



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

August 2008

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in August 2008, as well as all outstanding complaints against Service Providers as at August 31, 2008.

Status	Aug '07	Aug '08	Sep '07 - Aug '08		
Number of complaints received	238	407	3,899		
Number of complaints resolved	144	239	3,031		
Number of complaints unresolved	94	168	754		
Number of complaints withdrawn	0	0	111		
<b>Resolution rate for complaints received</b>	<b>61%</b>	<b>59%</b>	<b>80%</b>		
No. of outstanding complaints resolved	190	73	39		
Total number of complaints resolved	<b>334</b>	<b>312</b>	<b>3,070</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$554,397</b>	WASA	\$310159
				T&TEC	\$244238

**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 Jul 31, 2008	No & % of Complaints Received in Aug '08	No & % of Complaints Resolved Aug '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '08
Billing Query	264	6 (2%)	1 (0%)	1	268 (26%)
Inadequate Supply	519	346 (93%)	222 (60%)	37	606 (59%)
Leaks	39	14 (4%)	6 (2%)	10	37 (4%)
Request for Service	39	0 (0%)	0 (0%)	0	39 (4%)
Road Restoration	20	2 (1%)	0 (0%)	1	21 (2%)
Other	48	3 (1%)	0 (0%)	1	50 (5%)
<b>Total</b>	<b>929</b>	<b>371</b>	<b>229(62%)</b>	<b>50</b>	<b>1,021</b>

**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 Jul 31, 2008	No & % of Complaints Received in Aug '08	No & % of Complaints Resolved Aug '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '08
Billing Query	25	3 (8%)	0 (0%)	4	24 (9%)
Damage Appliances	119	9 (25%)	1 (3%)	3	124 (47%)
High / Low Voltage	4	2 (6%)	0 (0%)	0	6 (2%)
Power Outages	27	6 (17%)	1 (3%)	4	28 (11%)
Request for Service	12	0 (0%)	0 (0%)	3	9 (3%)
Street Lights / Poles	56	11 (31%)	6 (17%)	7	54 (20%)
Other	20	5 (14%)	2 (6%)	2	21 (8%)
<b>Total</b>	<b>263</b>	<b>36</b>	<b>10 (28%)</b>	<b>23</b>	<b>266</b>

## 2.0 Complaints Analysis

Monthly	Aug '07	Aug '08	Jul '08
Number of complaints received	238	407	316
Number of complaints resolved	144	239	134
Number of complaints unresolved	94	168	182
Resolution rate for complaints received	61%	59%	42%
No. of outstanding complaints resolved	190	73	108
Total number of complaints resolved	334	312	242

The total number of complaints received in August 2008 increased by 91 or 29% when compared to Jul '08. Using the same comparative period, the resolution rate for August 2008 increased by 38%. The number of complaints resolved for the current month increased by 105 or 78% and from a previous period (unresolved from Jan '04 to Jul '08) decreased by 35 or 32%. The total number of complaints resolved overall increased by 70 or 29%.

Cumulative	Jan - Aug '07	Jan - Aug '08	Sep '07 - Aug '08
Number of complaints received	3,199	2,778	3,899
Number of complaints resolved	2,673	2,026	3,031
Number of complaints unresolved	526	671	754
Number of complaints withdrawn	83	81	111
Resolution rate	86%	75%	80%

The cumulative number of complaints received and resolved from Jan - Aug '08 decreased by 421 or 38% and by 647 or 24% respectively when compared to Jan - Aug '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 407 complaints recorded for Aug '08 were reported by 280 customers of which 106 or 38% were new customers. Table 3 shows the frequency of complaints where 173 customers made only one complaint whilst cumulatively 107 or 89% of our customers made more than one complaint. For the period Jan - Aug '08, 1232 customers made 2778 complaints to the RIC of which 1092 or 79% were new customers.

