



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2008

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2008, as well as all outstanding complaints against Service Providers as at April 30, 2008.

Status	Apr '07	Apr '08	May '07 - Apr '08	
Number of complaints received	712	312	3,648	
Number of complaints resolved	333	139	3,059	
Number of complaints unresolved	379	173	487	
Number of complaints withdrawn	0	0	101	
Resolution rate for complaints received	47%	45%	86%	
No. of outstanding complaints resolved	216	247	39	
Total number of complaints resolved	549	386	3,098	
Rebate/compensation awarded to customers		TT\$0	TT\$583,001	WASA T&TEC

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, 2008	No & % of Complaints Received in Apr '08	No & % of Complaints Resolved Apr '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '08
Billing Query	272	19 (7%)	2 (1%)	20	269 (38%)
Inadequate Supply	367	230 (80%)	116 (40%)	172	309 (44%)
Leaks	29	28 (10%)	15 (5%)	10	32 (5%)
Request for Service	32	2 (1%)	0 (0%)	0	34 (5%)
Road Restoration	19	2 (1%)	0 (0%)	3	18 (3%)
Other	48	8 (3%)	3 (1%)	12	41 (6%)
Total	767	289	136(47%)	217	703

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, 2008	No & % of Complaints Received in Apr '08	No & % of Complaints Resolved Apr '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '08
Billing Query	27	1 (4%)	0 (0%)	3	25 (11%)
Damage Appliances	117	3 (13%)	1 (4%)	5	114 (48%)
High / Low Voltage	7	1 (4%)	0 (0%)	3	5 (2%)
Power Outages	6	3 (13%)	0 (0%)	2	7 (3%)
Request for Service	11	0 (0%)	0 (0%)	3	8 (3%)
Street Lights / Poles	56	10 (43%)	1 (4%)	10	55 (23%)
Other	22	5 (22%)	1 (4%)	4	22 (9%)
Total	246	23	3 (13%)	30	236

2.0 Complaints Analysis

Monthly	Apr '07	Apr '08	Mar '08
Number of complaints received	712	312	275
Number of complaints resolved	333	139	116
Number of complaints unresolved	379	173	159
Resolution rate for complaints received	47%	45%	42%
No. of outstanding complaints resolved	216	247	163
Total number of complaints resolved	549	386	279

The total number of complaints received in April 2008 increased by 37 or 13% when compared to Mar '08. Using the same comparative period, the resolution rate for April 2008 increased by 6%. The number of complaints resolved for the current month increased by 23 or 20% and from a previous period (unresolved from Jan '03 to Mar '08) increased by 84 or 52%. The total number of complaints resolved overall increased by 107 or 38%.

Cumulative	Jan - Apr '07	Jan - Apr '08	May '07 - Apr '08
Number of complaints received	1,847	1,142	3,648
Number of complaints resolved	1,368	755	3,059
Number of complaints unresolved	479	360	487
Number of complaints withdrawn	47	27	101
Resolution rate	76%	68%	86%

The cumulative number of complaints received and resolved from Jan - Mar '08 decreased by 705 or 39% and by 613 or 45% respectively when compared to Jan - Mar '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 312 complaints recorded for Apr '08 were reported by 204 customers of which 79 or 39% were new customers. Table 3 shows the frequency of complaints where 126 customers made only one complaint whilst cumulatively 78 or 52% of our customers made more than one complaint. For the period Jan - Apr '08, 619 customers made 1142 complaints to the RIC of which 324 or 79% were new customers.

