



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2007, as well as all outstanding complaints against Service Providers as at April 30, 2007.

Status	Apr '06	Apr '07	May '06 - Apr '07		
Number of complaints received	385	712	4,366		
Number of complaints resolved	216	333	3,638		
Number of complaints unresolved	169	379	719		
Number of complaints withdrawn	0	0	87		
Resolution rate for complaints received	56%	47%	85%		
No. of outstanding complaints resolved	270	216	39		
Total number of complaints resolved	486	549	3,677		
Rebate/compensation awarded to customers		TT\$0	TT\$491,794	WASA T&TEC	\$404,179 \$87,615

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, 2007	No & % of Complaints Received in Apr '07	No & % of Complaints Resolved Apr '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '07
Billing Query	235	9 (1%)	1 (0%)	3	240 (31%)
Inadequate Supply	301	631 (95%)	324 (49%)	185	423 (55%)
Leaks	33	13 (2%)	6 (1%)	10	30 (4%)
Request for Service	22	4 (1%)	0 (0%)	0	26 (3%)
Road Restoration	15	1 (0%)	0 (0%)	2	14 (2%)
Other	37	6 (1%)	0 (0%)	2	41 (5%)
Total	643	664	331(50%)	202	774

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, 2007	No & % of Complaints Received in Apr '07	No & % of Complaints Resolved Apr '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '07
Billing Query	17	11 (23%)	2 (4%)	2	24 (8%)
Damage Appliances	115	6 (13%)	0 (0%)	1	120 (40%)
High / Low Voltage	9	5 (10%)	0 (0%)	1	13 (4%)
Power Outages	10	3 (6%)	0 (0%)	1	12 (4%)
Request for Service	5	5 (10%)	0 (0%)	2	8 (3%)
Street Lights / Poles	97	18 (38%)	0 (0%)	6	109 (36%)
Other	16	0 (0%)	0 (0%)	1	15 (5%)
Total	269	48	2 (4%)	14	301

2.0 Complaints Analysis

Monthly	Apr '06	Apr '07	Mar '07
Number of complaints received	385	712	526
Number of complaints resolved	216	333	282
Number of complaints unresolved	169	379	244
Resolution rate for complaints received	56%	47%	54%
No. of outstanding complaints resolved	270	216	102
Total number of complaints resolved	486	549	384

The total number of complaints received in April 2007 increased by 186 or 35% when compared to Mar '07. Using the same comparative period, the resolution rate for April 2007 decreased by 13%. The number of complaints resolved for the current month increased by 51 or 18% and from a previous period (unresolved from Jan '03 to Mar '07) increased by 114 or 112%. The total number of complaints resolved overall increased by 165 or 43%. Records continue to be broken as the department yet again recorded the highest number of monthly complaints (712) in its history.

Cumulative	Jan - Apr '06	Jan - Apr '07	May '06 - Apr '07
Number of complaints received	1,386	1,847	4,366
Number of complaints resolved	917	1,368	3,638
Number of complaints unresolved	469	479	719
Number of complaints withdrawn	26	47	87
Resolution rate	67%	76%	85%

The cumulative number of complaints received and resolved from Jan - Apr '07 increased by 461 or 45% and 451 or 49% respectively when compared to Jan - Apr '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 712 complaints recorded for Apr '07 were reported by 442 customers of which 197 or 45% were new customers. Table 3 shows the frequency of complaints where 227 customers made only one complaint whilst cumulatively 215 or 59% of our customers made more than one complaint. For the period Jan - Apr '07, 834 customers made 1847 complaints to the RIC of which 491 or 79% were new customers.

