved Complaints as at Mar 31, 2005	No & % of Complaints Received in Apr '06	No & % of Complaints Resolved Apr '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '06
Billing Query	37	5 (9%)	1 (2%)	8	33 (9%)
Damage Appliances	134	9 (7%)	0 (0%)	9	134 (36%)
High / Low Voltage	43	5 (9%)	0 (0%)	13	35 (9%)
Power Outages	27	3 (6%)	0 (0%)	2	28 (7%)
Request for Service	25	4 (7%)	1 (2%)	7	21 (6%)
Street Lights / Poles	125	20 (37%)	6 (11%)	40	99 (26%)
Other	28	8 (15%)	3 (6%)	6	27 (7%)
Total	419	54	11 (20%)	85	377

2.0 Complaints Analysis

Monthly	Apr '05	Apr '06	Mar '06
Number of complaints received	187	385	367
Number of complaints resolved	98	216	148
Number of complaints unresolved	89	169	219
Resolution rate for complaints received	52%	56%	40%
No. of outstanding complaints resolved	49	270	78
Total number of complaints resolved	147	486	226

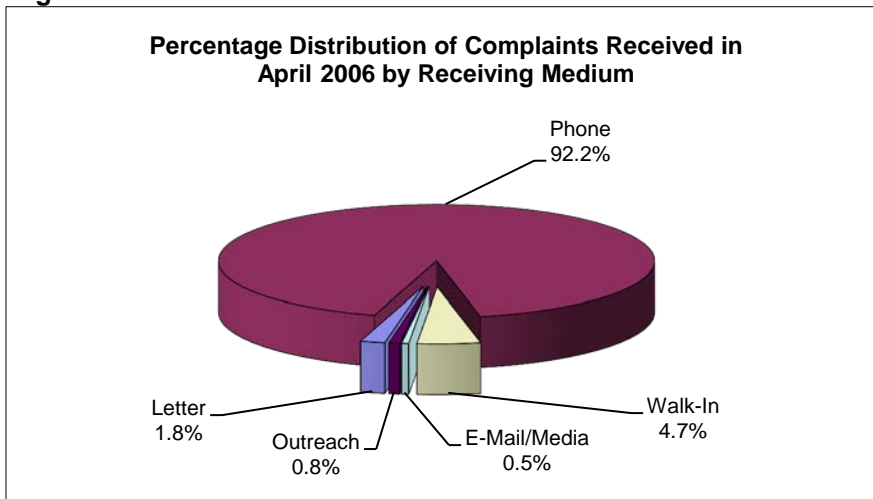
The total number of complaints received in April 2006 increased by 18 or 5% when compared to Mar '06. Using the same comparative period, the resolution rate for April 2006 increased by 39%. The number of complaints resolved for the current month increased by 68 or 46% and from a previous period (unresolved from Jan '03 to Mar '06) increased by 192 or 246%. The total number of complaints resolved overall increased by 260 or 115%. The cumulative number of complaints received and resolved from Jan - Apr '06 increased by 771 or 125% and by 492 or 116% respectively when compared to Jan - Apr '05. The complaints withdrawn represent those that have been withdrawn at the customers' request. **NB. Three new records have been established this month - The highest number of complaints received (385), the highest number of outstanding complaints resolved (270) and the highest number of complaints resolved overall (486).**

Cumulative	Jan - Apr '05	Jan - Apr '06	May '05 - Apr '06
Number of complaints received	615	1,386	3,660
Number of complaints resolved	425	917	2,941
Number of complaints unresolved	190	465	706
Number of complaints withdrawn	0	26	88
Resolution rate	69%	67%	82%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2006 by receiving medium. The number of complaints received by Letter increased by 2 or 40%, Telephone increased by 68 or 24%, Walk in decreased by 3 or 14%, and Outreach decreased by 50 or 94% when compared to Mar '06. There was a very poor turnout at the Outreach Programme because the Office of the Ombudsman visited the location selected earlier in the week.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2006 by Service Provider. The number of complaints filed against WASA have increased by 26 or 9% and those filed against T&TEC decreased by 8 or 13% when compared to Mar '06.