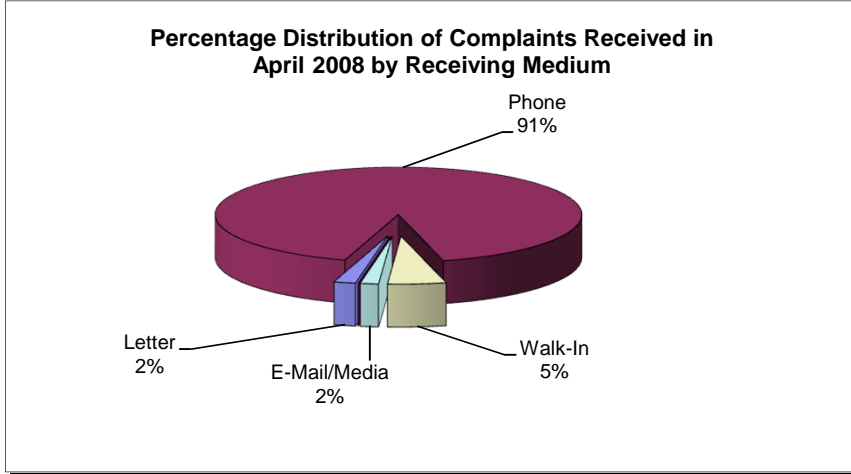
Table 3: Frequency of Complaints

No. of Complaints	No. of Apr '08 Customers	% of Repeated Customers Apr '08	No. of Customers Jan - Apr '08	% of Repeated Customers Jan - Apr '08
1	126	0	359	0
2	58	28	149	24
3	15	7	49	8
4	3	1	26	4
5	1	0	13	2
>6	1	0	23	4
0	204		619	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2008 by receiving medium. The number of complaints received by Letter decreased by 8 or 57%, Telephone increased by 47 or 20%, Walk in increased by 11 or 220%, and e-mail/Media increased by 3 or 150% when compared to Mar '08.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2008 by Service Provider. The number of complaints filed against WASA have increased by 37 or 15% and those filed against T&TEC were unchanged when compared to Mar '08.

Fig. 2

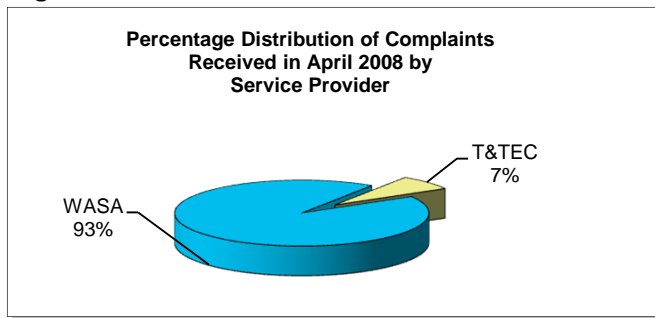
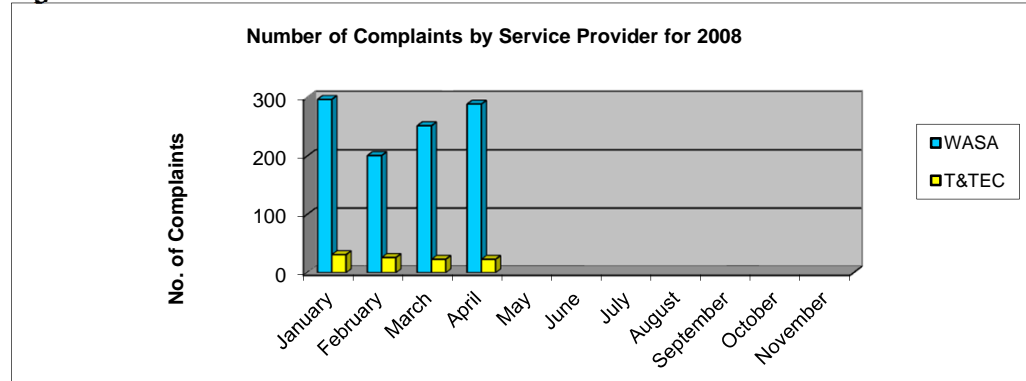


Fig. 3





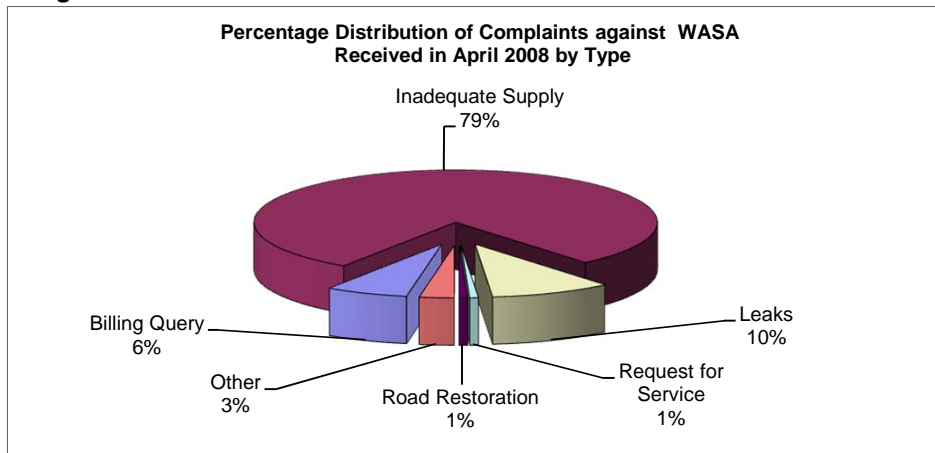
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2008 by type. When compared to Mar '08 the number of complaints related to Billing Queries increased by 8 or 73%, Inadequate Supply increased by 25 or 12%, and Leaks increased by 3 or 12%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, 2008	No of Complaints Received in Apr '08	No of Apr '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '08
Billing Query	272	19	2	20	269 (38%)
Inadequate Supply	367	230	116	172	309 (44%)
Leaks	29	28	15	10	32 (5%)
Request for Service	32	2	0	0	34 (5%)
Road Restoration	19	2	0	3	18 (3%)
Other	48	8	3	12	41 (6%)
Total	767	289	136	217	703