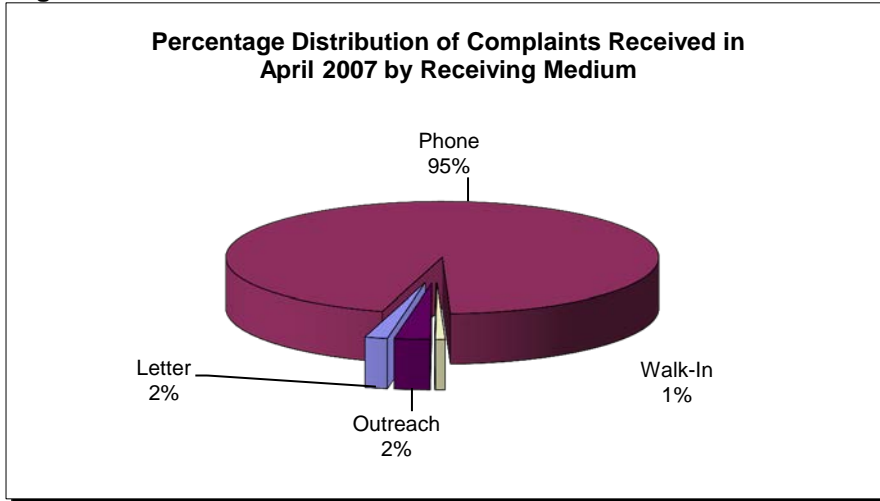
Table 3: Frequency of Complaints

No. of Complaints	No. of Apr '07 Customers	% of Repeated Customers Apr '07	No. of Customers Jan - Apr '07	% of Repeated Customers Jan - Apr '07
1	227	0	362	43
2	174	39	233	28
3	29	7	94	11
4	9	2	57	7
5	3	1	36	4
>6	0	0	52	6
0	442		834	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2007 by receiving medium. The number of complaints received by Letter increased by 6 or 100%, Telephone increased by 174 or 35%, Walk in decreased by 3 or 38%, and Outreach increased by 10 or 111% when compared to Mar '07.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2007 by Service Provider. The number of complaints filed against WASA have increased by 178 or 37% and those filed against T&TEC increased by 8 or 20% when compared to Mar '07.

Fig. 2

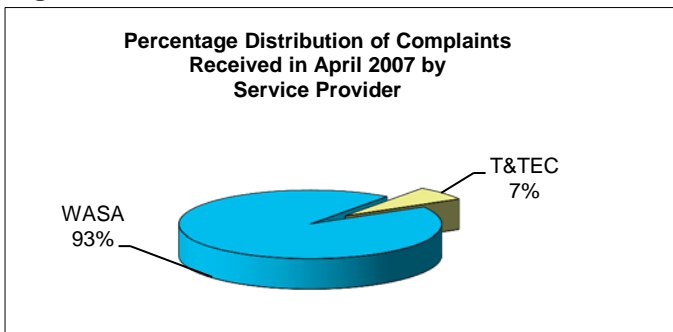
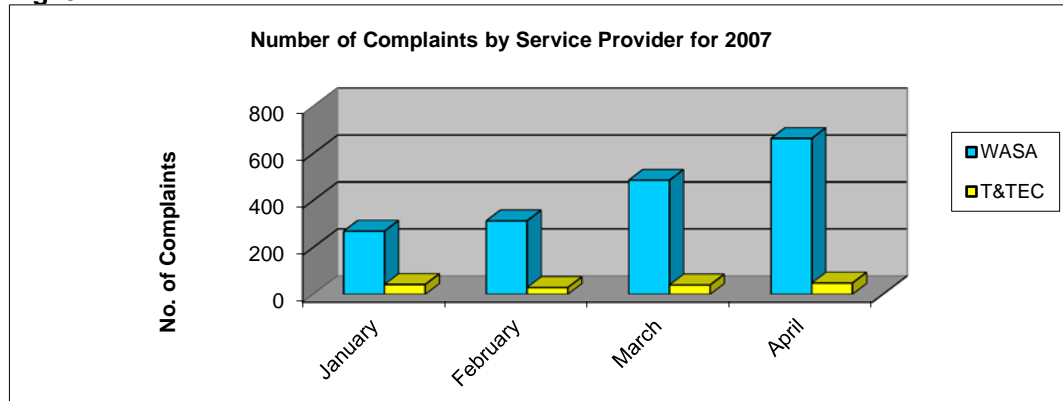


