

Monthly Complaints Report
April 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2009, as well as all outstanding complaints Service Providers as at April 30, 2009.

Status	Apr '08	Apr '09	May '08 - Apr '09		
Number of complaints received	312	405	3,763		
Number of complaints resolved	139	174	2,926		
Number of complaints unresolved	173	231	742		
Number of complaints withdrawn	0	0	92		
Resolution rate for complaints received	45%	43%	80%		
No. of outstanding complaints resolved	247	46	83		
Total number of complaints resolved	386	220	3,009		
Rebate/compensation awarded to customers	TT\$0	TT\$52,826	TT\$475,340	WASA	\$22%
				T&TEC	\$25%

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, '09	No & % of Complaints Received in Apr '09	No & % of Complaints Resolved Apr '09	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '09
Billing Query	282	18 (5%)	0 (0%)	21	279 (26%)
Inadequate Supply	487	322 (87%)	160 (43%)	9	640 (59%)
Leaks	34	23 (6%)	4 (1%)	4	49 (5%)
Request for Service	32	1 (0%)	0 (0%)	1	32 (3%)
Road Restoration	20	2 (1%)	0 (0%)	2	20 (2%)
Other	52	6 (2%)	0 (0%)	1	57 (5%)
Total	907	372	164 (44%)	38	1077

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, '09	No & % of Complaints Received in Apr '09	No & % of Complaints Resolved Apr '09	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '09
Billing Query	36	11 (33%)	1 (3%)	3	43 (17%)
Damage Appliances	123	3 (9%)	1 (3%)	0	125 (48%)
High / Low Voltage	5	1 (3%)	0 (0%)	1	5 (2%)
Power Outages	8	1 (3%)	0 (0%)	0	9 (3%)
Request for Service	6	4 (12%)	2 (6%)	2	6 (2%)
Street Lights / Poles	45	10 (30%)	4 (12%)	2	49 (19%)
Other	20	3 (9%)	2 (6%)	0	21 (8%)
Total	243	33	10 (30%)	8	258

2.0 Complaints Analysis

Monthly	Apr '08	Apr '09	Mar '09
Number of complaints received	312	405	242
Number of complaints resolved	139	174	135
Number of complaints unresolved	173	231	107
Resolution rate for complaints received	45%	43%	56%
No. of outstanding complaints resolved	247	46	83
Total number of complaints resolved	386	220	218

The total number of complaints received in April 2009 increased by 163 or 67% when compared to Mar '09. Using the same comparative period, the resolution rate for April 2009 decreased by 23%. The number of complaints resolved for the current month increased by 39 or 29% and from a previous period (unresolved from Jan '04 to Mar '09) decreased by 37 or 45%. The total number of complaints resolved overall increased by 2 or 1%.

Cumulative	Jan '08 - Apr '08	Jan '09 - Apr '09	May '08 - Apr '09
Number of complaints received	1,142	1,017	3,763
Number of complaints resolved	755	618	2,926
Number of complaints unresolved	387	388	742
Number of complaints withdrawn	27	11	92
Resolution rate	68%	61%	80%

The cumulative number of complaints received and resolved from Jan '09 - Apr '09 decreased by 125 or 41% and by 137 or 18% respectively when compared to Jan '08 - Apr '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 405 complaints recorded for Apr '09 were reported by 249 customers of which 101 or 41% were new customers. Table 3 shows the frequency of complaints where 135 customers made only one complaint whilst cumulatively 114 or 49% of our customers made more than one complaint. For the period Jan '09-Apr '09, 565 customers made 1017 complaints to the RIC of which 275 or 79% were new customers.