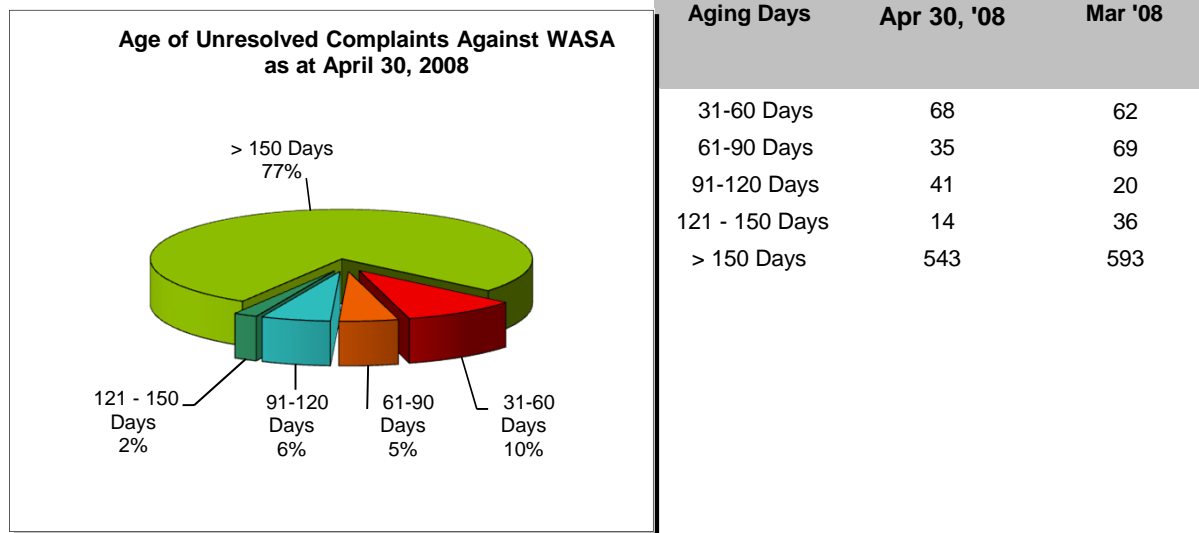
Fig. 4



Cumulative	Jan - Apr '08	May '07 - Apr '08
Number of complaints received	1,039	3,180
Number of complaints resolved	693	2,695
Number of complaints unresolved	320	389
Number of complaints withdrawn	26	95
Resolution rate	68%	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



Aging Days	Apr 30, '08	Mar '08
31-60 Days	68	62
61-90 Days	35	69
91-120 Days	41	20
121 - 150 Days	14	36
> 150 Days	543	593

The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as show

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

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	7 (10%)	8 (23%)	15 (37%)	3 (21%)	235 (43%)
Inadequate Supply	45 (66%)	20 (57%)	22 (54%)	6 (43%)	215 (40%)
Leaks	7 (10%)	3 (9%)	2 (5%)	2 (14%)	18 (3%)
Other	4 (6%)	1 (3%)	1 (2%)	(0%)	35 (6%)
Request for Service	3 (4%)	2 (6%)	(0%)	1 (7%)	28 (5%)
Road Restoration	2 (3%)	1 (3%)	1 (2%)	2 (14%)	12 (2%)
	68	35	41	14	543

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

Complaint Type	May '07 - Apr '08	Jan - Apr '08	Apr '08
Billing Classification	9,740.00	76.00	-
Billing Query	338,550.00	84,174.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	5,556.00	3,256.00	-
	\$ 353,846.00	\$ 87,506.00	\$ -