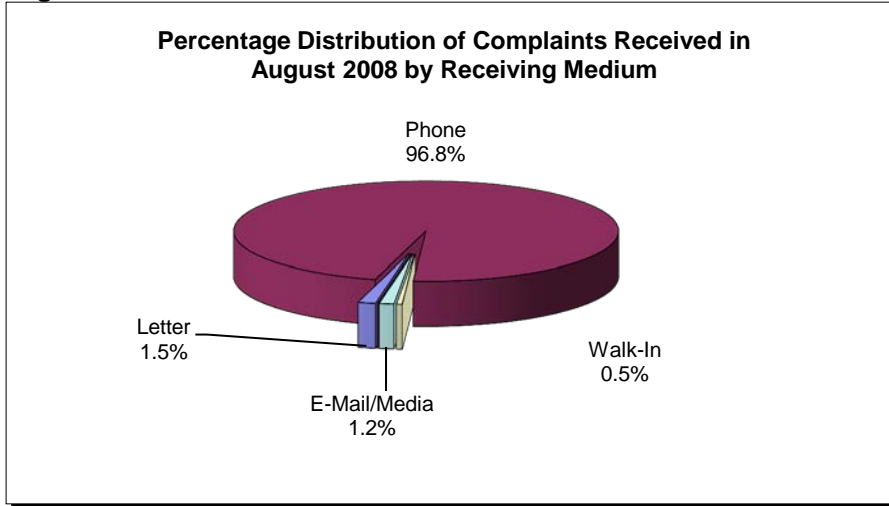
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Aug '08 Customers	% of Repeated Customers Aug '08	No. of Customers Jan - Aug '08	% of Repeated Customers Jan - Aug '08
1	173	0	603	0
2	89	32	319	26
3	16	6	127	10
4	2	1	59	5
5	0	0	41	3
>6	0	0	83	7
0	280		1232	

## 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2008 by receiving medium. The number of complaints received by Letter decreased by 5 or 45%, Telephone increased by 102 or 35%, Walk in decreased by 9 or 82%, and e-mail/Media increased by 4 or 400% when compared to Jul '08.

Fig. 1



## 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2008 by Service Provider. The number of complaints filed against WASA have increased by 99 or 36% and those filed against T&TEC decreased by 8 or 18% when compared to Jul '08.

Fig. 2

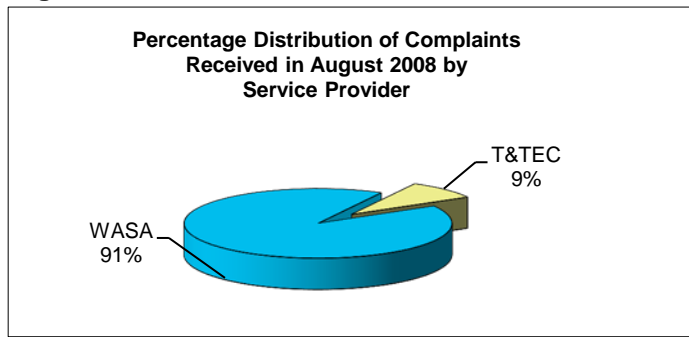
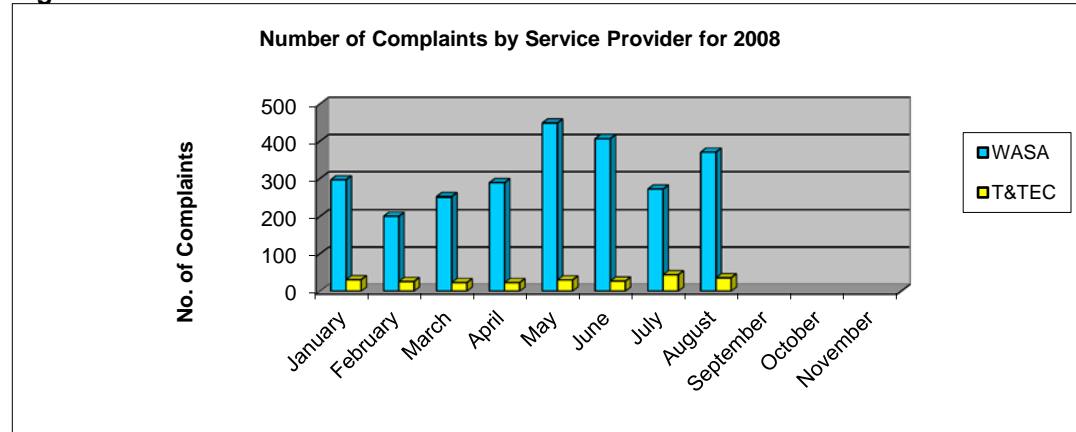


