



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

August 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in August 2011, as well as all outstanding complaints against Service Providers as at August 31, 2011.

Status	Aug '10	Aug '11	Sep '10 - Aug '11
Number of complaints received	128	241	2,430
Number of complaints resolved	53	172	2,180
Number of complaints unresolved	75	69	210
Number of complaints withdrawn	0	0	40
Resolution rate for complaints received	41.4%	71.4%	91.2%
No. of outstanding complaints resolved	117	72	62
Total number of complaints resolved	170	244	2,242
Rebate/compensation awarded to customers	TT\$0	TT\$2,013	TT\$1,915,443

WASA \$822729
T&TEC \$1092714

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, '11	No & % of Complaints Received in Aug '11	No & % of Aug '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '11
Billing Query	248	5 2.4%	0 0.0%	8	245 45.0%
Inadequate Supply	194	163 77.6%	133 63.3%	35	189 34.7%
Leaks	14	20 9.5%	17 8.1%	5	12 2.2%
Request for Service	27	1 0.5%	1 0.5%	0	27 5.0%
Road Restoration	8	16 7.6%	2 1.0%	2	20 3.7%
Other	49	5 2.4%	2 1.0%	0	52 9.5%
Total	540	210	155 73.8%	50	545

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, '11	No & % of Complaints Received in Aug '11	No & % of Aug '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '11
Billing Query	0	8 25.8%	4 12.9%	0	4 3.6%
Damage Appliances	44	0 0.0%	0 0.0%	3	41 37.3%
High / Low Voltage	4	4 12.9%	3 9.7%	0	5 4.5%
Power Outages	12	4 12.9%	3 9.7%	5	8 7.3%
Request for Service	4	2 6.5%	0 0.0%	0	6 5.5%
Street Lights / Poles	34	9 29.0%	5 16.1%	12	26 23.6%
Other	20	4 12.9%	2 6.5%	2	20 18.2%
Total	118	31	17 54.8%	22	110

2.0 Complaints Analysis

Monthly	Aug '10	Aug '11	Jul '11
Number of complaints received	128	241	166
Number of complaints resolved	53	172	106
Number of complaints unresolved	75	69	60
Resolution rate for complaints received	41.4%	71.4%	63.9%
No. of outstanding complaints resolved	117	72	62
Total number of complaints resolved	170	244	168

The total number of complaints received in August 2011 increased by 75 or 45.2% when compared to July 2011. Using the same comparative period, the resolution rate for August 2011 increased by 11.8%. The number of complaints resolved for the current month increased by 66 or 62.3% and from a previous period (unresolved from Sep '09 to Jul '11) increased by 10 or 16.1%. The total number of complaints resolved overall increased by 76 or 45.2%.

Cumulative	Jan '10 - Aug '10	Jan '11 - Aug '11	Sep '10 - Aug '11
Number of complaints received	3,594	1,464	2,430
Number of complaints resolved	2,985	1,254	2,180
Number of complaints unresolved	494	189	210
Number of complaints withdrawn	115	21	40
Resolution rate	85.8%	86.9%	91.2%

The cumulative number of complaints received from Jan '11 - Aug '11 decreased by 2130 or 59.3% when compared to the same period last year. This is directly related to a sharp decrease in the amount of inadequate water supply complaints being reported to the RIC. The downward trend may be attributable to a favourable rainy season and the improvement in supply to a number of communities because of the 24/2 initiative. The cumulative number of complaints resolved for the same comparative period decreased by 1731 or 58.0%. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 241 complaints recorded for August 2011 were reported by 170 customers of which 70 or 41.2% were new customers. Table 3 shows the frequency of complaints where 116 customers made only one complaint whilst cumulatively 54 or 31.5% of our customers made more than one complaint. For the period Jan '11- Aug '11, 812 customers made 1464 complaints to the RIC of which 418 or 51.5% were new customers.