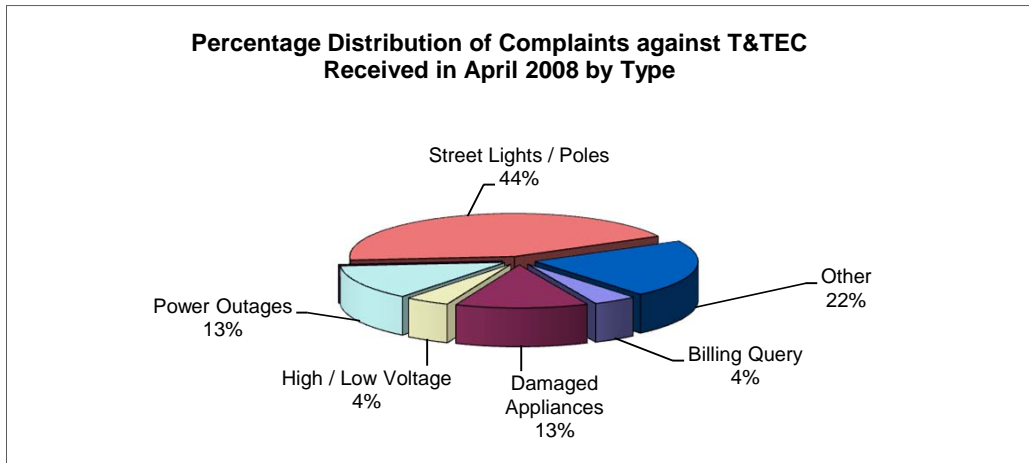
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in April 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in April 2008 by type. When compared to Mar '08, the number of complaints related to Billing Queries decreased by 4 or 80%, Damage Appliances increased by 1 or 50%, Power Outages increased by 3 or 300%, Request for Service decreased by 3 or 100%, Street Lights/Poles decreased by 1 or 9%, and the category Other increased by 4 or 400% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, 2008	No of Complaints Received in Apr '08	No of Apr '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '08
Billing Query	27	1	0	3	25 (11%)
Damaged Appliances	117	3	1	5	114 (48%)
High / Low Voltage	7	1	0	3	5 (2%)
Power Outages	6	3	0	2	7 (3%)
Request for Service	11	0	0	3	8 (3%)
Street Lights / Poles	56	10	1	10	55 (23%)
Other	22	5	1	4	22 (9%)
Total	246	23	3	30	236

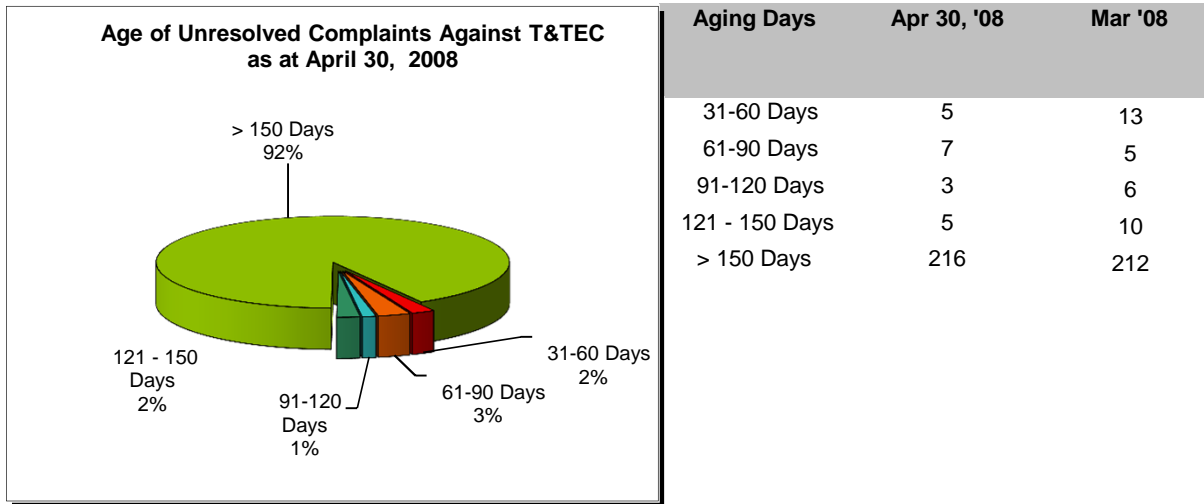
Fig. 6



Cumulative	Jan - Apr '08	May '07 - Apr '08
Number of complaints received	103	468
Number of complaints resolved	62	364
Number of complaints unresolved	40	98
Number of complaints withdrawn	1	6
Resolution rate	61%	79%