Fig. 3



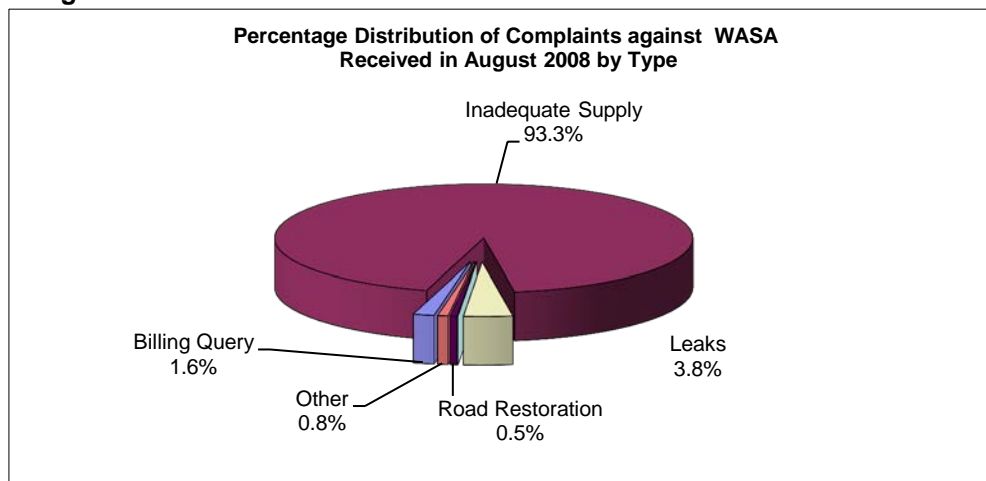
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2008 by type. When compared to Jul '08 the number of complaints related to Billing Queries decreased by 9 or 60%, Inadequate Supply increased by 122 or 54%, Leaks decreased by 11 or 44%, and Road Restoration decreased by 2 or 100%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jul 31, 2008	No of Complaints Received in Aug '08	No of Aug '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '08
Billing Query	264	6	1	1	268 (26%)
Inadequate Supply	519	346	222	37	606 (59%)
Leaks	39	14	6	10	37 (4%)
Request for Service	39	0	0	0	39 (4%)
Road Restoration	20	2	0	1	21 (2%)
Other	48	3	0	1	50 (5%)
<b>Total</b>	<b>929</b>	<b>371</b>	<b>229</b>	<b>50</b>	<b>1021</b>