Fig. 3





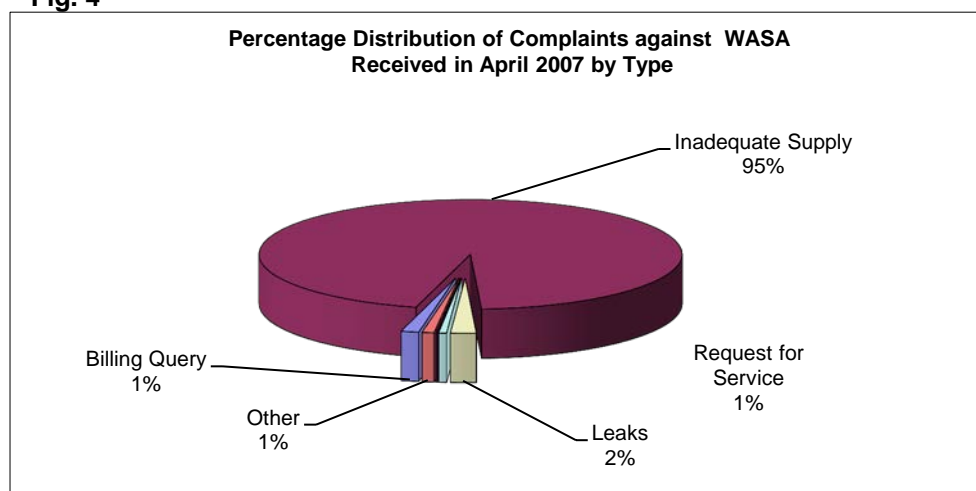
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2007 by type. When compared to Mar '07 the number of complaints related to Billing Queries decreased by 10 or 53%, Inadequate Supply increased by 194 or 44%, Leaks decreased by 10 or 43%, Road Restoration increased by 3 or 300%, and the category Other decreased by 1 or 50%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, 2007	No of Complaints Received in Apr '07	No of Apr '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '07
Billing Query	235	9	1	3	240 (31%)
Inadequate Supply	301	631	324	185	423 (55%)
Leaks	33	13	6	10	30 (4%)
Request for Service	22	4	0	0	26 (3%)
Road Restoration	15	1	0	2	14 (2%)
Other	37	6	0	2	41 (5%)
Total	643	664	331	202	774

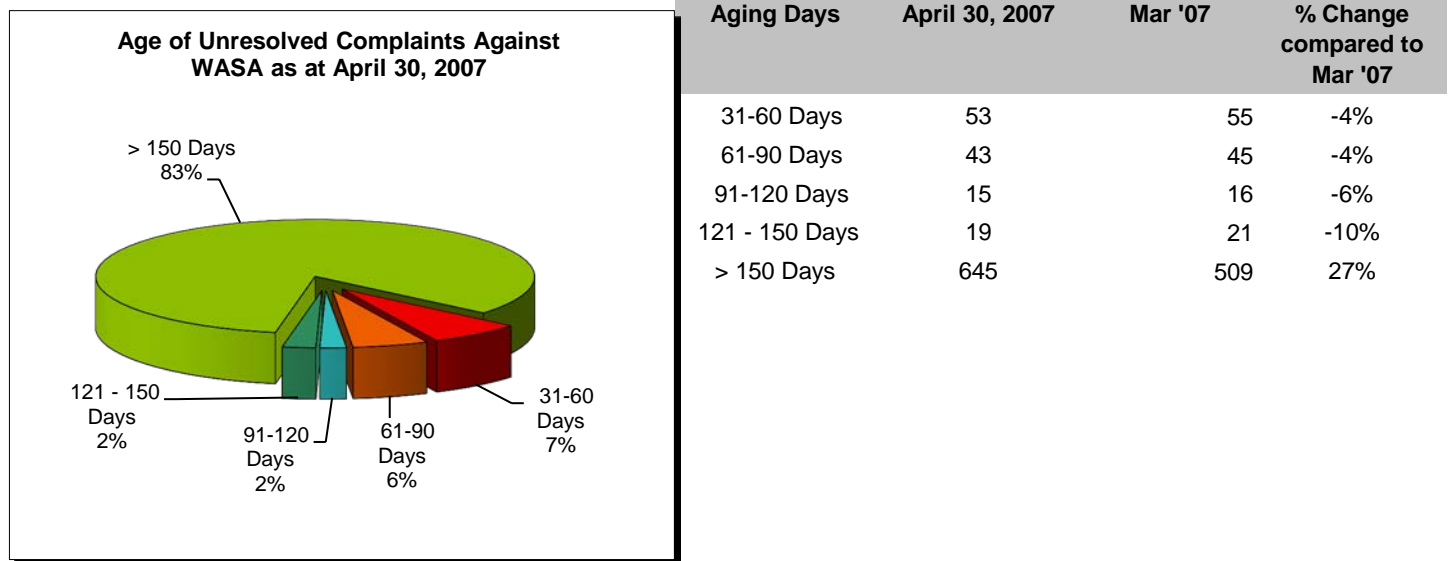
Fig. 4



Cumulative	Jan - Apr '07	May '06 - Apr '07
Number of complaints received	1,687	3,859
Number of complaints resolved	1,313	3,333
Number of complaints unresolved	374	526
Number of complaints withdrawn	47	78
Resolution rate	80%	88%

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



Aging Days	April 30, 2007	Mar '07	% Change compared to Mar '07
31-60 Days	53	55	-4%
61-90 Days	43	45	-4%
91-120 Days	15	16	-6%
121 - 150 Days	19	21	-10%
> 150 Days	645	509	27%

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as shown in Table 5.

