



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

December 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in December 2004, as well as all outstanding complaints against Service Providers.

Status	Dec '04	Jan - Dec '04
Number of complaints received	137	1,335
Number of complaints resolved	62	906
Number of complaints unresolved	75	346
Number of complaints withdrawn	0	83
Resolution rate for complaints received	45%	72%
No. of outstanding complaints resolved	39	92
Total number of complaints resolved	101	998

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Nov 30, 2004	No & % of Complaints Received in Dec '04	No & % of Dec '04 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '04
Billing Query	88	6 (7%)	0 (0%)	9	85 (44%)
Inadequate Supply	47	59 (71%)	44 (53%)	7	55 (28%)
Leaks	8	15 (18%)	4 (5%)	1	18 (9%)
Road Restoration	6	0 (0%)	0 (0%)	0	6 (3%)
Other	35	3 (4%)	1 (1%)	6	31 (16%)
Total	184	83	49(59%)	23	195

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Nov 30, 2004	No & % of Complaints Received in Dec '04	No & % of Dec '04 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '04
Billing Query	39	9 (17%)	2 (4%)	8	38 (20%)
Power Outages	13	6 (11%)	2 (4%)	3	14 (7%)
Volt. Fluct /Damages	63	20 (37%)	1 (2%)	0	82 (44%)
Street Lights/Poles	24	9 (17%)	7 (13%)	0	26 (14%)
Request for Supply	9	6 (11%)	1 (2%)	1	13 (7%)
Other	15	4 (7%)	0 (0%)	4	15 (8%)
Total	163	54	13(24%)	16	188

2.0 Complaints Analysis

Monthly	Dec 2003	Nov 2004	Dec 2004
Number of complaints received	92	100	137
Number of complaints resolved	43	47	62
Number of complaints unresolved	49	53	75
Resolution rate for complaints received	47%	47%	45%
No. of outstanding complaints resolved	43	49	39
Total number of complaints resolved	86	96	101

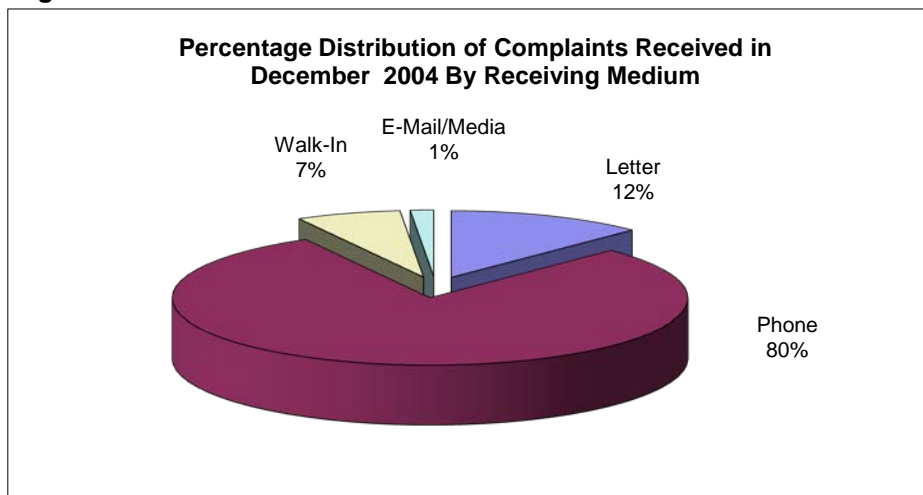
The total number of complaints received in December 2004 increased by 37 or 37% when compared to Nov 2004. Using the same comparative period, the resolution rate for December 2004 decreased by 4%. The number of complaints resolved from a previous period decreased by 10 or 20% and the total number of complaints resolved overall increased by 5 or 5%. The cumulative number of complaints received and resolved from Jan - Dec '04 **increased by 407 or 44%** and **increased by 161 or 22%** respectively, when compared to the same period last year. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Dec '03	Jan - Dec '04
Number of complaints received	928	1,335
Number of complaints resolved	745	906
Number of complaints unresolved	183	346
Number of complaints withdrawn	0	83
Resolution rate	80%	72%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2004 by receiving medium. The number of complaints received by Letter increased by 9 or 113%, Telephone increased by 28 or 35%, Walk in decreased by 2 or 18% and e-mail/Media increased by 2 or 200% when compared to Nov 2004.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2004 by Service Provider. The number of complaints filed against WASA have increased by 27 or 48% and those filed against T&TEC increased by 10 or 23% when compared to Nov 2004.

