



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

December 2007

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in December 2007, as well as all outstanding against Service Providers as at December 31, 2007.

Status	Dec '06	Dec '07	Jan '07 - Dec '07	
Number of complaints received	316	229	4,281	
Number of complaints resolved	193	138	3,774	
Number of complaints unresolved	123	91	500	
Number of complaints withdrawn	0	0	120	
<b>Resolution rate for complaints received</b>	<b>61%</b>	<b>60%</b>	<b>91%</b>	
No. of outstanding complaints resolved	195	414	39	
Total number of complaints resolved	<b>388</b>	<b>552</b>	<b>3,813</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$16,982</b>	<b>TT\$557,676</b>	WASA T&TEC

**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 Nov 30, 2007	No & % of Complaints Received in Dec '07	No & % of Dec '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '07
Billing Query	281	1 (0%)	0 (0%)	16	266 (42%)
Inadequate Supply	463	176 (85%)	113 (55%)	265	261 (42%)
Leaks	39	22 (11%)	13 (6%)	31	17 (3%)
Request for Service	31	3 (1%)	0 (0%)	5	29 (5%)
Road Restoration	18	2 (1%)	0 (0%)	4	16 (3%)
Other	51	2 (1%)	0 (0%)	14	39 (6%)
<b>Total</b>	<b>883</b>	<b>206</b>	<b>126(61%)</b>	<b>335</b>	<b>628</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 Nov 30, 2007	No & % of Complaints Received in Dec '07	No & % of Dec '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '07
Billing Query	33	4 (17%)	3 (13%)	8	26 (10%)
Damage Appliances	127	3 (13%)	1 (4%)	12	117 (46%)
High / Low Voltage	19	3 (13%)	1 (4%)	8	13 (5%)
Power Outages	20	1 (4%)	0 (0%)	11	10 (4%)
Request for Service	14	1 (4%)	1 (4%)	4	10 (4%)
Street Lights / Poles	90	9 (39%)	4 (17%)	31	64 (25%)
Other	22	2 (9%)	2 (9%)	5	17 (7%)
<b>Total</b>	<b>325</b>	<b>23</b>	<b>12 (52%)</b>	<b>79</b>	<b>257</b>

## 2.0 Complaints Analysis

Monthly	Dec '06	Dec '07	Nov '07
Number of complaints received	316	229	304
Number of complaints resolved	193	138	147
Number of complaints unresolved	123	91	157
Resolution rate for complaints received	61%	60%	48%
No. of outstanding complaints resolved	195	414	83
Total number of complaints resolved	388	552	230

The total number of complaints received in December 2007 decreased by 75 or 25% when compared to Nov '07. Using the same comparative period, the resolution rate for December 2007 increased by 25%. The number of complaints resolved for the current month decreased by 9 or 6% and from a previous period (unresolved from Jan '03 to Nov '07) increased by 331 or 399%. The total number of complaints resolved overall increased by 322 or 140%.

Cumulative	Jan - Dec '06	Jan - Dec '07
Number of complaints received	3,922	4,281
Number of complaints resolved	3,343	3,774
Number of complaints unresolved	579	500
Number of complaints withdrawn	68	120
Resolution rate	87%	91%

The cumulative number of complaints received and resolved from Jan - Dec '07 increased by 359 or 49% and increased by 431 or 13% respectively when compared to Jan - Dec '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 229 complaints recorded for Dec '07 were reported by 164 customers of which 81 or 49% were new customers. Table 3 shows the frequency of complaints where 114 customers made only one complaint whilst cumulatively 50 or 72% of our customers made more than one complaint. For the period Jan - Dec '07, 1760 customers made 4281 complaints to the RIC of which 1266 or 79% were new customers.