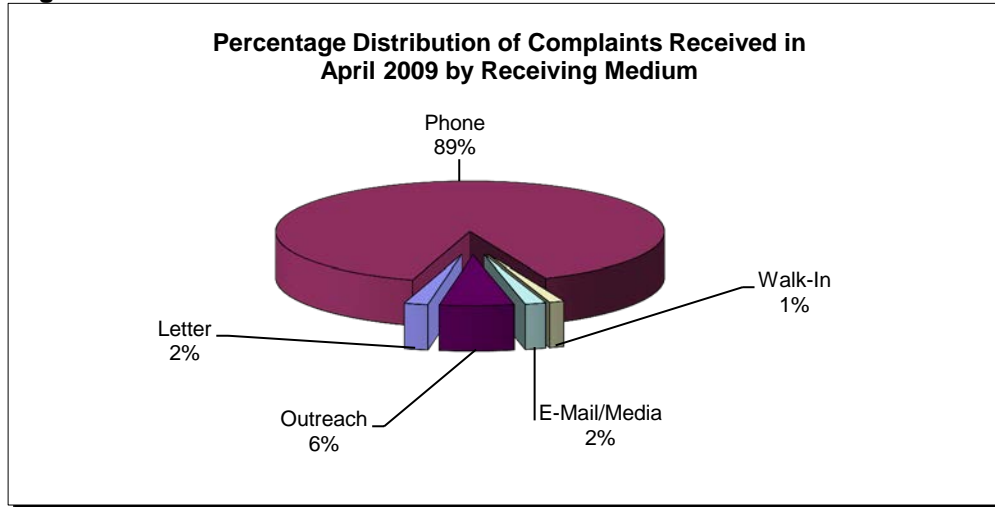
Table 3: Frequency of Complaints

No. of Complaints	No. of Apr '09 Customers	% of Repeat Customers for Apr '09	No. of Customers from Jan '09-Apr '09	% of Repeat Customers from Jan '09-Apr '09
1	135	0	322	0
2	84	34	150	27
3	21	8	40	7
4	7	3	22	4
5	1	0	12	2
>6	1	0	19	3
	249		565	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2009 by receiving medium. The number of complaints received by Letter decreased by 1 or 11%, Telephone increased by 144 or 67%, Walk in decreased by 3 or 38%, Outreach increased by 17 or 213% and e-mail/Media increased by 6 or 600% when compared to Mar '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2009 by Service Provider. The number of complaints filed against WASA have increased by 156 or 72% and those filed against T&TEC increased by 7 or 27% when compared to Mar '09.

Fig. 2

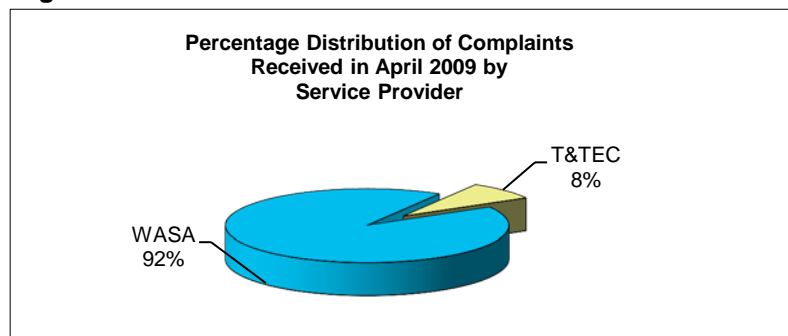
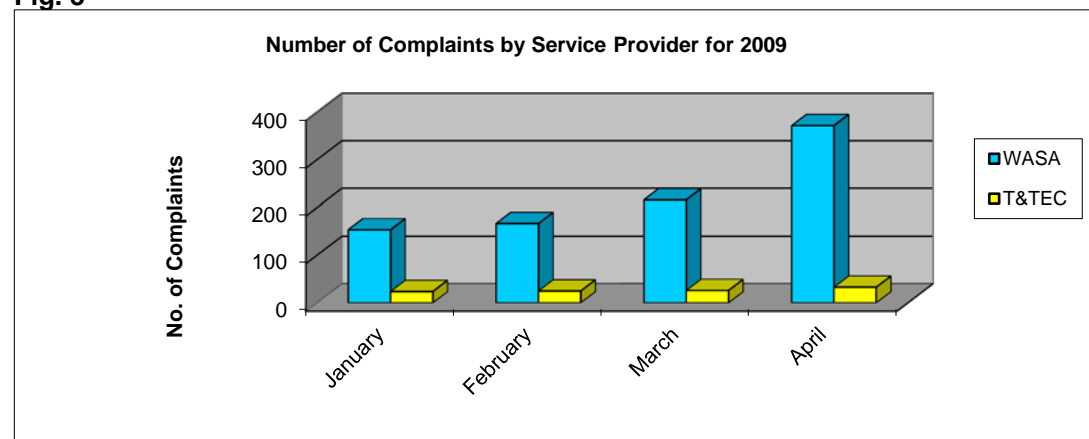


