



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report August 2002 (Revised - 10/9/02)

This report provides an analysis of all complaints received in August 2002, as well as all outstanding complaints by Service Provider.

1.0 Complaints Analysis

Monthly	August 2001	August 2002
Number of complaints received	67	53
Number of complaints resolved	48	33
Number of complaints unresolved	19	20
Resolution rate for complaints received in August	72%	62%
No. of previous outstanding complaints resolved in August	5	12
Total number of complaints resolved in August	53	45

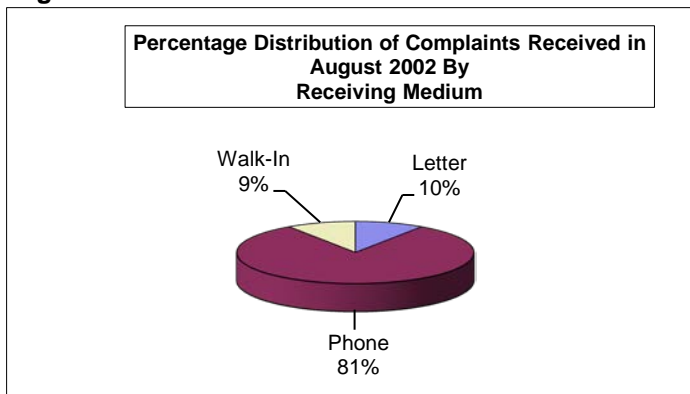
The comparative resolution rate for August 2002 is lower than that of August 2001 and this can be attributed to the number of complaints being received closer to the end of the month leaving less time for the resolution of same within the month. In addition, some complaints require investigation and reporting by service providers and this requires additional time to complete.

Cumulative	Jan - Aug '01	Jan - Aug '02
Number of complaints received	572	417
Number of complaints resolved	480	360
Number of complaints unresolved	92	57
Resolution rate	84%	86%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in August 2002 by receiving medium

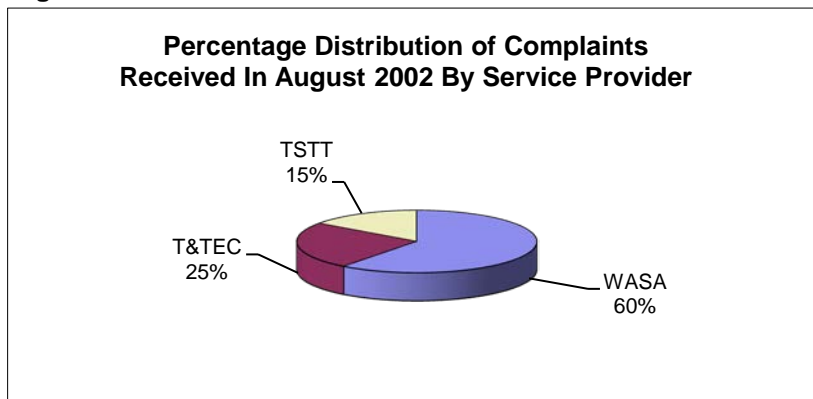
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2002 by service provider

Fig: 2



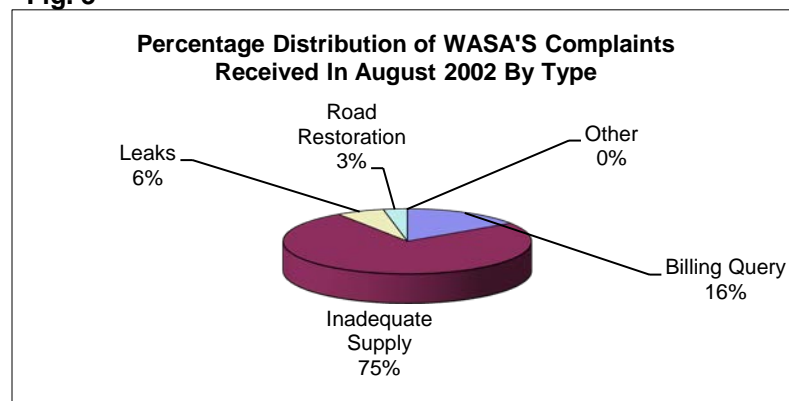
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in August 2002 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2002. **Figure 3** shows the percentage distribution of the complaints received in August 2002 by type.

Table:1

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	5	1	4	0	15
Inadequate Supply	24	23	1	1	1
Leaks	2	0	2	2	3
Road Restoration	1	0	1	0	2
Other	0	0	0	1	2
Total	32	24	8	4	23

Fig. 3



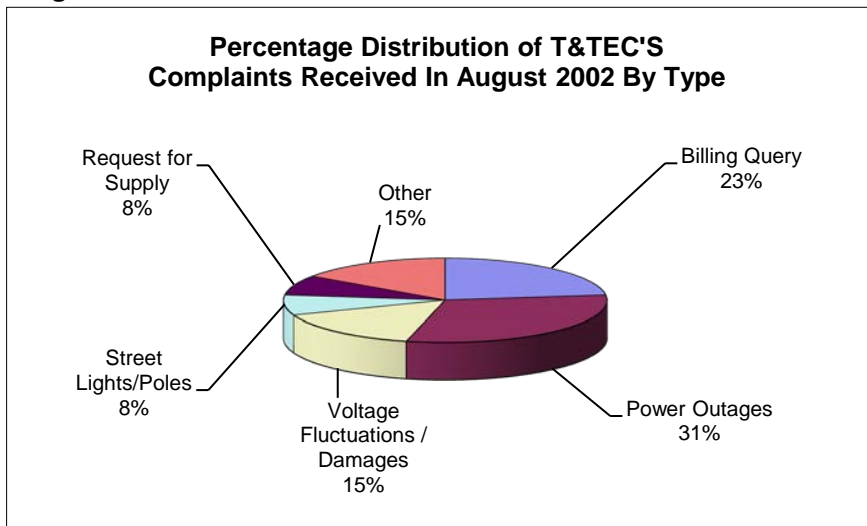
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in August 2002 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2002. **Figure 4** shows the percentage distribution of the complaints received in August 2002 by type.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	3	1	2	0	2
Power Outages	4	2	2	0	3
Volt. Fluct /Damages	2	0	2	1	6
Street Lights/Poles	1	0	1	0	1
Request for Supply	1	0	1	0	3
Other	2	1	1	0	4
Total	13	4	9	1	19