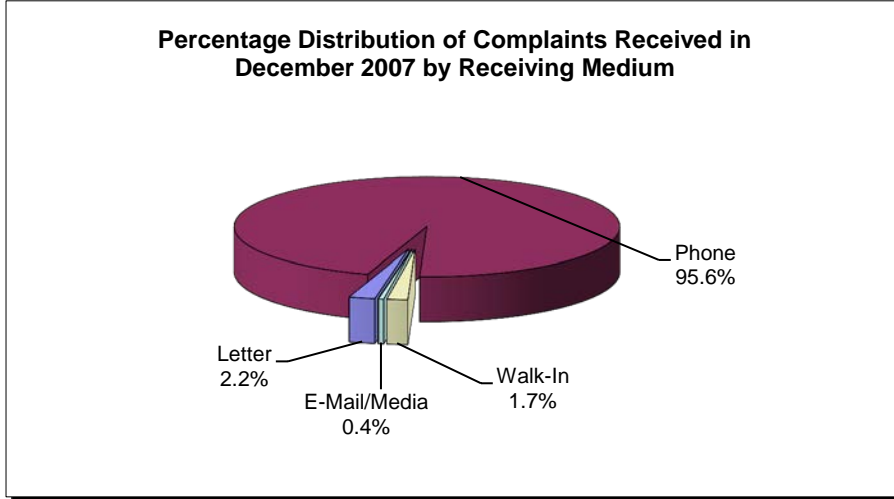
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Dec '07 Customers	% of Repeated Customers Dec '07	No. of Customers Jan - Dec '07	% of Repeated Customers Jan - Dec '07
1	114	0	911	0
2	41	25	409	23
3	4	2	115	7
4	4	2	93	5
5	1	1	58	3
>6	0	0	174	10
0	164		1760	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2007 by receiving medium. The number of complaints received by Letter decreased by 1 or 17%, Telephone decreased by 57 or 21%, Walk-In decreased by 13 or 76%, and e-mail/Media decreased by 4 or 80% when compared to Nov '07.

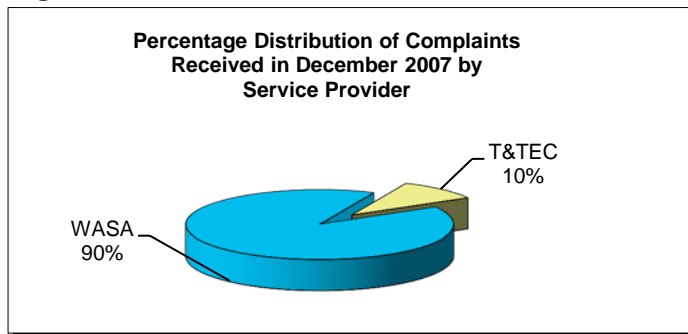
**Fig. 1**



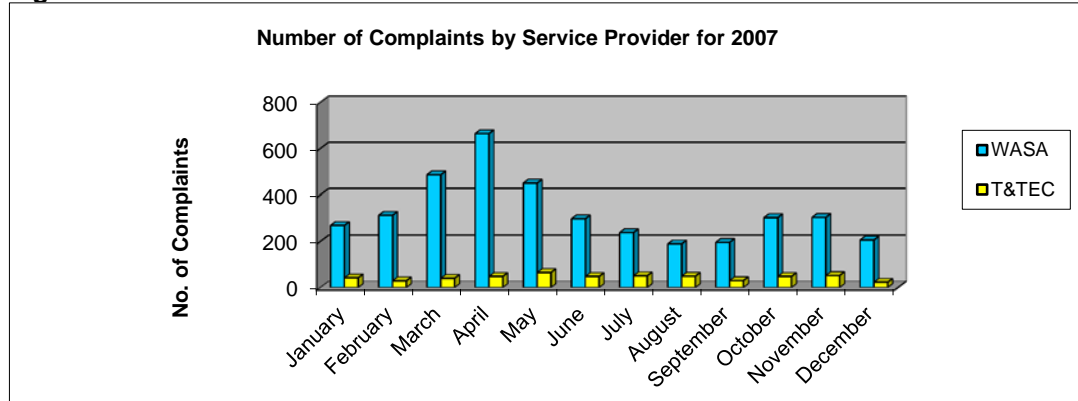
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2007 by Service Provider. The number of complaints filed against WASA have decreased by 46 or 18% and those filed against T&TEC decreased by 29 or 56% when compared to Nov '07.

**Fig. 2**



**Fig. 3**





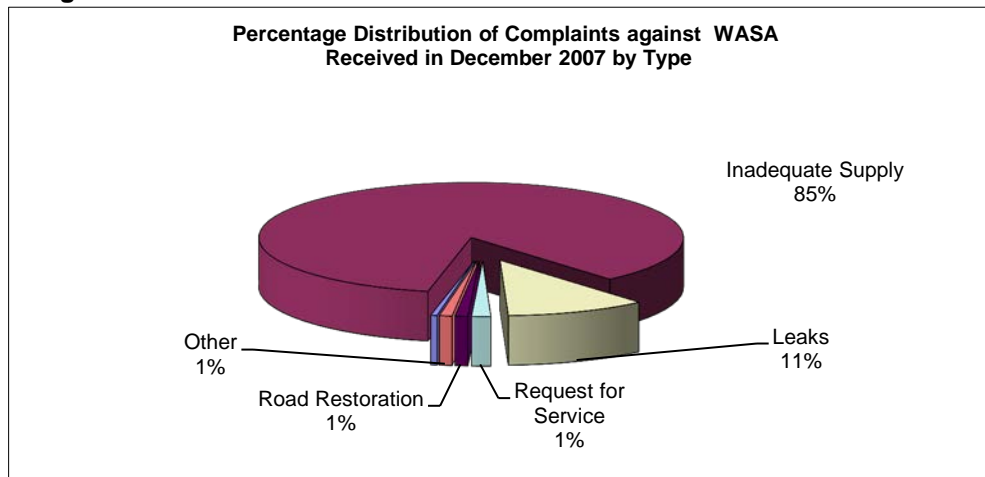
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2007 by type. When compared to Nov '07 the number of complaints related to Billing Queries decreased by 4 or 80%, Inadequate Supply decreased by 34 or 16%, Leaks decreased by 8 or 27%, Road Restoration increased by 1 or 50%, and the category Other increased by 2 or 200%.