Fig. 3



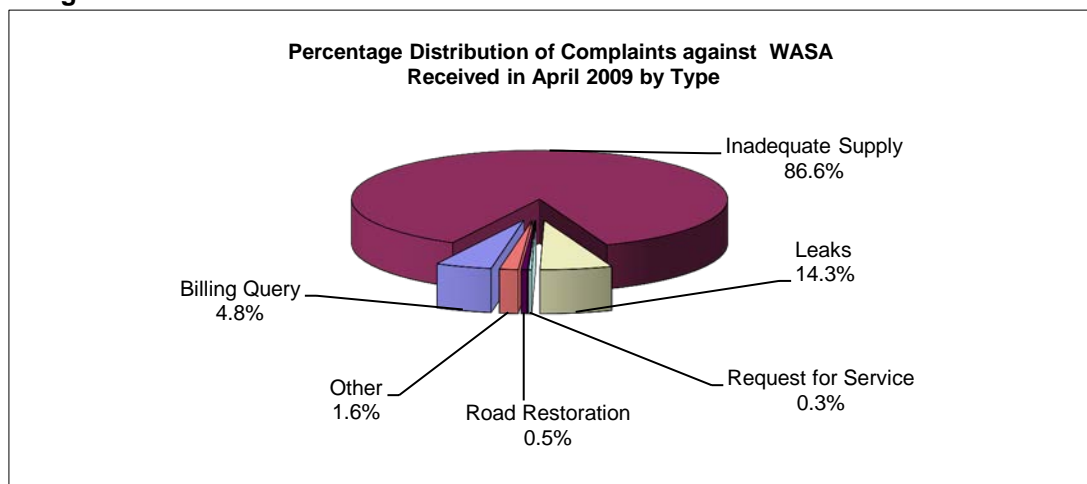
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2009 by type. When compared to Mar '09 the number of complaints related to Billing Queries increased by 5 or 38%, Inadequate Supply increased by 135 or 72%, Leaks increased by 11 or 92%, Road Restoration decreased by 2 or 67%, and the category Other increased by 2 or 200%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, '09	No of Complaints Received in Apr '09	No of Complaints Resolved Apr '09	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '09
Billing Query	282	18	0	21	279 (26%)
Inadequate Supply	487	322	160	9	640 (59%)
Leaks	34	23	4	4	49 (5%)
Request for Service	32	1	0	1	32 (3%)
Road Restoration	20	2	0	2	20 (2%)
Other	52	6	0	1	57 (5%)
Total	907	372	164	38	1077

Fig. 4



Cumulative	Jan '09- Apr '09	May '08 - Apr '09
Number of complaints received	909	3,373
Number of complaints resolved	565	2,659
Number of complaints unresolved	333	622
Number of complaints withdrawn	11	89
Resolution rate	63%	81%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