Fig. 2

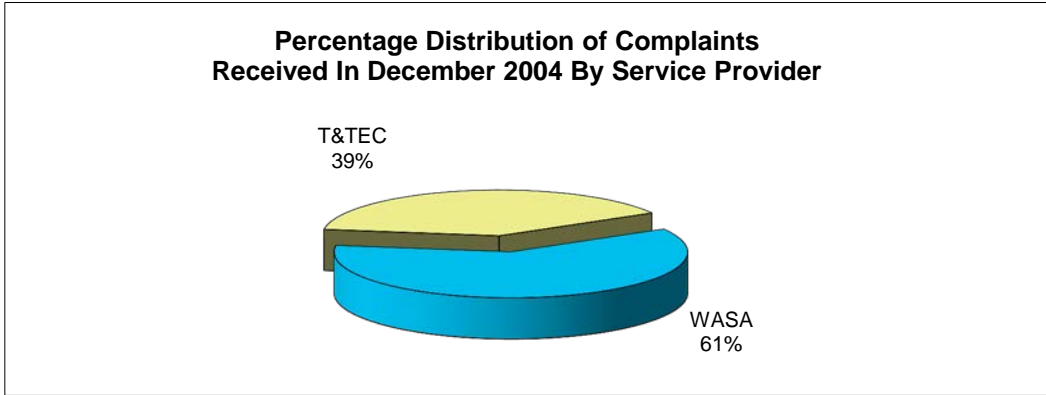
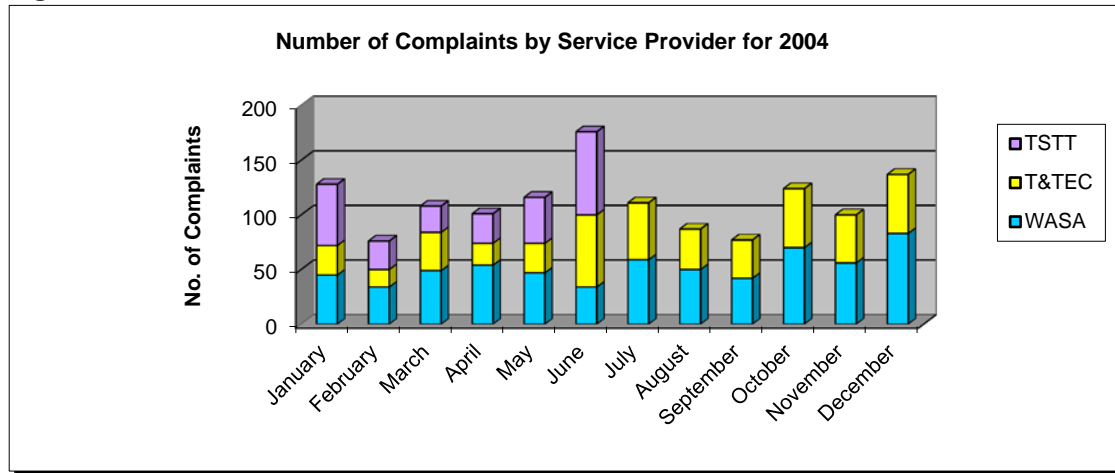