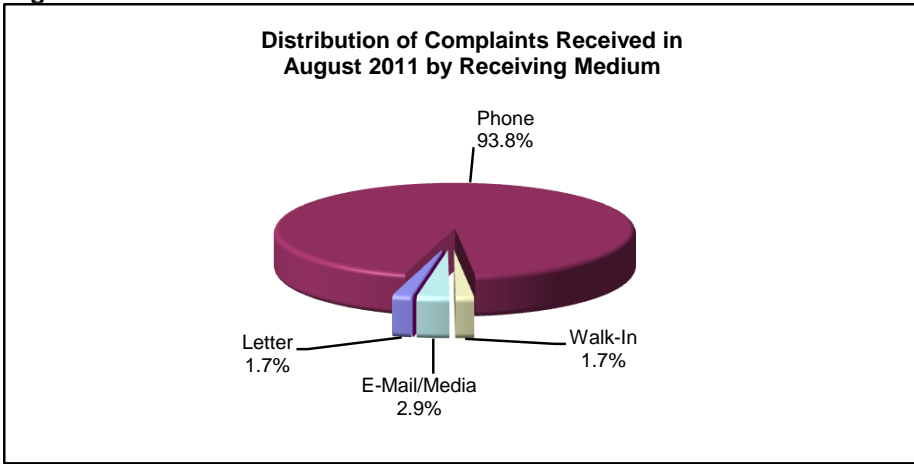
Table 3: Frequency of Complaints

No. of Complaints	No. of Aug '11 Customers	% of Repeat Customers for Aug '11	No. of Customers from Jan '11- Aug '11	% of Repeat Customers from Jan '11- Aug '11
1	116	0	504	0
2	45	26	170	21
3	7	4	62	8
4	1	1	33	4
5	0	0	13	2
>6	1	1	30	4
	170		812	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2011 by receiving medium. The number of complaints received by Letter decreased by 1 or 20.0%, Telephone increased by 82 or 56.9%, Walk in decreased by 1 or 20.0%, and e-mail/Media decreased by 5 or 41.7% when compared to July 2011.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2011 by Service Provider. The number of complaints filed against WASA have increased by 82 or 64.1% and those filed against T&TEC have decreased by 7 or 18.4% when compared to July 2011. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.

Fig. 2

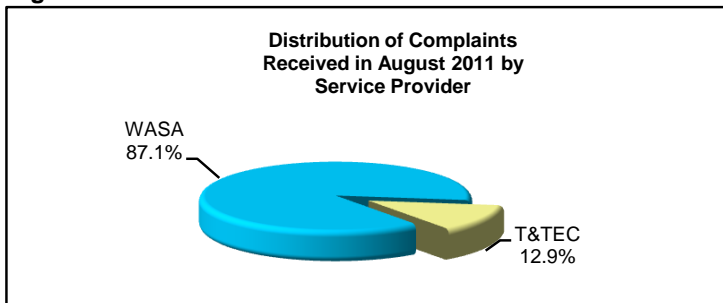
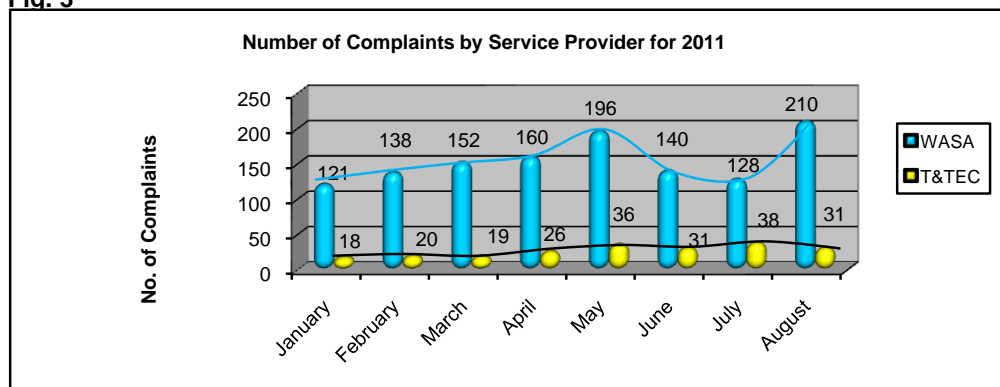