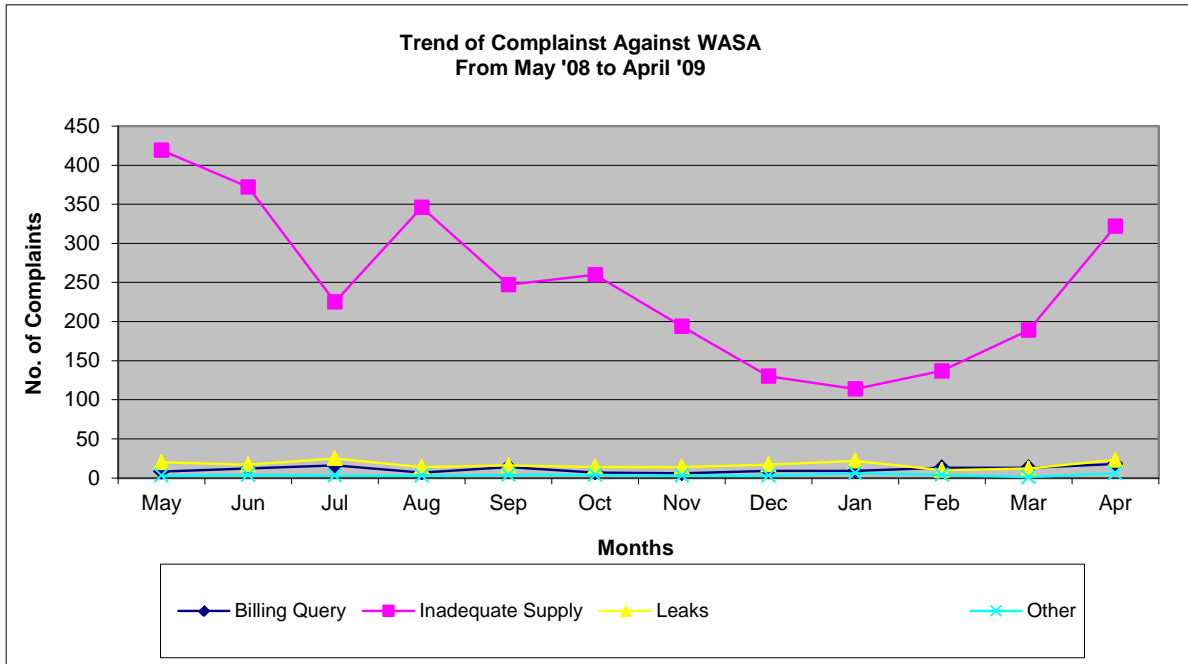
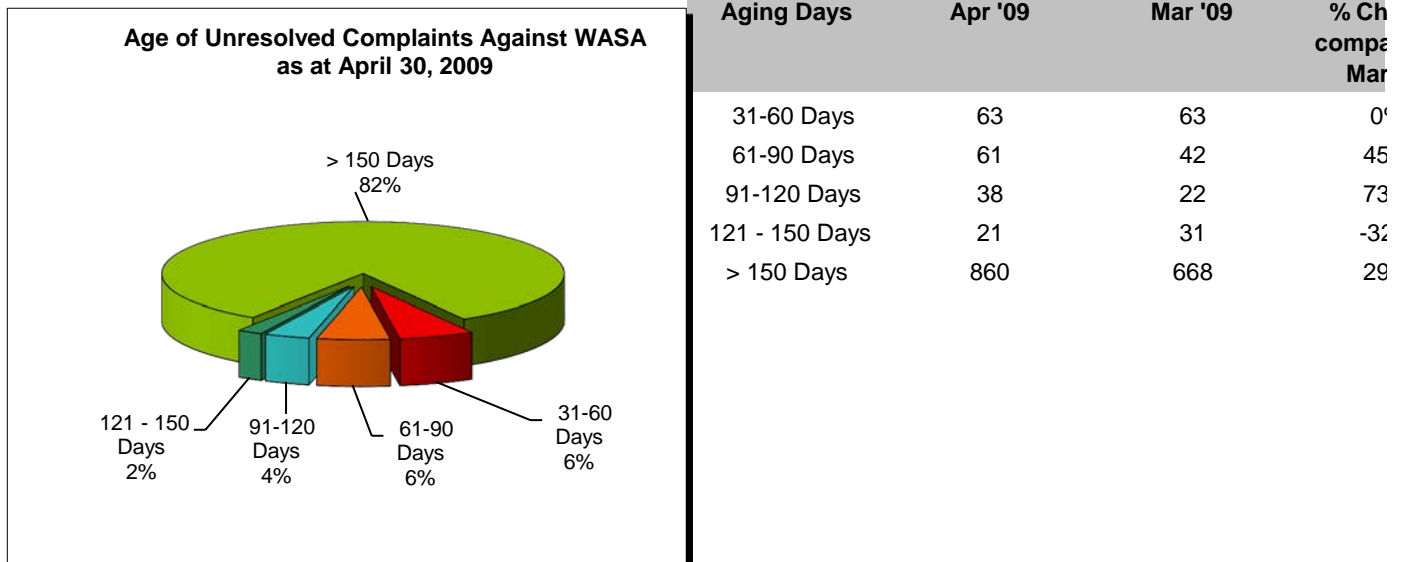


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



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

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

Complaint Category	Aging Days					To
	31-60	61-90	91-120	91-120	> 150	
Billing Query	10 (16%)	11 (18%)	7 (18%)	4 (19%)	248 (29%)	268
Inadequate Supply	44 (70%)	37 (61%)	17 (45%)	15 (71%)	492 (57%)	431
Leaks	5 (8%)	5 (8%)	8 (21%)	0 (0%)	31 (4%)	27
Other	1 (2%)	4 (7%)	4 (11%)	1 (5%)	47 (5%)	51
Request for Service	3 (5%)	1 (2%)	0 (0%)	0 (0%)	28 (3%)	29
Road Restoration	0 (0%)	3 (5%)	2 (5%)	1 (5%)	14 (2%)	20
	63	61	38	21	860	826