Table 5: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	6 (11%)	11 (26%)	1 (7%)	10 (53%)	212 (33%)	238 (31%)
Inadequate Supply	38 (72%)	26 (60%)	11 (73%)	7 (37%)	341 (53%)	301 (55%)
Leaks	1 (2%)	2 (5%)	2 (13%)	(0%)	25 (4%)	33 (4%)
Other	4 (8%)	1 (2%)	1 (7%)	2 (11%)	33 (5%)	37 (5%)
Request for Service	2 (4%)	1 (2%)	(0%)	(0%)	24 (4%)	22 (3%)
Road Restoration	2 (4%)	2 (5%)	(0%)	(0%)	10 (2%)	15 (2%)
	53	43	15	19	645	646

Rebate/Compensation Granted to WASA's Customers by Complaint Type

Complaint Type	May '06 - Apr '07	Jan - Apr '07	Apr '07
Billing Classification	19,087	13,629	-
Billing Query	278,328	73,854	-
Damage to Property	80,550	80,550	-
Disconnection / Reconnection	73	73	-
Retroactive Billing Adjustment	26,141	-	-
	\$ 404,179	\$ 168,106	\$ -

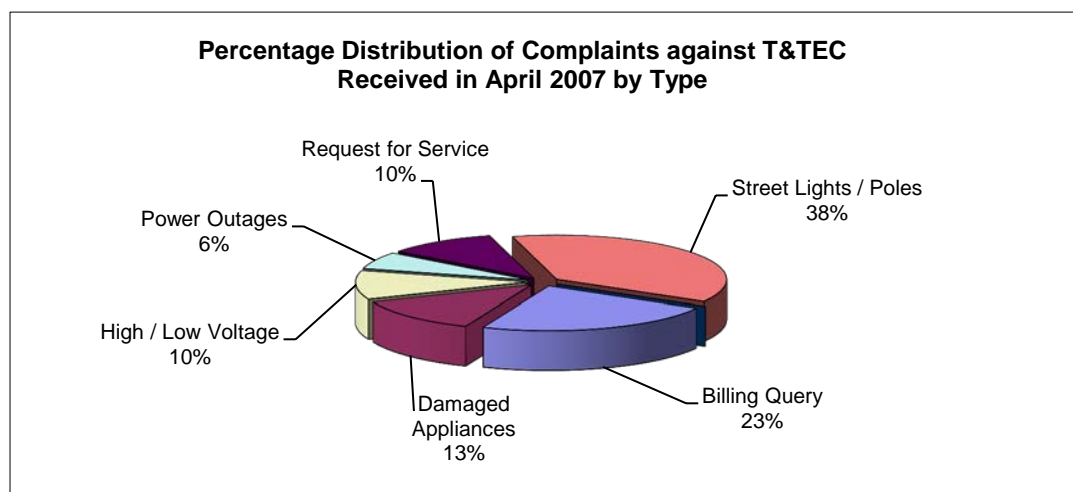
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in April 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in April 2007 by type. When compared to Mar '07, the number of complaints related to Billing Queries increased by 7 or 175%, High/ Low Voltage increased by 3 or 150%, Power Outages increased by 1 or 50%, Request for Service increased by 3 or 150%, Street Lights/Poles decreased by 3 or 10%, and the category Other decreased by 4 or 100% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, 2007	No of Complaints Received in Apr '07	No of Apr '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '07
Billing Query	17	11	2	2	24 (8%)
Damaged Appliances	115	6	0	1	120 (40%)
High / Low Voltage	9	5	0	1	13 (4%)
Power Outages	10	3	0	1	12 (4%)
Request for Service	5	5	0	2	8 (3%)
Street Lights / Poles	97	18	0	6	109 (36%)
Other	16	0	0	1	15 (5%)
Total	269	48	2	14	301