Fig. 3

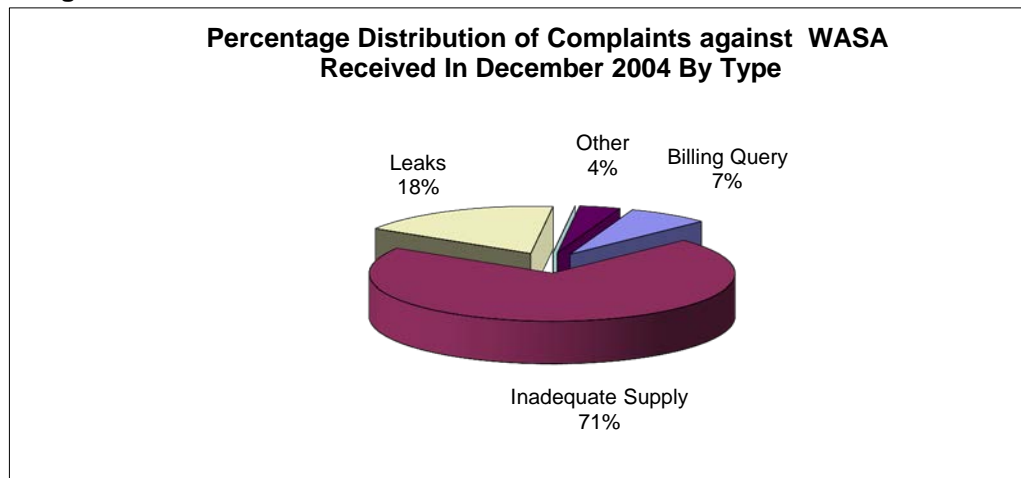


4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in December 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2004 by type. The Number of Billing Queries decreased by 5 or 45%, Inadequate Supply increased by 25 or 74%, Leaks increased by 6 or 67% when compared to Nov 2004. There were no other significant changes recorded.

Table 3

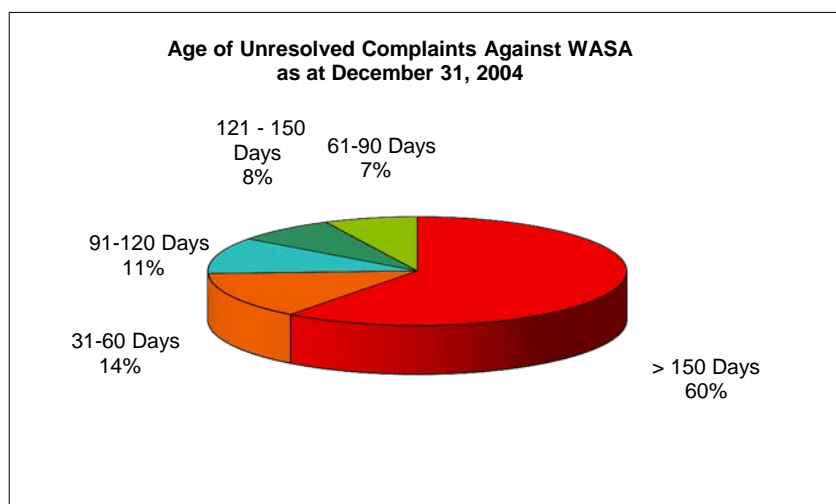
Complaint Category	Total Unresolved Complaints as at Nov 30, 2004	No of Complaints Received in Dec '04	No of Dec '04 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '04
Billing Query	88	6	0	9	85 (44%)
Inadequate Supply	47	59	44	7	55 (28%)
Leaks	8	15	4	1	18 (9%)
Road Restoration	6	0	0	0	6 (3%)
Other	35	3	1	6	31 (16%)
Total	184	83	49	23	195

Fig. 4

Cumulative	Jan - Dec '03	Jan '04 - Dec '04
Number of complaints received	564	616
Number of complaints resolved	491	446
Number of complaints unresolved	73	170
Number of complaints withdrawn	0	2
Resolution rate	87%	73%

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 been unresolved.

Fig. 5



The majority of complaints that are over 150 days relates to Billing Queries. As a result of our meeting with WASA, they have assigned a person who will be devoted to dealing with billing queries from the RIC. For the month of November some improvement has been observed. i.e. a two percentage (2%) reduction in complaints >150 days.