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

Complaint Type	May '08 - Apr '09	Jan '09- Apr '09	Apr '09
Billing Classification	324.00	324.00	51,926.00
Billing Query	212,766.00	152,605.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	9,881.00	-	-
	\$ 222,971.00	\$ 152,929.00	\$ 51,926.00

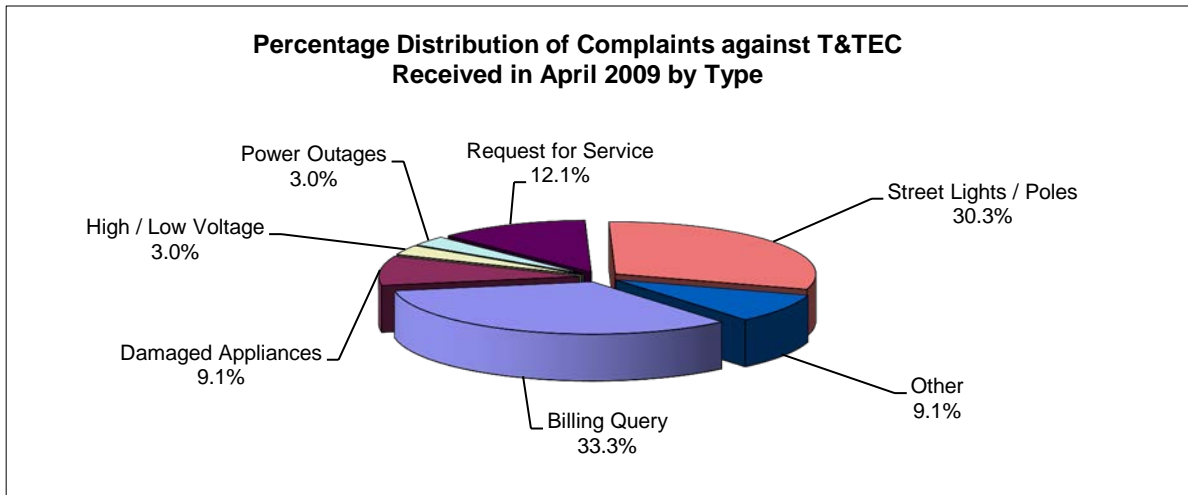
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in April 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in April 2009 by type. When compared to Mar '09, the number of complaints related to Billing Queries increased by 3 or 38%, Damage Appliances decreased by 1 or 25%, High/ Low Voltage decreased by 1 or 50%, Power Outages increased by 1 or 100%, Request for Service increased by 1 or 33%, Street Lights/Poles increased by 1 or 11%, and the category Other increased by 3 or 300% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, '09	No of Complaints Received in Apr '09	No of Apr '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '09
Billing Query	36	11	1	3	43 (17%)
Damaged Appliances	123	3	1	0	125 (48%)
High / Low Voltage	5	1	0	1	5 (2%)
Power Outages	8	1	0	0	9 (3%)
Request for Service	6	4	2	2	6 (2%)
Street Lights / Poles	45	10	4	2	49 (19%)
Other	20	3	2	0	21 (8%)
Total	243	33	10	8	258

Fig. 7



Cumulative	<i>Jan '09- Apr '09</i>	<i>May '08 - Apr '09</i>
Number of complaints received	108	390
Number of complaints resolved	53	267
Number of complaints unresolved	55	120
Number of complaints withdrawn	0	3
Resolution rate	49%	69%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