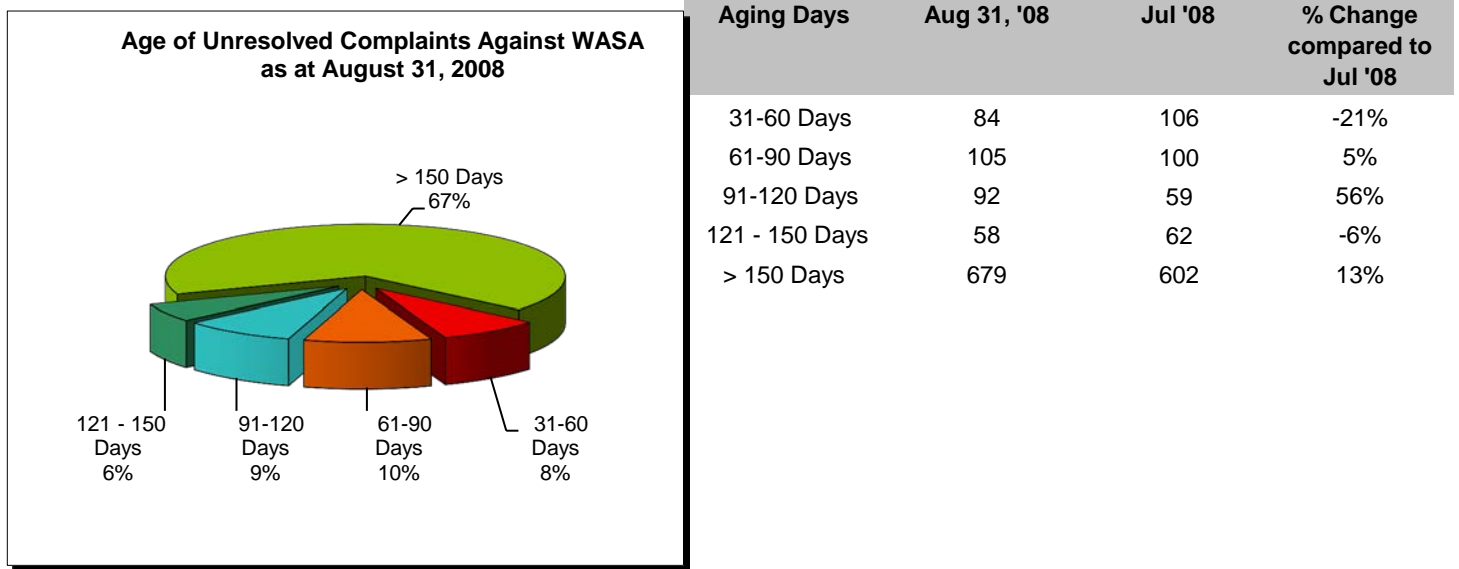
**Fig. 4**



Cumulative	Jan - Aug '08	Sep '07 - Aug '08
Number of complaints received	2,538	3,500
Number of complaints resolved	1,872	2,743
Number of complaints unresolved	589	648
Number of complaints withdrawn	77	106
Resolution rate	76%	81%

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	Aug 31, '08	Jul '08	% Change compared to Jul '08
31-60 Days	84	106	-21%
61-90 Days	105	100	5%
91-120 Days	92	59	56%
121 - 150 Days	58	62	-6%
> 150 Days	679	602	13%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	12 (14%)	7 (7%)	4 (4%)	9 (16%)	235 (35%)	264 (26%)
Inadequate Supply	59 (70%)	90 (86%)	79 (86%)	37 (64%)	339 (50%)	518 (59%)
Leaks	7 (8%)	4 (4%)	3 (3%)	6 (10%)	17 (3%)	39 (4%)
Other	3 (4%)	2 (2%)	2 (2%)	5 (9%)	38 (6%)	48 (5%)
Request for Service	2 (2%)	1 (1%)	2 (2%)	1 (2%)	33 (5%)	40 (4%)
Road Restoration	1 (1%)	1 (1%)	2 (2%)	(0%)	17 (3%)	20 (2%)
	<b>84</b>	<b>105</b>	<b>92</b>	<b>58</b>	<b>679</b>	<b>929</b>

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

Complaint Type	Sep '07 - Aug '08	Jan - Aug '08	Aug '08
Billing Classification	9,950.00	286.00	-
Billing Query	284,772.00	126,221.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	15,437.00	13,137.00	-
	<b>\$ 310,159.00</b>	<b>\$139,644.00</b>	<b>\$ -</b>