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

Complaint Category	Total Unresolved Complaints as at Nov 30, 2007	No of Complaints Received in Dec '07	No of Dec '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '07
Billing Query	281	1	0	16	266 (42%)
Inadequate Supply	463	176	113	265	261 (42%)
Leaks	39	22	13	31	17 (3%)
Request for Service	31	3	0	5	29 (5%)
Road Restoration	18	2	0	4	16 (3%)
Other	51	2	0	14	39 (6%)
<b>Total</b>	<b>883</b>	<b>206</b>	<b>126</b>	<b>335</b>	<b>628</b>

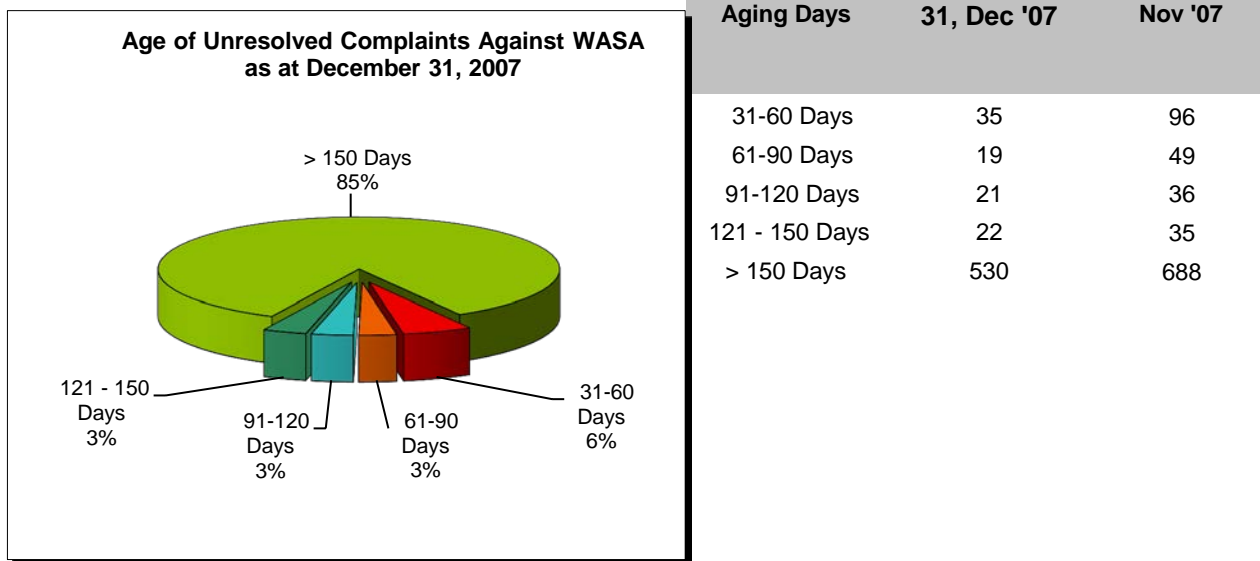
**Fig. 4**



Cumulative	Jan - Dec '07
Number of complaints received	3,757
Number of complaints resolved	3,402
Number of complaints unresolved	355
Number of complaints withdrawn	113
Resolution rate	93%

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	31, Dec '07	Nov '07
31-60 Days	35	96
61-90 Days	19	49
91-120 Days	21	36
121 - 150 Days	22	35
> 150 Days	530	688