Fig. 2

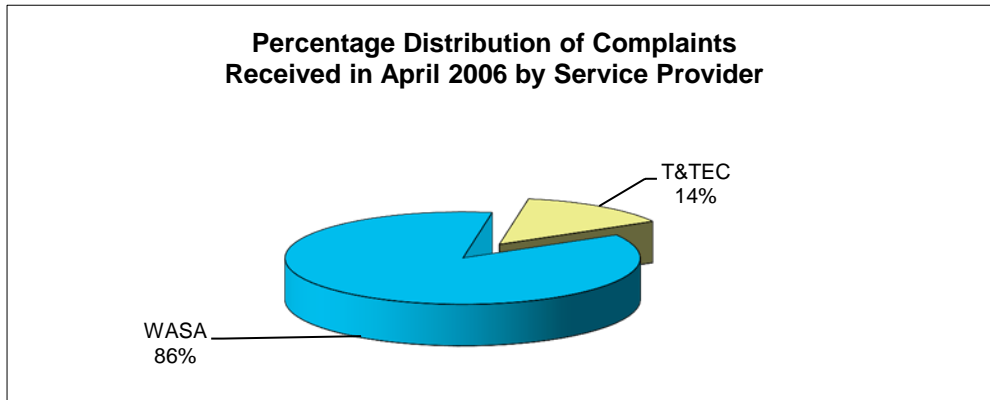
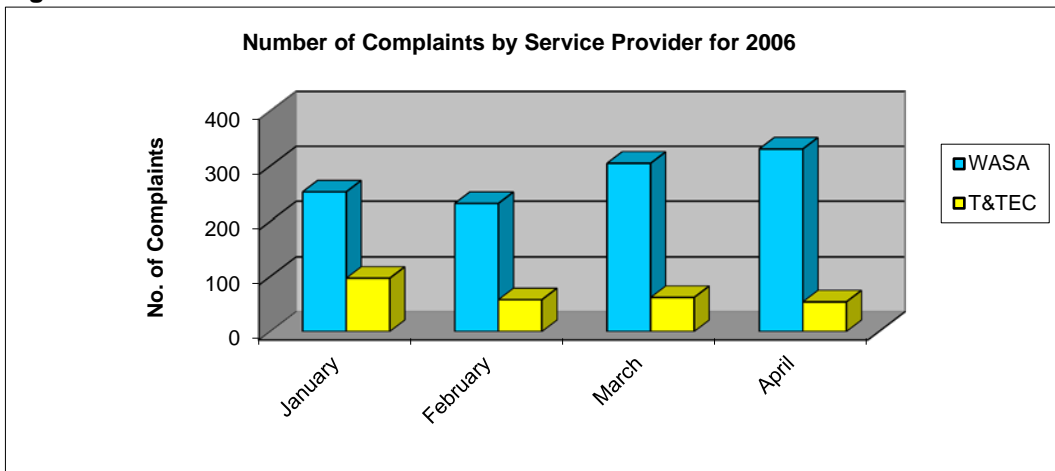