Fig. 3



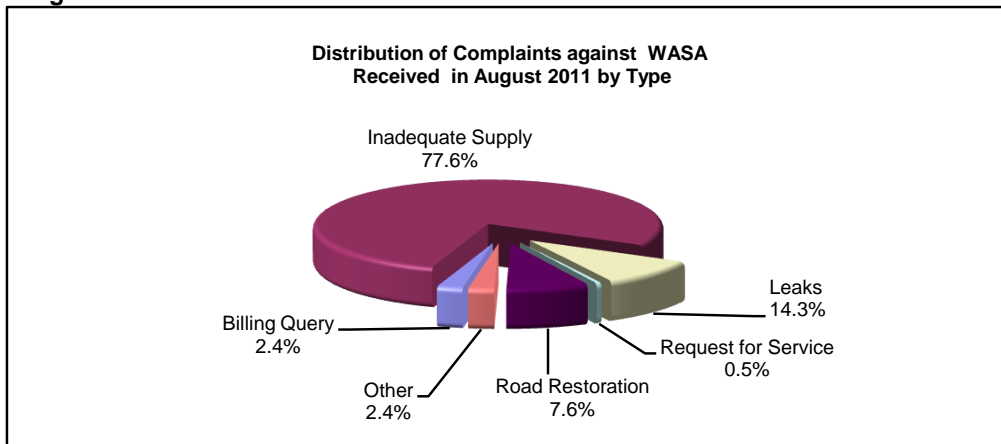
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2011 and their status. Figure 4 shows the percentage distribution of the complaints received in August 2011 by type. When compared to July 2011 the number of complaints related to Billing Queries increased by 3 or 150.0%. In relation to the other categories, Inadequate Supply increased by 67 or 69.8%, Leaks decreased by 2 or 9.1%, Request for Service decreased by 1 or 50.0%, Road Restoration increased by 13 or 433.3% and the category Other increased by 2 or 66.7%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jul 31, '11	No of Complaints Received in Aug '11	No of Aug '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '11
Billing Query	248	5	0	8	245 45.0%
Inadequate Supply	194	163	133	35	189 34.7%
Leaks	14	20	17	5	12 2.2%
Request for Service	27	1	1	0	27 5.0%
Road Restoration	8	16	2	2	20 3.7%
Other	49	5	2	0	52 9.5%
Total	540	210	155	50	545

Fig. 4



Cumulative	Jan '11- Aug '11	Sep '10 - Aug '11
Number of complaints received	1,245	2,073
Number of complaints resolved	1,086	1,882
Number of complaints unresolved	139	153
Number of complaints withdrawn	20	38
Resolution rate	88.7%	92.5%

Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years. The downward trend may be attributable to a favourable rainy season and the improvement in supply to a number of communities because of the 24/2 initiative.