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as show

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

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	7 (20%)	9 (47%)	8 (38%)	13 (59%)	229 (43%)
Inadequate Supply	20 (57%)	6 (32%)	10 (48%)	5 (23%)	218 (41%)
Leaks	2 (6%)	1 (5%)	1 (5%)	(0%)	13 (2%)
Other	2 (6%)	1 (5%)	1 (5%)	2 (9%)	34 (6%)
Request for Service	2 (6%)	1 (5%)	(0%)	1 (5%)	25 (5%)
Road Restoration	2 (6%)	1 (5%)	1 (5%)	1 (5%)	11 (2%)
	<b>35</b>	<b>19</b>	<b>21</b>	<b>22</b>	<b>530</b>

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

Complaint Type	Jan '07 - Dec '07	Dec '07
Billing Classification	23,293.00	-
Billing Query	340,242.00	-
Damage to Property	80,550.00	-
Disconnection / Reconnection	73.00	-
Retroactive Billing Adjustment	2,300.00	-
	<b>\$ 446,458.00</b>	<b>\$ -</b>

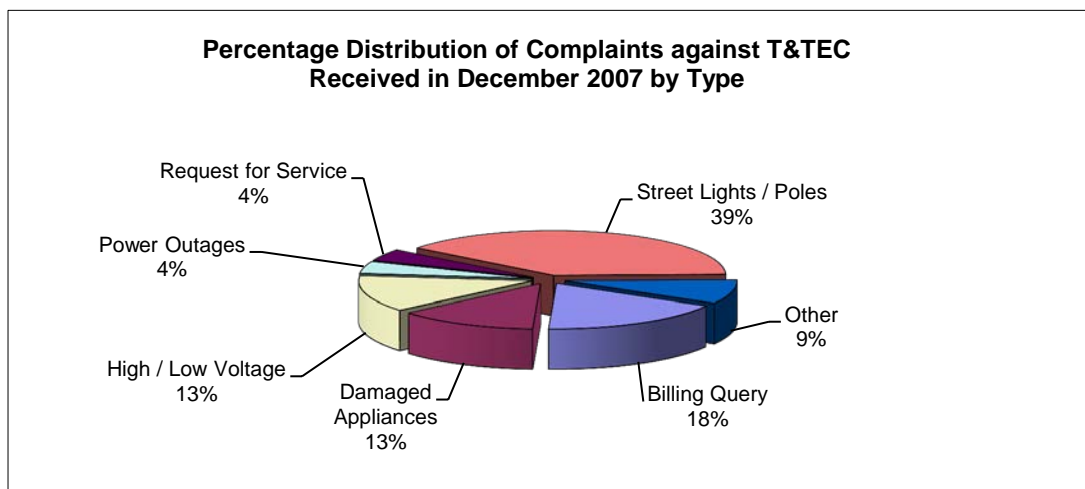
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in December 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in December 2007 by type. When compared to Nov '07, the number of complaints related to Billing Queries decreased by 3 or 43%, Request for Service decreased by 3 or 75%, Street Lights/Poles decreased by 19 or 68%, and the category Other decreased by 4 or 67% .

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

Complaint Type	Total Unresolved Complaints as at Nov 30, 2007	No of Complaints Received in Dec '07	No of Dec '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '07
Billing Query	33	4	3	8	26 (10%)
Damaged Appliances	127	3	1	12	117 (46%)
High / Low Voltage	19	3	1	8	13 (5%)
Power Outages	20	1	0	11	10 (4%)
Request for Service	14	1	1	4	10 (4%)
Street Lights / Poles	90	9	4	31	64 (25%)
Other	22	2	2	5	17 (7%)
<b>Total</b>	<b>325</b>	<b>23</b>	<b>12</b>	<b>79</b>	<b>257</b>