Fig. 3



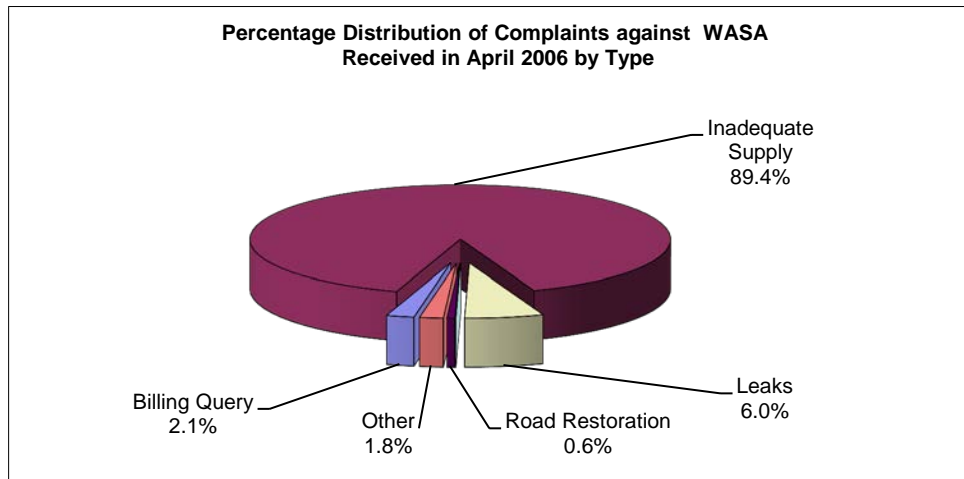
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in April 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2006 by type. When compared to Mar '06 the number of complaints related to Billing Queries decreased by 28 or 80%, Inadequate Supply increased by 51 or 21%, Leaks increased by 6 or 43%, Road Restoration decreased by 3 or 100%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, 2005	No of Complaints Received in Apr '06	No of Apr '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '06
Billing Query	251	7	1	34	223 (38%)
Inadequate Supply	313	296	192	107	310 (52%)
Leaks	19	20	12	9	18 (3%)
Request for Service	21	0	0	0	21 (4%)
Road Restoration	11	2	0	2	11 (2%)
Other	37	6	0	33	10 (2%)
Total	652	331	205	185	593

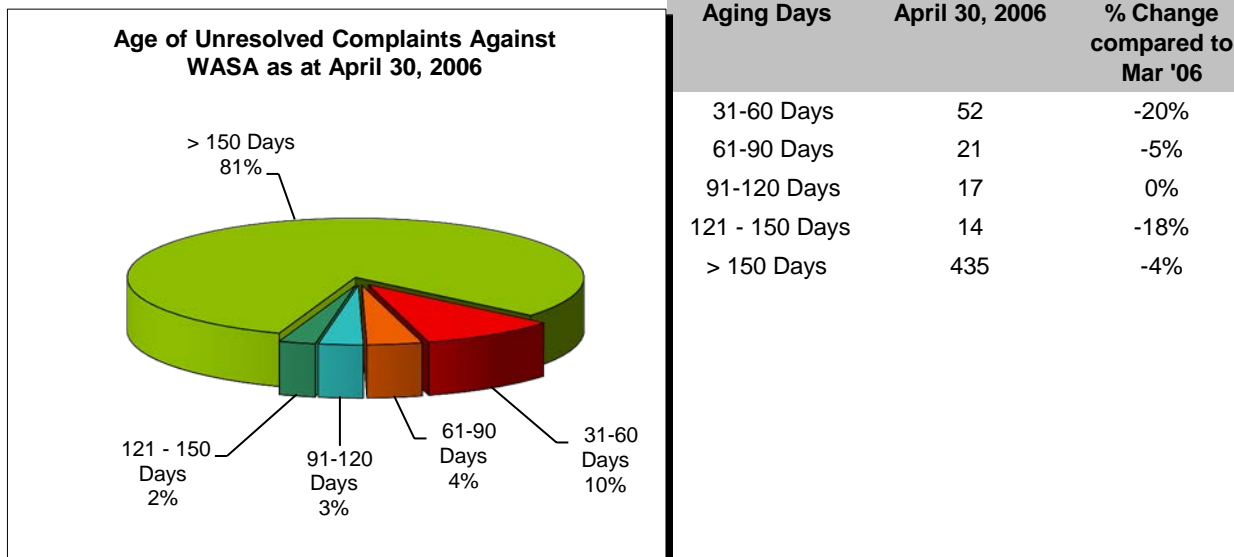
Fig. 4



Cumulative	Jan - Apr '06	May '05 - Apr '06
Number of complaints received	1,110	2,920
Number of complaints resolved	799	2,477
Number of complaints unresolved	311	443
Number of complaints withdrawn	22	75
Resolution rate	73%	87%