Fig. 5

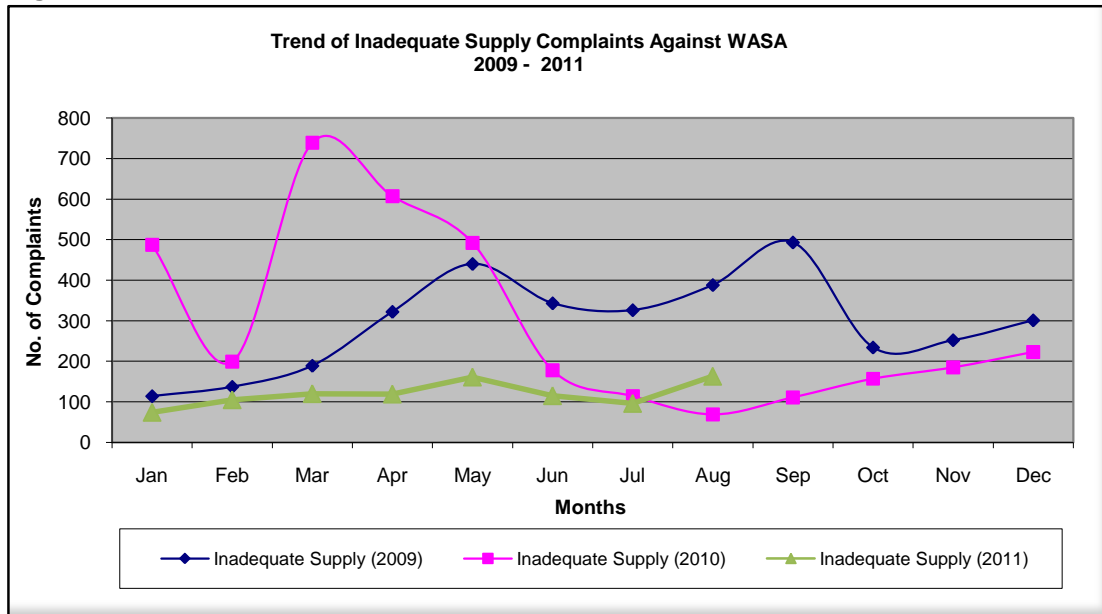
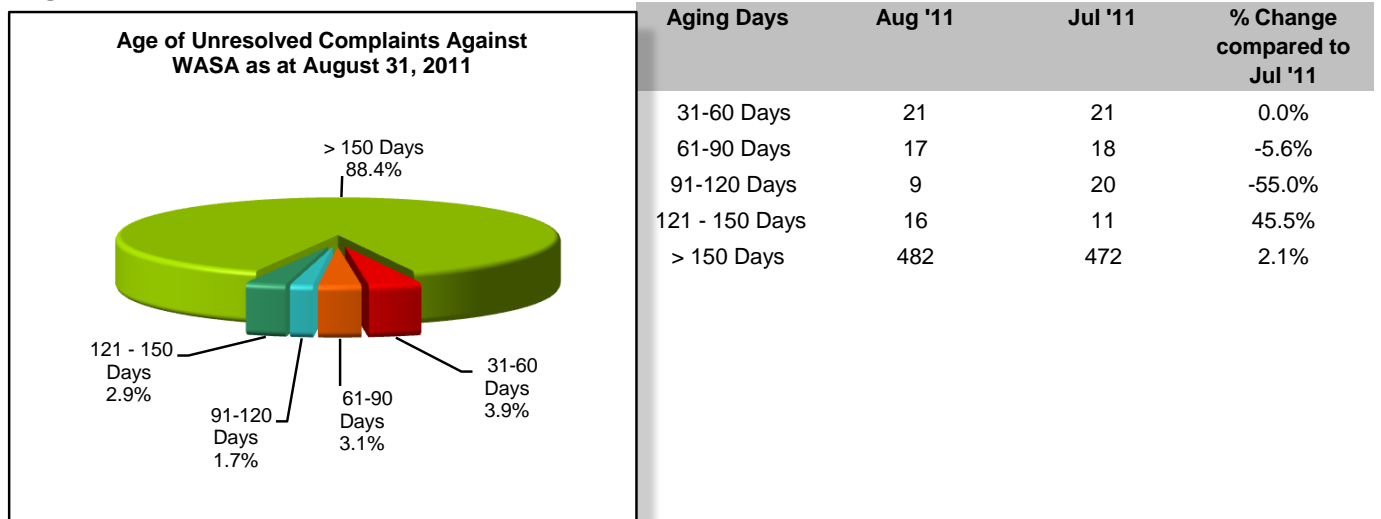


Figure 6 provides a snapshot of an aging report in days, which shows the percentage of unresolved complaints against WASA that have remained unresolved.

Fig. 6



Aging Days	Aug '11	Jul '11	% Change compared to Jul '11
31-60 Days	21	21	0.0%
61-90 Days	17	18	-5.6%
91-120 Days	9	20	-55.0%
121 - 150 Days	16	11	45.5%
> 150 Days	482	472	2.1%

As shown in table 5, the majority of complaints that are over 150 days relates to Billing Queries and Inadequate water Supply. The latter are because of infrastructural problems.

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	2 9.5%	2 11.8%	2 22.2%	0 0.0%	239 49.6%	245 45.0%	
Inadequate Supply	11 52.4%	14 82.4%	4 44.4%	6 37.5%	153 31.7%	188 34.5%	
Leaks	3 14.3%	0 0.0%	0 0.0%	3 18.8%	6 1.2%	12 2.2%	
Other	2 9.5%	1 5.9%	3 33.3%	3 18.8%	43 8.9%	52 9.5%	
Request for Service	1 4.8%	0 0.0%	0 0.0%	1 6.3%	27 5.6%	29 5.3%	
Road Restoration	2 9.5%	0 0.0%	0 0.0%	3 18.8%	14 2.9%	19 3.5%	
	21	17	9	16	482	545	

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

Complaint Type	Sep '10 - Aug '11	Jan '11- Aug '11	Aug '11
Billing Classification	7,413.00	1,755.00	-
Billing Query	364,048.00	318,780.00	-
Damage to Property Disconnection / Reconnection	395,735.00	390,235.00	-
	-	-	-
Other Claims	55,533.00	55,533.00	-
	\$ 822,729.00	\$ 766,303.00	\$ -