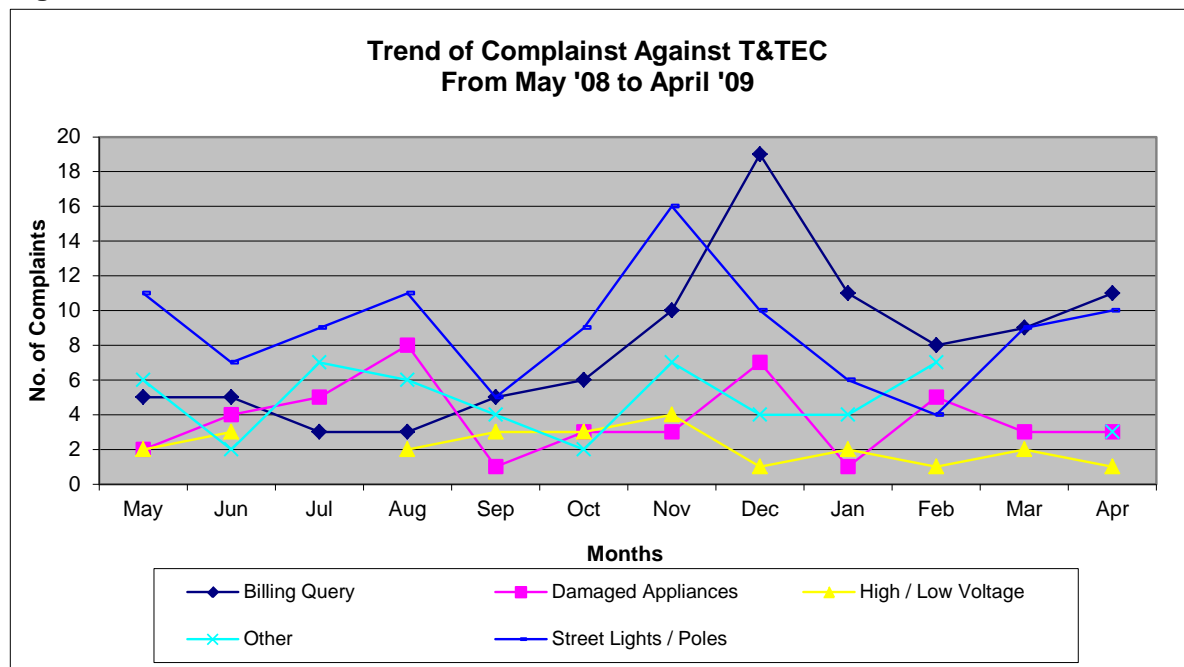
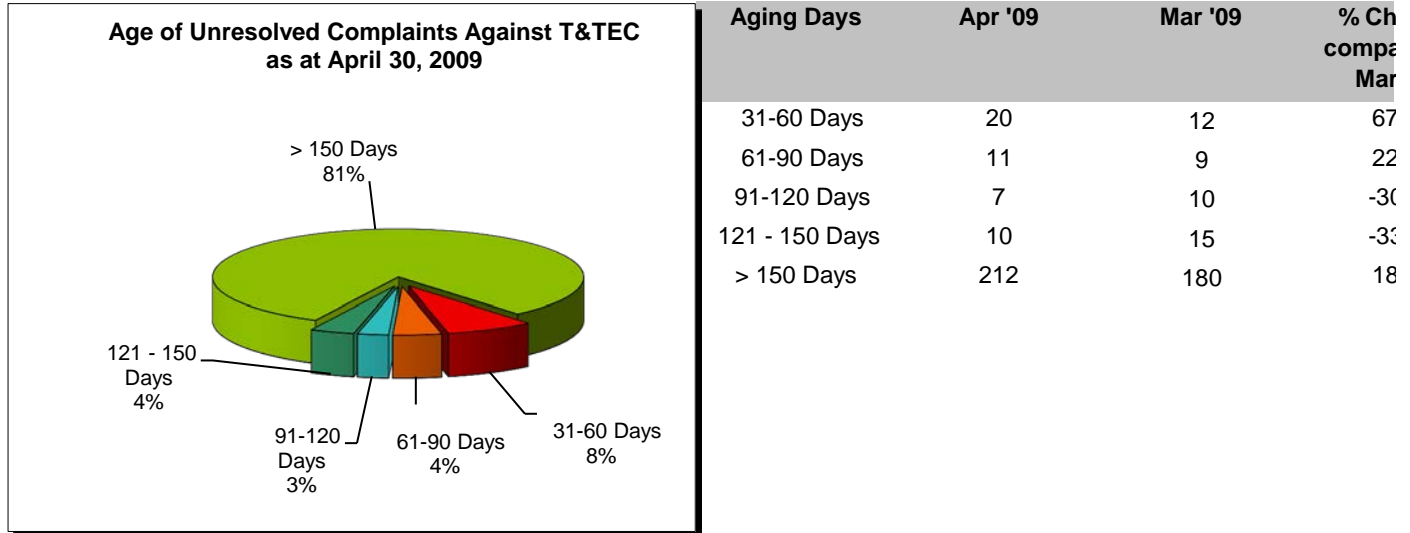