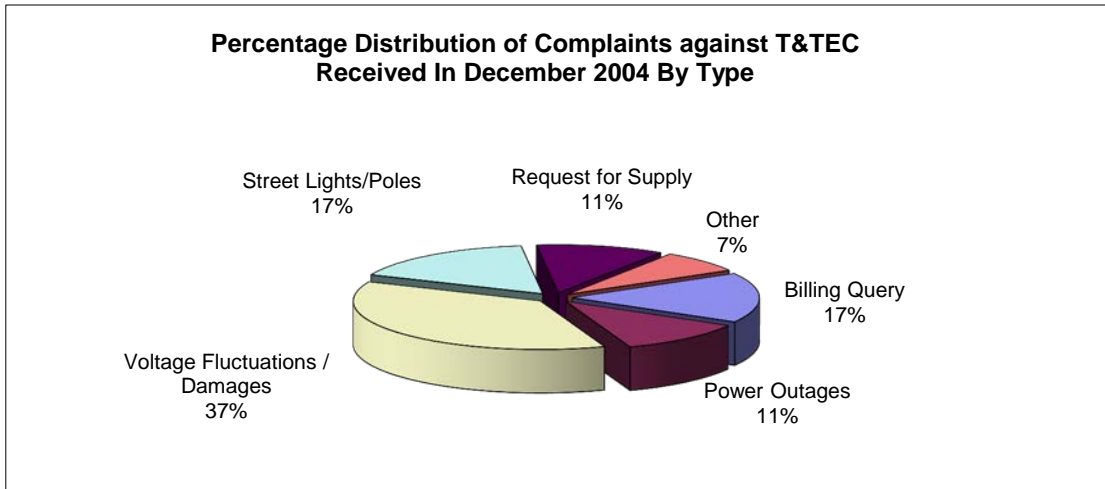
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in December 2004 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in December 2004 by type. The Number of Billing Queries decreased by 3 or 25%, Power Outages increased by 5 or 500%, Voltage Fluctuations/Damages increased by 6 or 43%, Street Lights/Poles decreased by 4 or 31%, Request for Service increased by 5 or 500% when compared to Nov 2004.

Table 4

Complaint Type	Total Unresolved Complaints as at Nov 30, 2004	No of Complaints Received in Dec '04	No of Dec '04 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '04
Billing Query	39	9	2	8	38 (20%)
Power Outages	13	6	2	3	14 (7%)
Volt. Fluct /Damages	63	20	1	0	82 (44%)
Street Lights/Poles	24	9	7	0	26 (14%)
Request for Supply	9	6	1	1	13 (7%)
Other	15	4	0	4	15 (8%)
Total	163	54	13	16	188

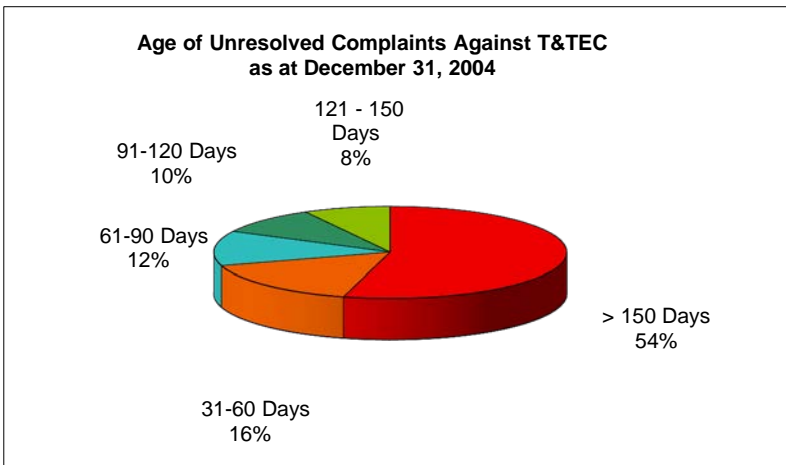
Fig. 6



Cumulative	Jan - Dec '03	Jan '04 - Dec '04
Number of complaints received	142	466
Number of complaints resolved	87	288
Number of complaints unresolved	55	168
Number of complaints withdrawn	0	10
Resolution rate	61%	63%

Figure 7 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 been unresolved.