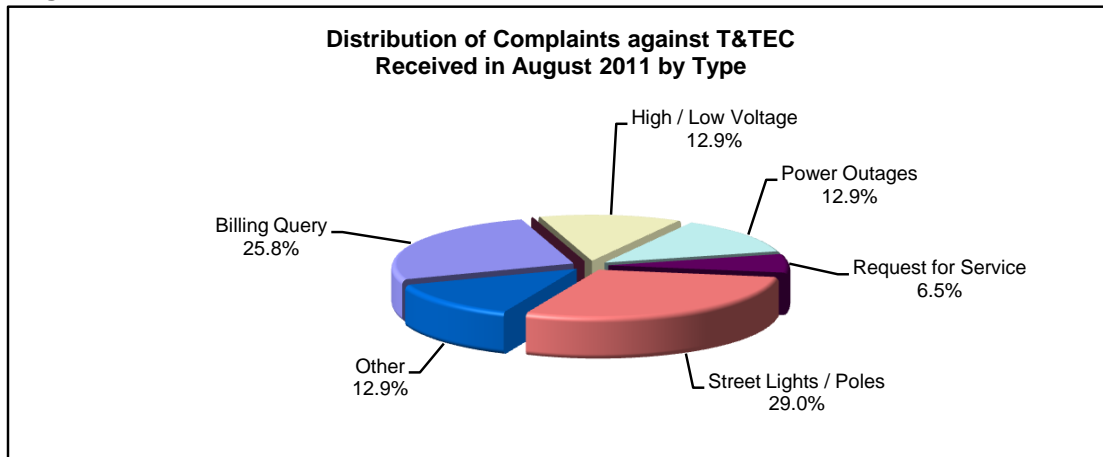
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in August 2011 and their status. Figure 7 shows the percentage distribution of the complaints received in August 2011 by type. When compared to July 2011, the number of complaints related to Billing Queries increased by 5 or 166.7%. In relation to the other categories, Damage Appliances decreased by 3 or 100.0%, High/ Low Voltage decreased by 1 or 20.0%, Power Outages decreased by 5 or 55.6%, Request for Service increased by 2 or 200.0%, Street Lights/Poles decreased by 6 or 40.0%, and the category Other increased by 1 or 33.3% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jul 31, '11	No of Complaints Received in Aug '11	No of Aug '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '11
Billing Query	0	8	4	0	4 3.6%
Damaged Appliances	44	0	0	3	41 37.3%
High / Low Voltage	4	4	3	0	5 4.5%
Power Outages	12	4	3	5	8 7.3%
Request for Service	4	2	0	0	6 5.5%
Street Lights / Poles	34	9	5	12	26 23.6%
Other	20	4	2	2	20 18.2%
Total	118	31	17	22	110

Fig. 7



Cumulative	<i>Jan '11- Aug '11</i>	<i>Sep '10- Aug '11</i>
Number of complaints received	219	357
Number of complaints resolved	168	298
Number of complaints unresolved	50	57
Number of complaints withdrawn	1	2
Resolution rate	77.1%	83.9%