Figure 5 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 5



The majority of complaints that are over 150 days relates to Billing Queries as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	28 (54%)	4 (19%)	4 (24%)	0 (0%)	184 (42%)	220
Inadequate Supply	20 (38%)	11 (52%)	9 (53%)	12 (86%)	190 (44%)	242
Leaks	0 (0%)	2 (10%)	3 (18%)	1 (7%)	8 (2%)	14
Other	2 (4%)	2 (10%)	0 (0%)	1 (7%)	31 (7%)	36
Request for Service	0 (0%)	0 (0%)	1 (6%)	0 (0%)	17 (4%)	18
Road Restoration	2 (4%)	2 (10%)	0 (0%)	0 (0%)	5 (1%)	9
	52	21	17	14	435	539

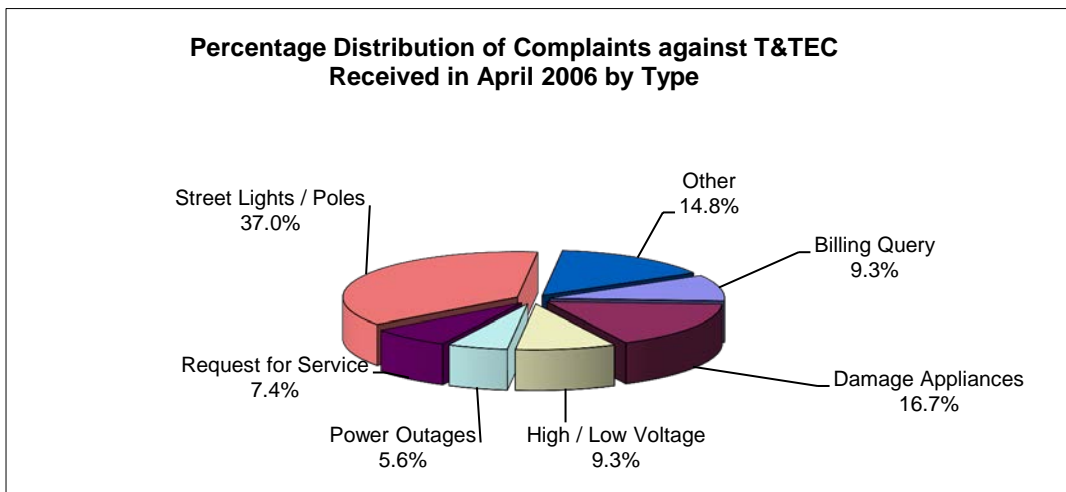
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in April 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in April 2006 by type. When compared to Mar '06, the number of complaints related to both Billing Queries and High/ Low Voltage increased by 2 or 67% respectively, Request for Service decreased by 4 or 50%, Street Lights/Poles decreased by 13 or 39%, and the category Other increased by 5 or 167% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, 2005	No of Complaints Received in Apr '06	No of Apr '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '06
Billing Query	37	5	1	8	33 (9%)
Damage Appliances	134	9	0	9	134 (36%)
High / Low Voltage	43	5	0	13	35 (9%)
Power Outages	27	3	0	2	28 (7%)
Request for Service	25	4	1	7	21 (6%)
Street Lights / Poles	125	20	6	40	99 (26%)
Other	28	8	3	6	27 (7%)
Total	419	54	11	85	377