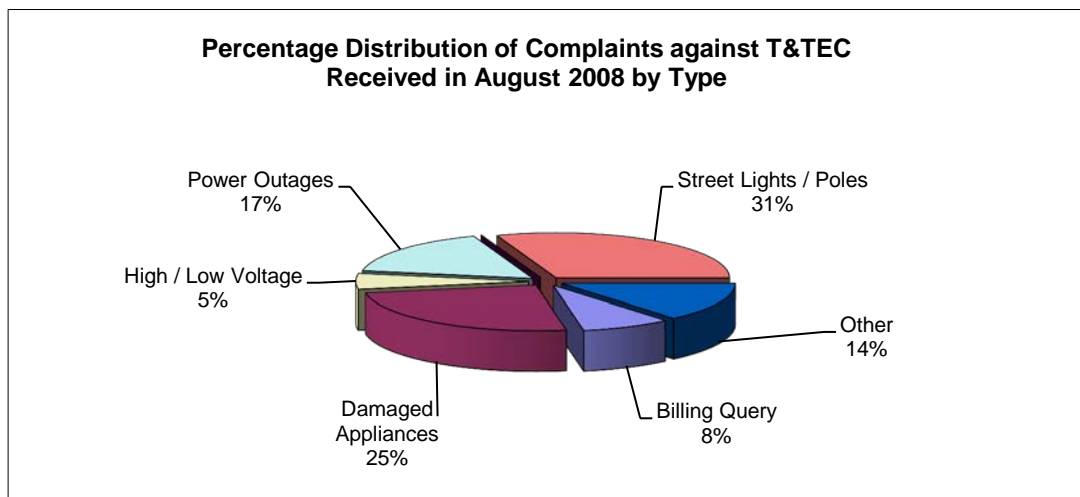
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in August 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in August 2008 by type. When compared to Jul '08, the number of complaints related to Damage Appliances increased by 4 or 80%, High/ Low Voltage increased by 2 or 200%, Power Outages decreased by 11 or 65%, Request for Service decreased by 3 or 100%, Street Lights/Poles increased by 2 or 22%, and the category Other decreased by 2 or 29% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jul 31, 2008	No of Complaints Received in Aug '08	No of Aug '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '08
Billing Query	25	3	0	4	24 (9%)
Damaged Appliances	119	9	1	3	124 (47%)
High / Low Voltage	4	2	0	0	6 (2%)
Power Outages	27	6	1	4	28 (11%)
Request for Service	12	0	0	3	9 (3%)
Street Lights / Poles	56	11	6	7	54 (20%)
Other	20	5	2	2	21 (8%)
<b>Total</b>	<b>263</b>	<b>36</b>	<b>10</b>	<b>23</b>	<b>266</b>