Fig. 4



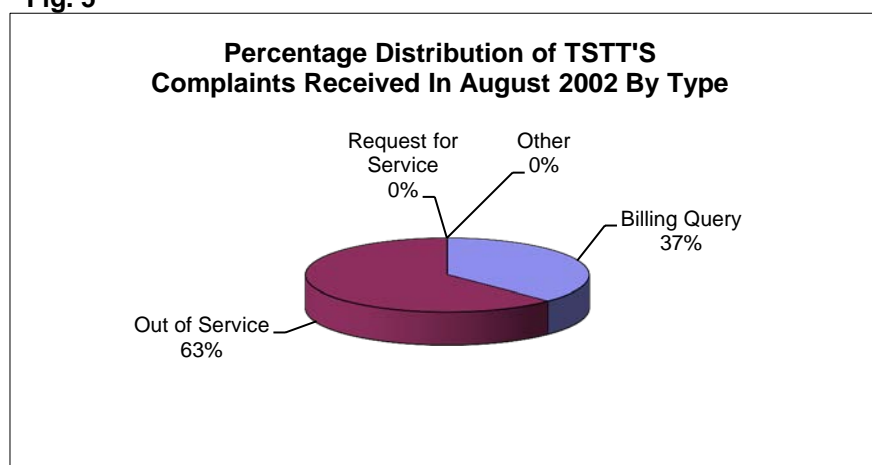
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in August 2002 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2002. **Figure 5** shows the percentage distribution of the complaints received in August 2002 by type.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	3	1	2	3	7
Out of Service	5	4	1	4	3
Request for Service	0	0	0	0	3
Other	0	0	0	0	2
Total	8	5	3	7	15

Fig. 5



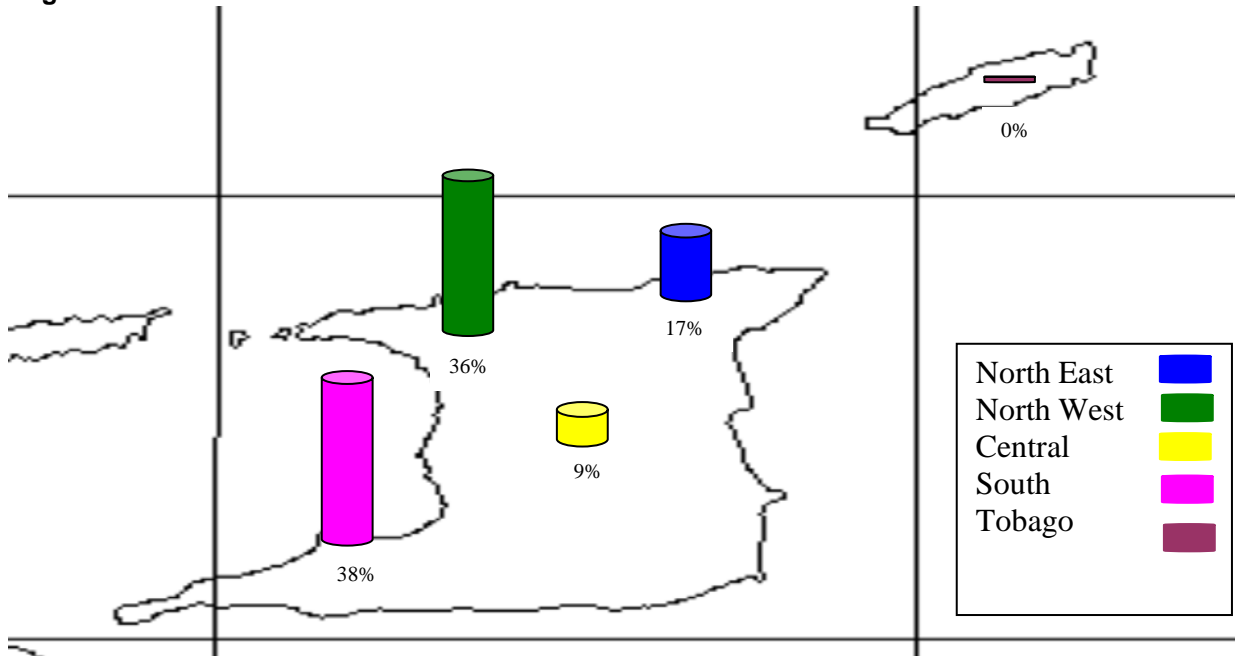
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. **Figure 5** shows the percentage distribution of all complaints received in August 2002 by geographic regions.

Table:4

Region	WASA	T&TEC	TSTT	Total
North East	1	7	1	9
North West	15	1	3	19
Central	2	3	0	5
South	14	2	4	20
Tobago	0	0	0	0
Total	32	13	8	53

Fig. 5



5.0 Frequency Distribution of Complaints Received

Figure 6 shows the frequency distribution of the complaints received in August 2002.

Fig. 6