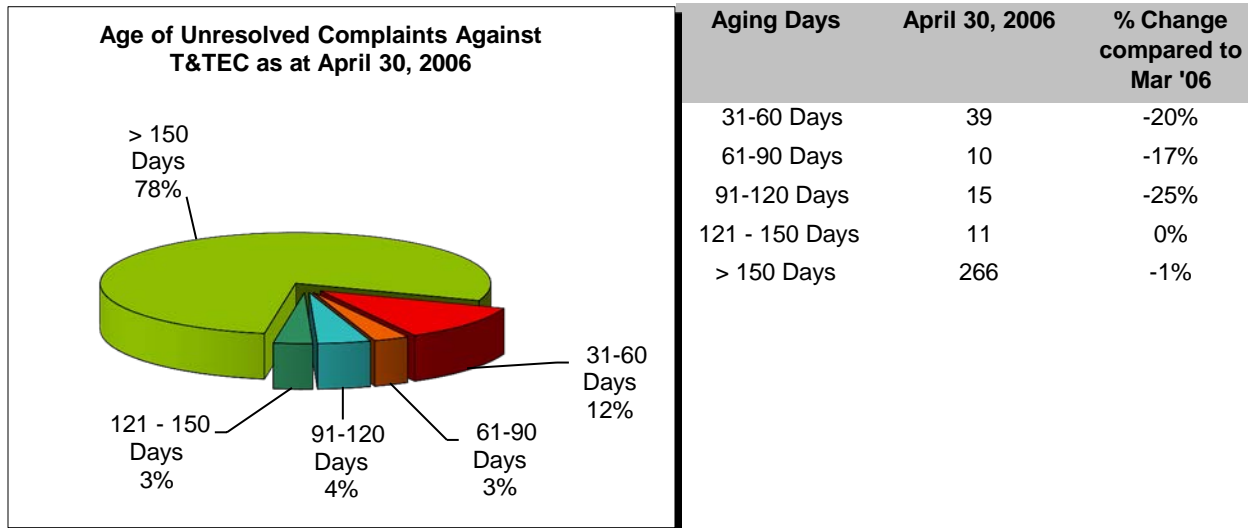
Fig. 6



Cumulative	Jan - Apr '06	May '05 - Apr '06
Number of complaints received	276	740
Number of complaints resolved	118	464
Number of complaints unresolved	154	263
Number of complaints withdrawn	4	13
Resolution rate	43%	64%

Figure 7 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 7



Aging Days	April 30, 2006	% Change compared to Mar '06
31-60 Days	39	-20%
61-90 Days	10	-17%
91-120 Days	15	-25%
121 - 150 Days	11	0%
> 150 Days	266	-1%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	0 (0%)	0 (0%)	3 (20%)	1 (9%)	15 (6%)	19
Damage Appliances	11 (28%)	4 (40%)	5 (33%)	2 (18%)	108 (41%)	130
High / Low Voltage	8 (21%)	1 (10%)	1 (7%)	0 (0%)	22 (8%)	32
Other	1 (3%)	1 (10%)	1 (7%)	1 (9%)	19 (7%)	23
Power Outages	4 (10%)	1 (10%)	2 (13%)	3 (27%)	16 (6%)	26
Request for Service	0 (0%)	1 (10%)	0 (0%)	1 (9%)	16 (6%)	18
Street Lights / Poles	15 (38%)	2 (20%)	3 (20%)	3 (27%)	70 (26%)	93
Totals	39	10	15	11	266	341