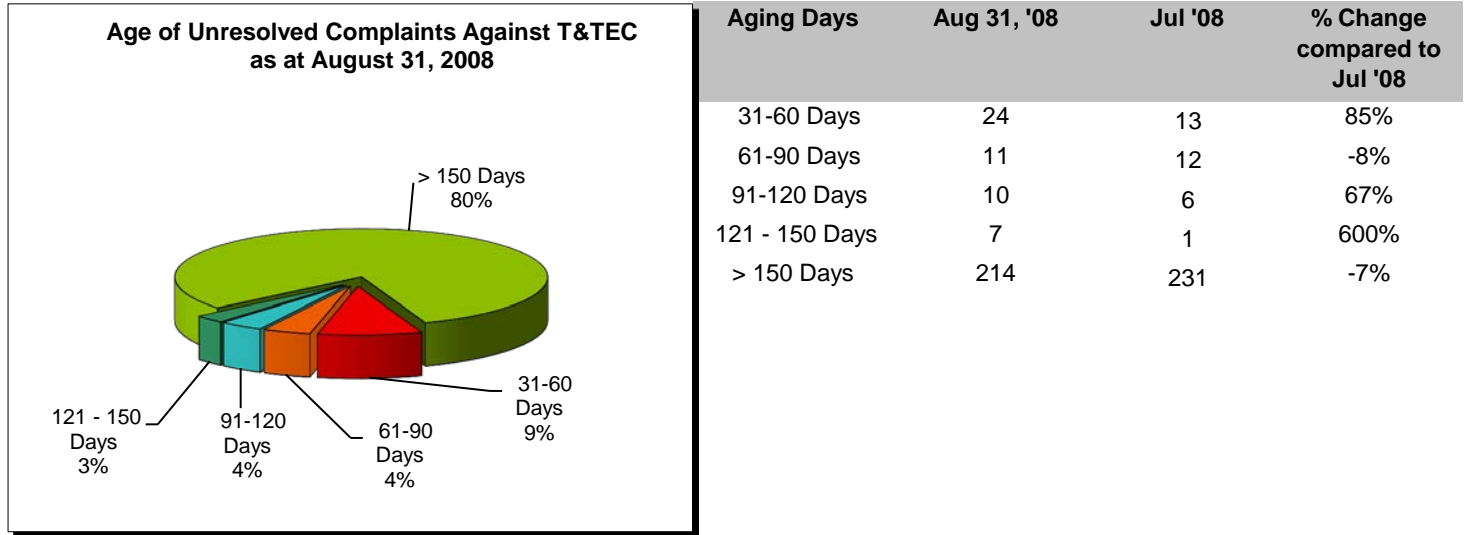
**Fig. 6**



Cumulative	Jan - Aug '08	Sep '07 - Aug '08
Number of complaints received	240	399
Number of complaints resolved	154	288
Number of complaints unresolved	82	106
Number of complaints withdrawn	4	5
Resolution rate	65%	73%

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	Aug 31, '08	Jul '08	% Change compared to Jul '08
31-60 Days	24	13	85%
61-90 Days	11	12	-8%
91-120 Days	10	6	67%
121 - 150 Days	7	1	600%
> 150 Days	214	231	-7%

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	1 (4%)	1 (9%)	1 (10%)	1 (14%)	20 (9%)	24 (9%)
Damaged Appliances	5 (21%)	2 (18%)	(0%)	2 (29%)	115 (54%)	124 (47%)
High / Low Voltage	(0%)	1 (9%)	(0%)	(0%)	5 (2%)	6 (2%)
Other	1 (4%)	1 (9%)	2 (20%)	(0%)	17 (8%)	21 (8%)
Power Outages	12 (50%)	4 (36%)	2 (20%)	1 (14%)	9 (4%)	28 (11%)
Request for Service	1 (4%)	1 (9%)	1 (10%)	(0%)	6 (3%)	9 (3%)
Street Lights / Poles	4 (17%)	1 (9%)	4 (40%)	3 (43%)	42 (20%)	54 (20%)
<b>Totals</b>	<b>24</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>214</b>	<b>266</b>

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

Complaint Type	Sep '07 - Aug '08	Jan - Aug '08	Aug '08
Billing Query	205,045.00	120,413.00	-
Damaged Appliance	39,193.00	37,193.00	-
Request for Service	-	-	-
	<b>\$ 244,238.00</b>	<b>\$ 157,606.00</b>	<b>\$ -</b>