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	Apr 30, '08	Mar '08
31-60 Days	5	13
61-90 Days	7	5
91-120 Days	3	6
121 - 150 Days	5	10
> 150 Days	216	212

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	(0%)	1 (14%)	1 (33%)	(0%)	23 (11%)
Damaged Appliances	2 (40%)	(0%)	(0%)	1 (20%)	111 (51%)
High / Low Voltage	(0%)	(0%)	(0%)	(0%)	5 (2%)
Other	(0%)	3 (43%)	1 (33%)	(0%)	18 (8%)
Power Outages	(0%)	(0%)	(0%)	(0%)	7 (3%)
Request for Service	1 (20%)	(0%)	(0%)	1 (20%)	6 (3%)
Street Lights / Poles	2 (40%)	3 (43%)	1 (33%)	3 (60%)	46 (21%)
Totals	5	7	3	5	216

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

Complaint Type	May '07 - Apr '08	Jan - Apr '08	Apr '08
Billing Query	186,947.00	96,833.00	-
Damaged Appliance	42,208.00	27,854.00	-
Request for Service	-	-	-
	\$ 229,155.00	\$ 124,687.00	\$ -

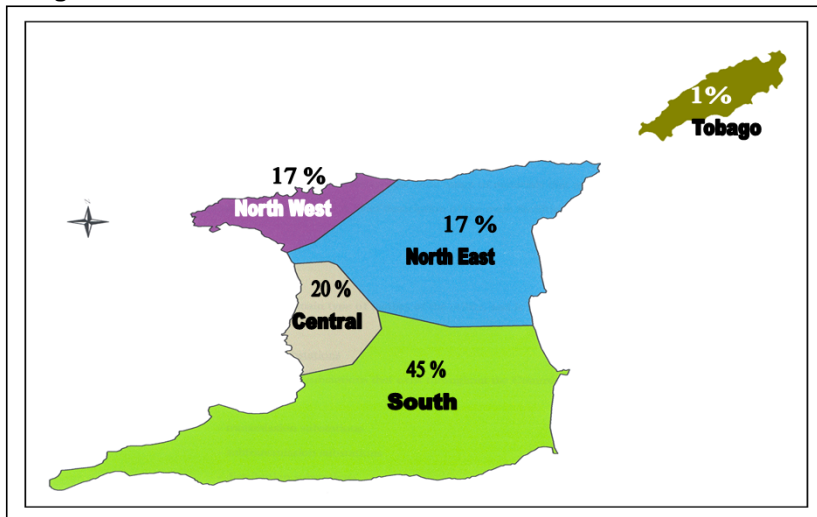
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2008 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	50 (17%)	4 (17%)	54 (17%)
North West	48 (17%)	5 (22%)	53 (17%)
Central	58 (20%)	5 (22%)	63 (20%)
South	133 (46%)	7 (30%)	140 (45%)
Tobago	0 (0%)	2 (9%)	2 (1%)
Total	289	23	312

Fig. 8



When compared to Mar '08, the number of complaints from the Central region increased by 26 or 70%, from the North East increased by 45 or 500%, from the North West increased by 16 or 43%, complaints from the South region decreased by 50 or 26%.

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 '08 .