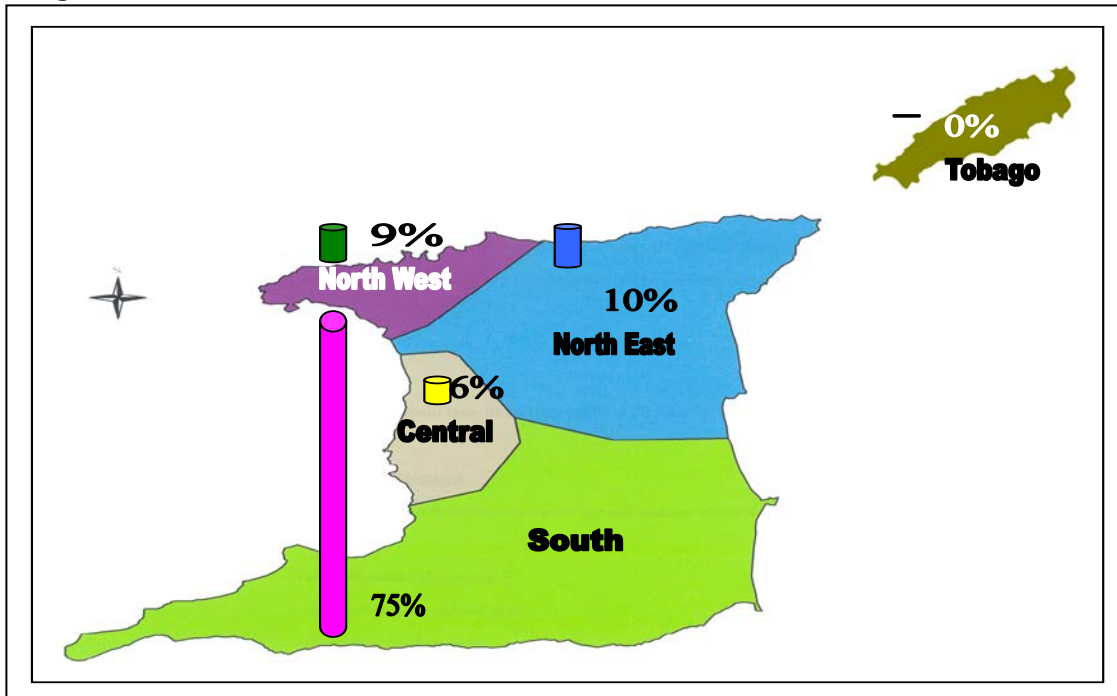
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in April 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	15 (5%)	23 (43%)	38 (10%)
North West	23 (7%)	11 (20%)	34 (9%)
Central	18 (5%)	7 (13%)	25 (6%)
South	275 (83%)	13 (24%)	288 (75%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	331	54	385

Fig. 8



When compared to Mar '06, the number of complaints from the Central region decreased by 41 or 62%, from the North East decreased by 1 or 3%, from the North West decreased by 19 or 36%, complaints from the South region increased by 83 or 40% while those from Tobago decreased by 4 or 100%.

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 '06 .

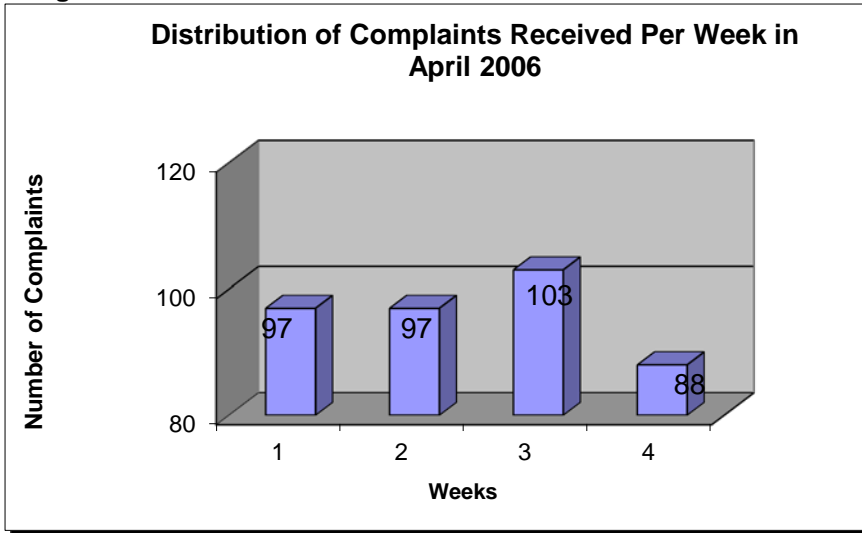
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	186
		South	Barrackpore	115
	"	South	Princes Town	104
	"	South	San Fernando	55
	"	South	Debe	24
	"	North West	St. James	21
	"	South	Williamsville	18
	"	North West	Diego Martin	17
	"	South	Siparia	17
	Billing Query	South	Barrackpore	52
	Billing Query	South	Princes Town	21
T&TEC	Street Lights / Poles	Tobago	Tobago	18
	Street Lights / Poles	South	Barrackpore	16
	Street Lights / Poles	North East	Tunapuna	15
	High / Low Voltage	South	Barrackpore	6

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in April 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Apr '06