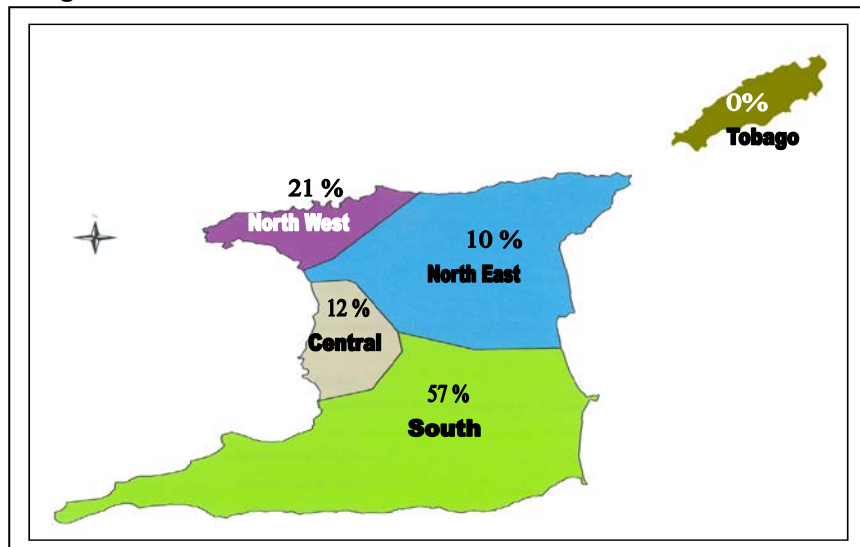
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 August 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	28 (8%)	11 (31%)	39 (10%)
North West	79 (21%)	6 (17%)	85 (21%)
Central	44 (12%)	4 (11%)	48 (12%)
South	219 (59%)	15 (42%)	234 (57%)
Tobago	1 (0%)	0 (0%)	1 (0%)
<b>Total</b>	<b>371</b>	<b>36</b>	<b>407</b>

**Fig. 8**



When compared to Jul '08, the number of complaints from the Central region decreased by 4 or 8%, from the North East decreased by 24 or 38%, from the North West increased by 31 or 57%, complaints from the South region increased by 91 or 64% while those from Tobago decreased by 3 or 75%.



Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Aug '08 .

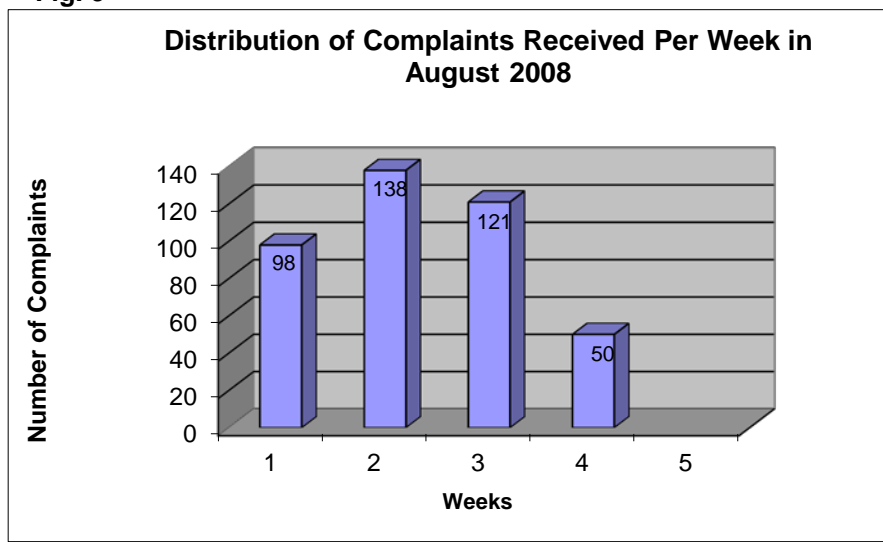
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Cunupia	7
			Charlieville	6
			Chaguanas	5
		North East	Arima	68
			D'Abadie	29
			St. Joseph	15
		North East	Glencoe	76
			Diego Martin	49
			Santa Cruz	23
		South	Barrackpore	345
			Penal	285
			Princes Town	175
			Siparia	109
T&TEC	Street Lights / Poles	South	Barrackpore	11
	Street Lights / Poles	South	Penal	10
	Street Lights / Poles	South	Princes Town	10
	Power Outages	North East	Sangre Grande	6

## 7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in August 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 - Aug '08