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Apr '09	Mar '09	% Ch comp Mar
31-60 Days	20	12	67
61-90 Days	11	9	22
91-120 Days	7	10	-30
121 - 150 Days	10	15	-33
> 150 Days	212	180	18

The majority of complaints that are over 150 days relates to Damaged Appliances and Street Lights/Poles as shown in Table 7.

Table 7: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	7 (35%)	3 (27%)	2 (29%)	3 (30%)	29 (14%)	44
Damaged Appliances	3 (15%)	3 (27%)	1 (14%)	4 (40%)	114 (54%)	125
High / Low Voltage	2 (10%)	0 (0%)	0 (0%)	0 (0%)	3 (1%)	5
Other	0 (0%)	4 (36%)	1 (14%)	1 (10%)	16 (8%)	22
Power Outages	0 (0%)	0 (0%)	0 (0%)	2 (20%)	7 (3%)	9
Request for Service	2 (10%)	0 (0%)	2 (29%)	0 (0%)	2 (1%)	6
Street Lights / Poles	6 (30%)	1 (9%)	1 (14%)	0 (0%)	41 (19%)	49
Totals	20	11	7	10	212	260

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

Complaint Type	May '08 - Apr '09	Jan '09- Apr '09	Apr '09
Billing Query	48,928.00	8,843.00	90.00
Damaged Appliance	11,649.00	2,310.00	810.00
KVA Reduction	141,792.00	141,792.00	-
Other Claims	50,000.00	30,000.00	-
	\$ 252,369.00	\$ 182,945.00	\$ 900.00

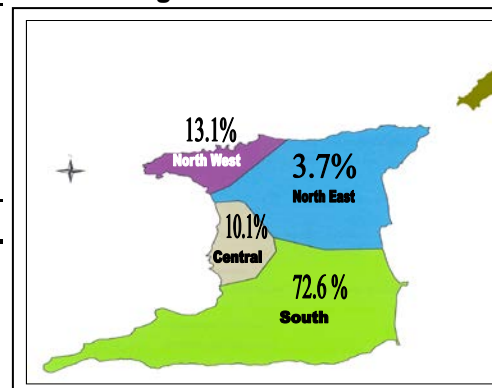
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in April 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	11 (3%)	4 (12%)	15 (4%)
North West	46 (12%)	7 (21%)	53 (13%)
Central	38 (10%)	3 (9%)	41 (10%)
South	276 (74%)	18 (55%)	294 (73%)
Tobago	1 (0%)	1 (3%)	2 (0%)
Total	372	33	405

Fig. 10



When compared to Mar '09, the number of complaints from the Central region increased by 4 or 11%, those from the North East decreased by 5 or 25%, from the North West decreased by 12 or 18%, complaints from the South region increased by 184 or 167% while those from Tobago decreased by 8 or 80%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Apr '09 .