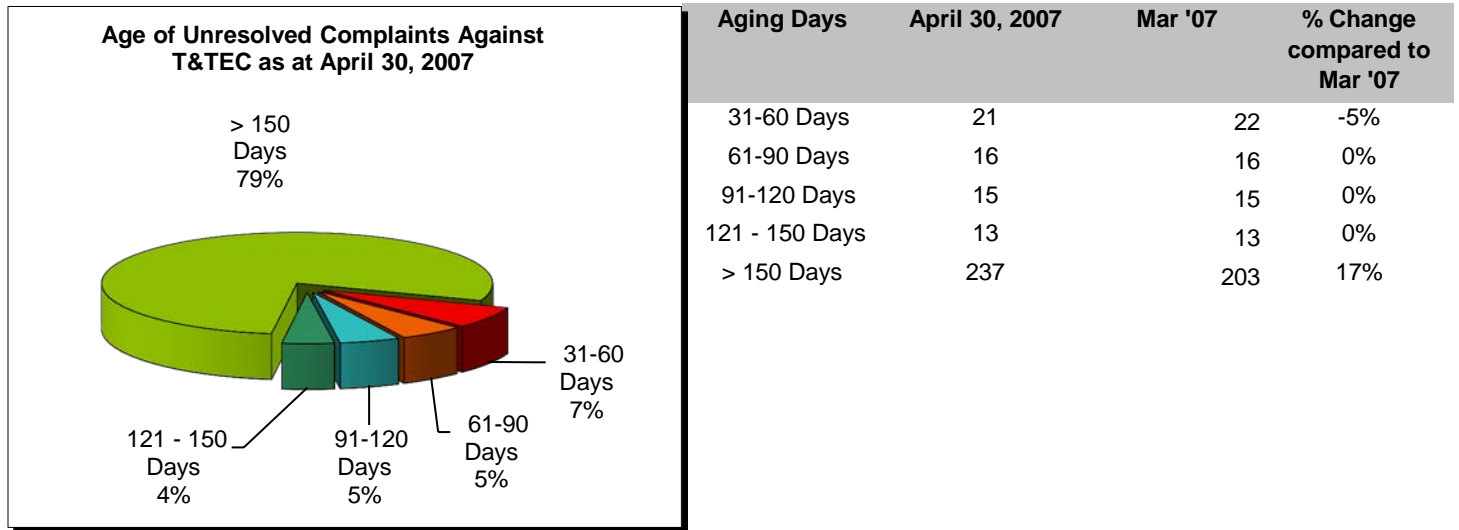
Fig. 6



Cumulative	Jan - Apr '07	May '06 - Apr '07
Number of complaints received	160	507
Number of complaints resolved	55	305
Number of complaints unresolved	105	193
Number of complaints withdrawn	0	9
Resolution rate	34%	61%

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, 2007	Mar '07	% Change compared to Mar '07
31-60 Days	21	22	-5%
61-90 Days	16	16	0%
91-120 Days	15	15	0%
121 - 150 Days	13	13	0%
> 150 Days	237	203	17%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 7.

Table 7: 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	2 (10%)	1 (6%)	2 (13%)	1 (8%)	18 (8%)	24 (8%)
Damaged Appliances	3 (14%)	5 (31%)	2 (13%)	3 (23%)	107 (45%)	120 (40%)
High / Low Voltage	(0%)	(0%)	1 (7%)	1 (8%)	12 (5%)	14 (5%)
Other	1 (5%)	2 (13%)	3 (20%)	1 (8%)	8 (3%)	15 (5%)
Power Outages	1 (5%)	3 (19%)	(0%)	(0%)	8 (3%)	12 (4%)
Request for Service	(0%)	(0%)	(0%)	(0%)	8 (3%)	8 (3%)
Street Lights / Poles	14 (67%)	5 (31%)	7 (47%)	7 (54%)	76 (32%)	109 (36%)
Totals	21	16	15	13	237	302

Rebate/Compensation Granted to T&TEC's Customers by Complaint Type

Complaint Type	May '06 - Apr '07	Jan - Apr '07	Apr '07
Billing Query	18,056.00	-	-
Damaged Appliance	68,311.00	3,167.00	-
Request for Service	1,248.00	-	-
	\$ 87,615.00	\$ 3,167.00	\$ -