Fig. 7



The majority of complaints that are over 150 days relates to damaged appliances. The RIC has already held discussions with T&TEC on this matter. They have acknowledged the contributing factors as identified by the RIC as a result of our investigation. They have given a commitment to address the issues raised.

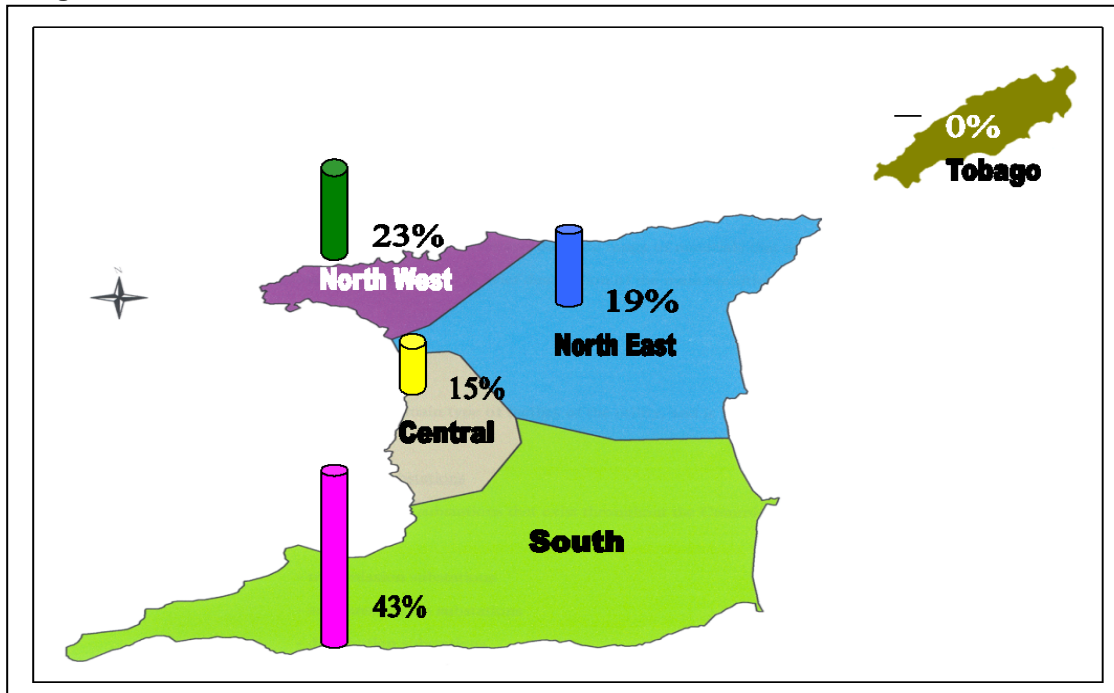
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in December 2004 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	7 (8%)	19 (35%)	26 (19%)
North West	22 (27%)	10 (19%)	32 (23%)
Central	11 (13%)	9 (17%)	20 (15%)
South	43 (52%)	16 (30%)	59 (43%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	83	54	137

Fig. 8



The number of complaints from the Central region increased by 4 or 25%, North East increased by 11 or 73%, North West decreased by 2 or 6%, complaints from the South region increased by 26 or 79% when compared to Nov 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Dec '04 .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	58
	Supply	South	Williamsville	26
	"	North West	Diego Martin	20
	"	South	Penal	19
	"	North West	Port of Spain	18
	"	North West	St. James	17
	"	South	Barrackpore	14
	"	North East	Arima	13
	Leaks	South	Siparia	7
	Other	South	San Fernando	6
	Billing Query	South	Rio Claro	8
	Billing Query	South	Gasparillo	8
	T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas
Tobago			Tobago	11
Billing Query		North East	Arima	10
		North West	Diego Martin	9

6.0 Distribution of Complaints Received Per Week

Figure 6 shows the distribution of the complaints received in December 2004

Fig. 6