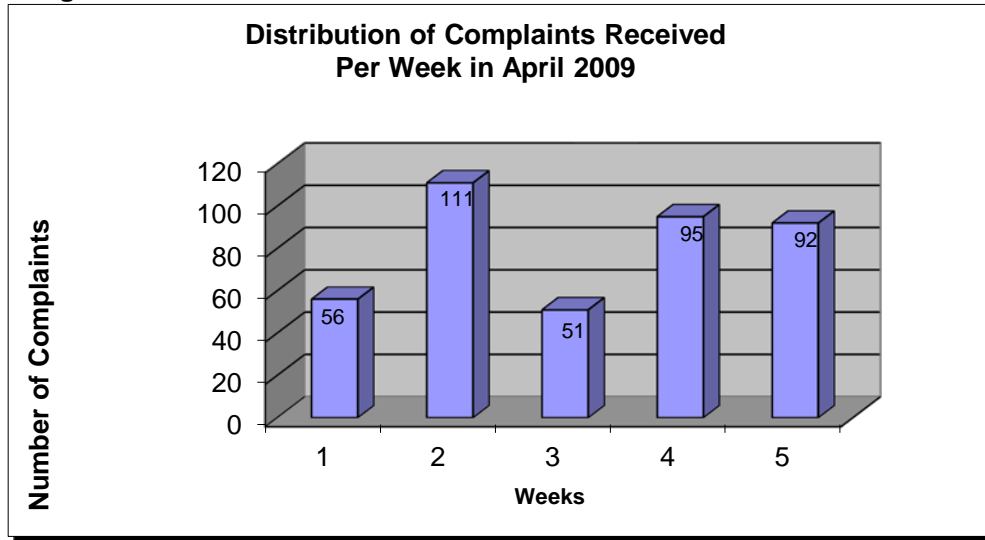
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	20
			Cunupia	14
			Las Lomas No.	11
		North East	Charlieville	12
			Claxton Bay	5
			Talparo	4
		North West	Lower Santa Cruz	30
			Mathura	14
			Glencoe	14
			South	Penal
		South	Barrackpore	79
			Princes Town	74
			Siparia	49
T&TEC	Street Lights / Poles	South	Rio Claro	4
	Street Lights / Poles	North East	Arima	4
	Billing Query	North West	Westmoorings	3
	Street Lights / Poles	South	Mayaro	3

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in April 2009

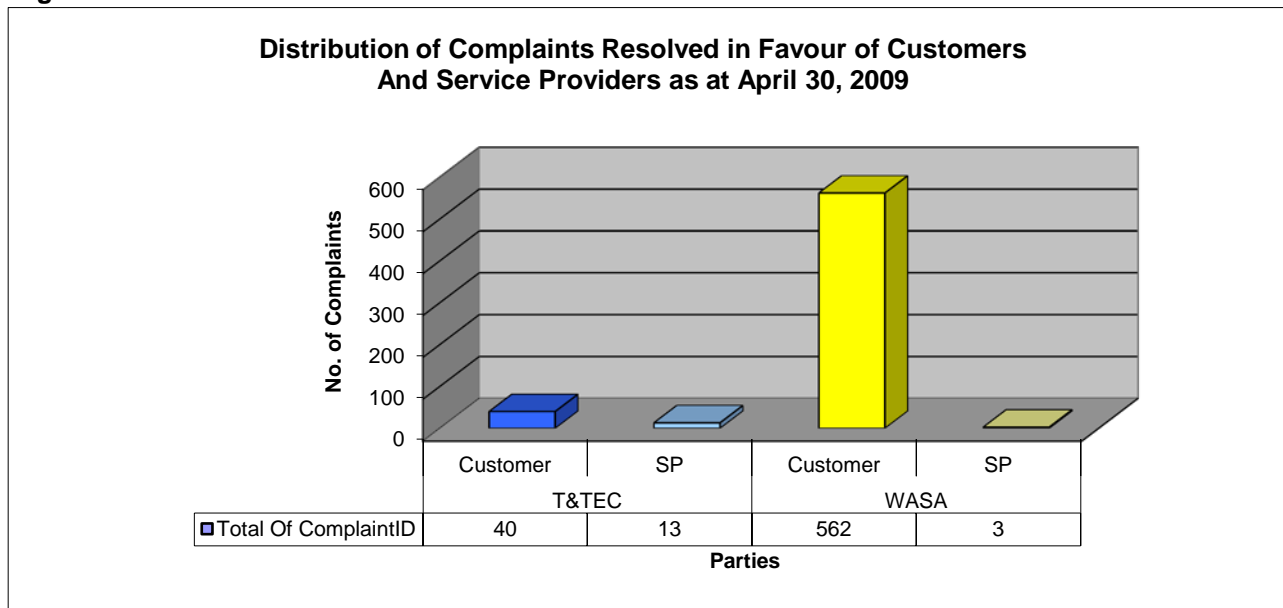
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Apr '09

Fig. 12



against

2971
2369

Change
compared to
'09

- %
- 1%
- 1%
- 2%
- 1%

tal
(27%)
(58%)
(5%)
(5%)
(3%)
(2%)

Change
Compared to
'09

1%

2%

3%

3%

1%

Total
(17%)
(48%)
(2%)
(8%)
(3%)
(2%)
(19%)