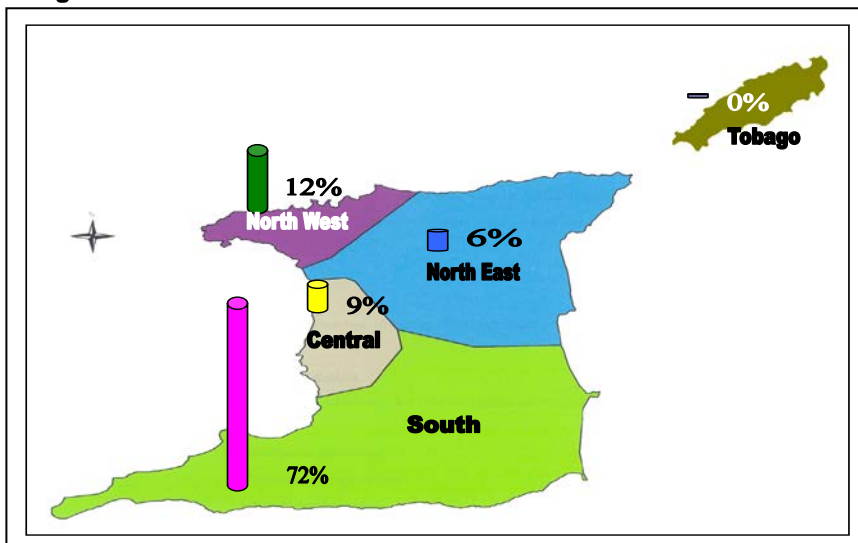
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 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 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	31 (5%)	14 (29%)	45 (6%)
North West	70 (11%)	15 (31%)	85 (12%)
Central	62 (9%)	5 (10%)	67 (9%)
South	501 (75%)	14 (29%)	515 (72%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	664	48	712

Fig. 8



When compared to Mar '07, the number of complaints from the Central region decreased by 1 or 1%, from the North East increased by 13 or 41%, from the North West increased by 21 or 33%, complaints from the South region increased by 154 or 43% while those from Tobago decreased by 1 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Apr '07 . The RIC met with WASA officials to to discuss their initiatives to reduce the number of complaints from the areas of Penal, Barrackpore and Princes Town in particular. Unfortunately, no immediate solutions were identified, However, some short-medium term solutions were identified and agreed upon. They include additional wells at Clarke Road, and completion of refurbishment works of the Penal treatment plant.

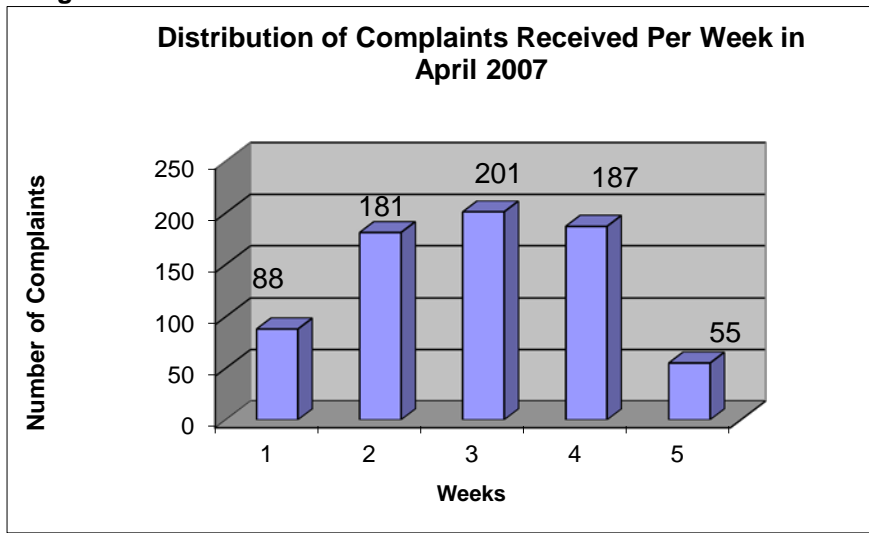
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	495
	"	South	Barrackpore	152
	"	South	Princes Town	118
	"	South	San Fernando	77
	"	South	Debe	51
	"	South	Gasparillo	51
	"	North West	Glencoe	43
	"	South	Santa Flora	30
	Billing Query	North West	Laventille	28
	Billing Query	Central	Couva	27
	Leaks	Central	Flanagin Town	26
T&TEC	Street Lights / Poles	South	Penal	8
	Street Lights / Poles	South	San Fernando	7
	Street Lights / Poles	Central	Cunupia	3
	High / Low Voltage	North East	Arima	3

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in April 2007

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Apr '07