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

Fig. 8

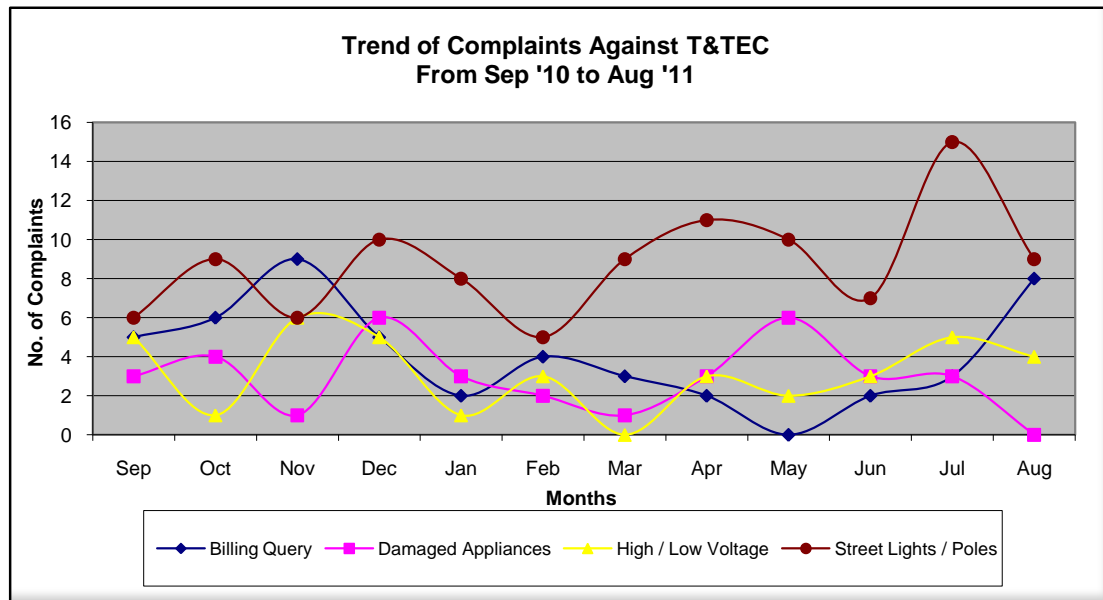
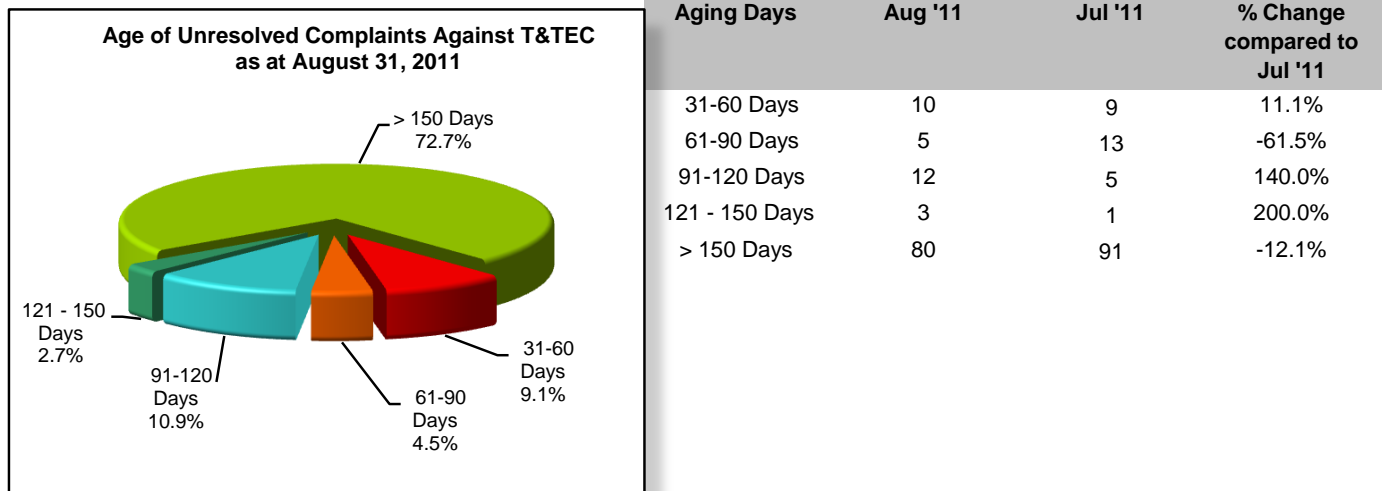


Figure 9 provides a snapshot of an aging report in days, which shows the percentage of unresolved complaints against T&TEC that have remained unresolved.

Fig. 9



Aging Days	Aug '11	Jul '11	% Change compared to Jul '11
31-60 Days	10	9	11.1%
61-90 Days	5	13	-61.5%
91-120 Days	12	5	140.0%
121 - 150 Days	3	1	200.0%
> 150 Days	80	91	-12.1%

The majority of complaints that are over 150 days relates to Damaged Appliances as shown in Table 7. The delay is mainly related to the untimely submission of the engineer's report.