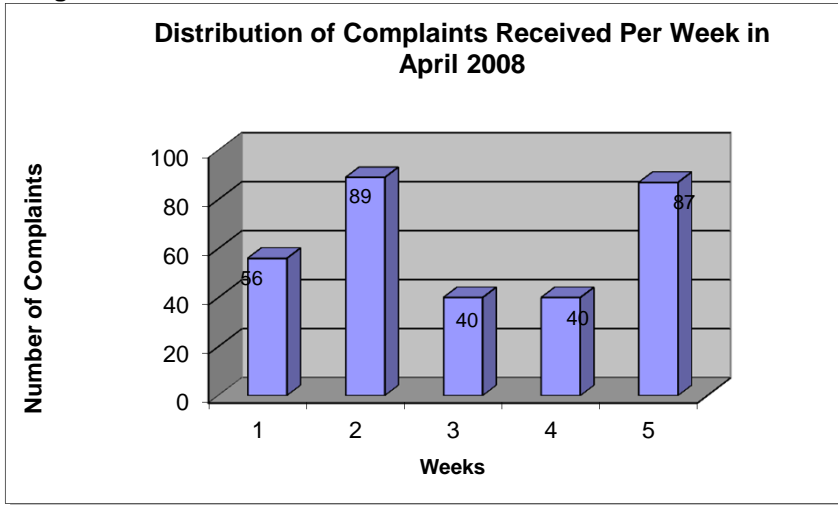
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Barrackpore	149	
			Penal	125	
	"	North West	Princes Town	45	
	"		Siparia	41	
	"		Glencoe	33	
	"		Diego Martin	25	
	"		Port of Spain	13	
	"		Santa Cruz	11	
	"		North East	Arima	12
	"			D'abadie	6
	"	Central	Aranguez	5	
	"		San Juan	5	
	"		Freeport	28	
	"		Talparo	10	
	"	Billing Query	North West	Cunupia	10
	"			Couva	10
"	Billing Query	South	Diego Martin	25	
"	Billing Query	South	Santa Flora	17	
"	Leaks	North West	St. James	16	
T&TEC	Street Lights / Poles	South	Barrackpore	8	
	Street Lights / Poles	South	Princes Town	6	
	Street Lights / Poles	South	Penal	4	
	Street Lights / Poles	North West	Petit Valley	4	

7.0 Distribution of Complaints Received Per Week

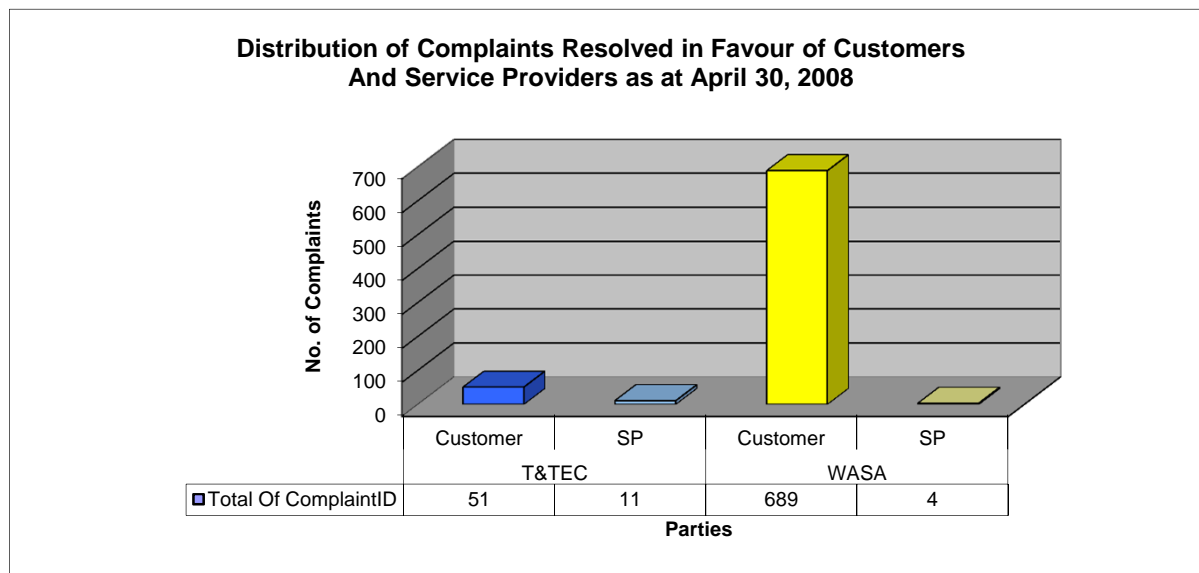
Figure 9 shows the distribution of the complaints received in April 2008

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 '08



Complaints against

\$353846
\$229155

**% Change
compared to
Mar '08**

- 10%
- 49%
- 105%
- 61%
- 8%

n in Table 5.

Total
272 (38%)
374 (44%)
34 (5%)
48 (6%)
33 (5%)
19 (3%)
780

**% Change
compared to
Mar '08**

-62%
40%
-50%
-50%
2%

Total
25 (11%)
114 (48%)
5 (2%)
22 (9%)
7 (3%)
8 (3%)
55 (23%)
236