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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	4 5.0%	4 3.6%
Damaged Appliances	2 20.0%	2 40.0%	5 41.7%	2 66.7%	30 37.5%	41 37.3%
High / Low Voltage	3 30.0%	0 0.0%	0 0.0%	0 0.0%	2 2.5%	5 4.5%
Other	1 10.0%	1 20.0%	1 8.3%	0 0.0%	17 21.3%	20 18.2%
Power Outages	1 10.0%	1 20.0%	4 33.3%	0 0.0%	2 2.5%	8 7.3%
Request for Service	0 0.0%	0 0.0%	0 0.0%	1 33.3%	5 6.3%	6 5.5%
Street Lights / Poles	3 30.0%	1 20.0%	2 16.7%	0 0.0%	20 25.0%	26 23.6%
Totals	10	5	12	3	80	110

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

Complaint Type	Sep '10 - Aug '11	Jan '11- Aug '11	Aug '11
Billing Query	1,048,163.00	146,401.00	2,013.00
Damaged Appliance	41,483.00	23,112.00	-
KVA Reduction	-	-	-
Other Claims	3,068.00	3,068.00	-
Totals	\$ 1,092,714.00	\$ 172,581.00	\$ 2,013.00

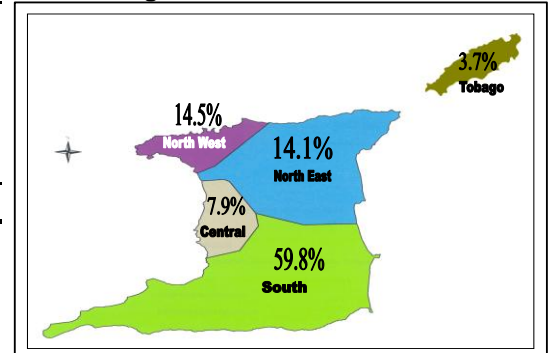
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 August 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	23	11.0%	11	35.5%	34	14.1%
North West	28	13.3%	7	22.6%	35	14.5%
Central	17	8.1%	2	6.5%	19	7.9%
South	137	65.2%	7	22.6%	144	59.8%
Tobago	5	2.4%	4	12.9%	9	3.7%
Total	210		31		241	

Fig. 10



When compared to July 2011, the number of complaints received in August 2011 from the Central region showed no change. Those from the North East increased by 23 or 209.1%, from the North West increased by 3 or 9.4%. Complaints from the South region increased by 41 or 39.8% while those from Tobago increased by 8 or 800%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January 2011- August 2011 .

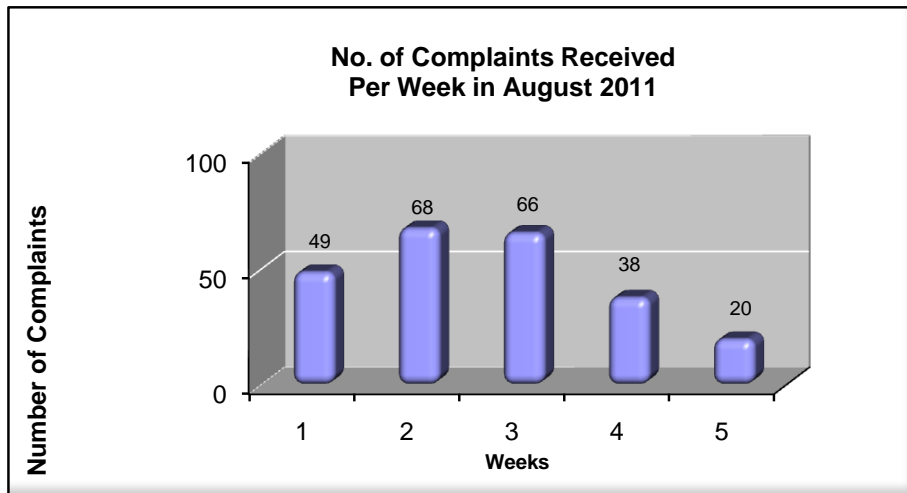
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	14
			Cunupia	11
			Freeport	11
		North East	Champ Fleurs	14
			Arima	8
			Talparo	8
		North West	Santa Cruz	27
			Diego Martin	21
			Glencoe	19
			South	Barrackpore
		Princes Town		124
		Penal		67
		Tableland		47
		T&TEC	Street Lights / Poles	South
South	Penal			7
Tobago	Tobago			5
North West	Diego Martin			4

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in August 2011

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 January 2011- August 2011.

Fig. 12