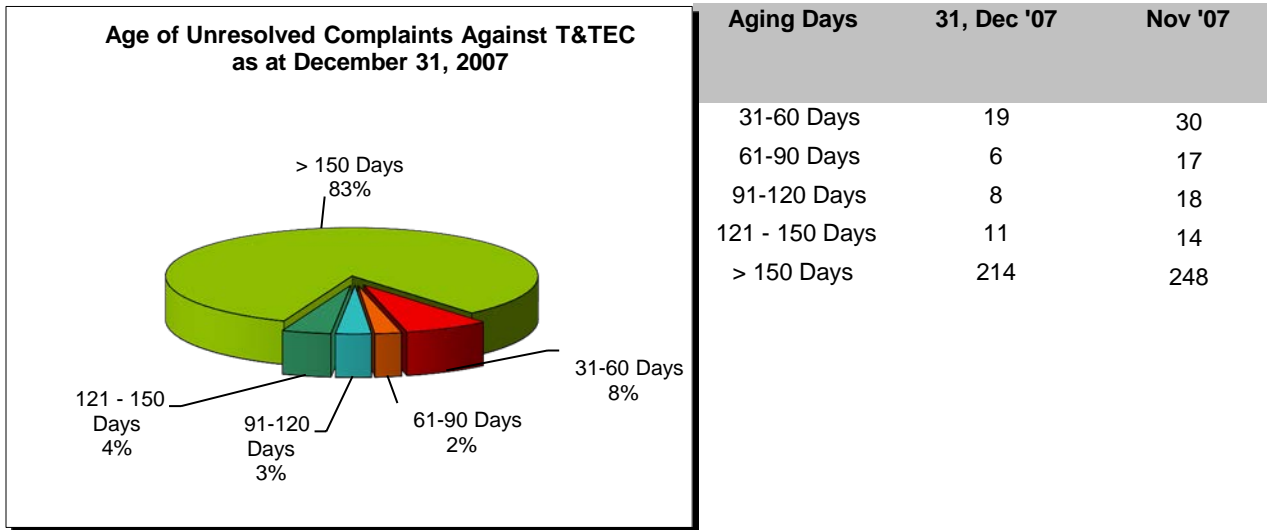
**Fig. 6**



Cumulative	Jan - Dec '07
Number of complaints received	524
Number of complaints resolved	372
Number of complaints unresolved	145
Number of complaints withdrawn	7
Resolution rate	72%

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	31, Dec '07	Nov '07
31-60 Days	19	30
61-90 Days	6	17
91-120 Days	8	18
121 - 150 Days	11	14
> 150 Days	214	248

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	3 (16%)	(0%)	2 (25%)	1 (9%)	20 (9%)
Damaged Appliances	5 (26%)	2 (33%)	2 (25%)	6 (55%)	102 (48%)
High / Low Voltage	1 (5%)	(0%)	(0%)	2 (18%)	10 (5%)
Other	2 (11%)	2 (33%)	1 (13%)	(0%)	12 (6%)
Power Outages	2 (11%)	1 (17%)	(0%)	(0%)	7 (3%)
Request for Service	2 (11%)	(0%)	1 (13%)	1 (9%)	7 (3%)
Street Lights / Poles	4 (21%)	1 (17%)	2 (25%)	1 (9%)	56 (26%)
<b>Totals</b>	<b>19</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>214</b>

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

Complaint Type	Jan '07 - Dec '07	Dec '07
Billing Query	91,173.00	16,982.00
Damaged Appliance	20,045.00	-
Request for Service	-	-
	<b>\$ 111,218.00</b>	<b>\$ 16,982.00</b>



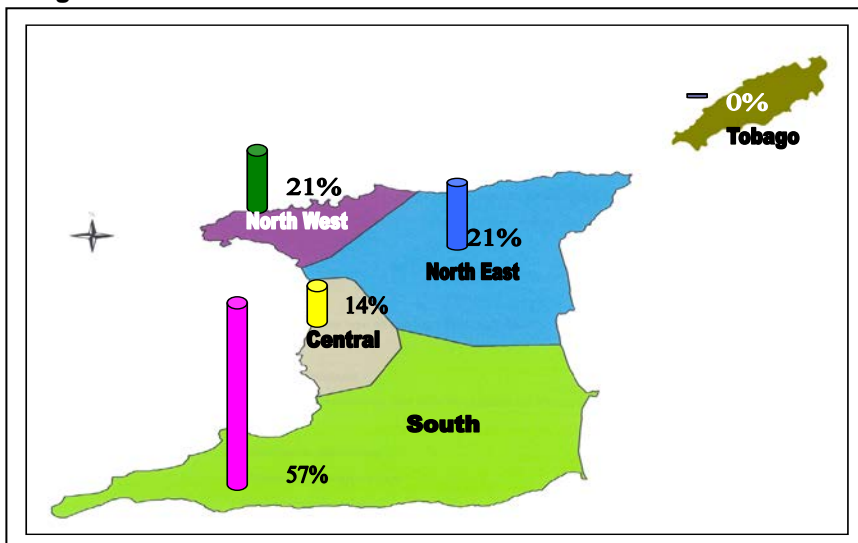
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 December 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	42 (20%)	7 (30%)	49 (21%)
North West	44 (21%)	9 (39%)	53 (23%)
Central	29 (14%)	4 (17%)	33 (14%)
South	91 (44%)	3 (13%)	94 (41%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>206</b>	<b>23</b>	<b>229</b>

**Fig. 8**



When compared to Nov '07, the number of complaints from North East increased by 20 or 69%, from the North West decreased by 20 or 27%, complaints from the South region decreased by 71 or 43% while those from Tobago decreased by 4 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Dec '07 .

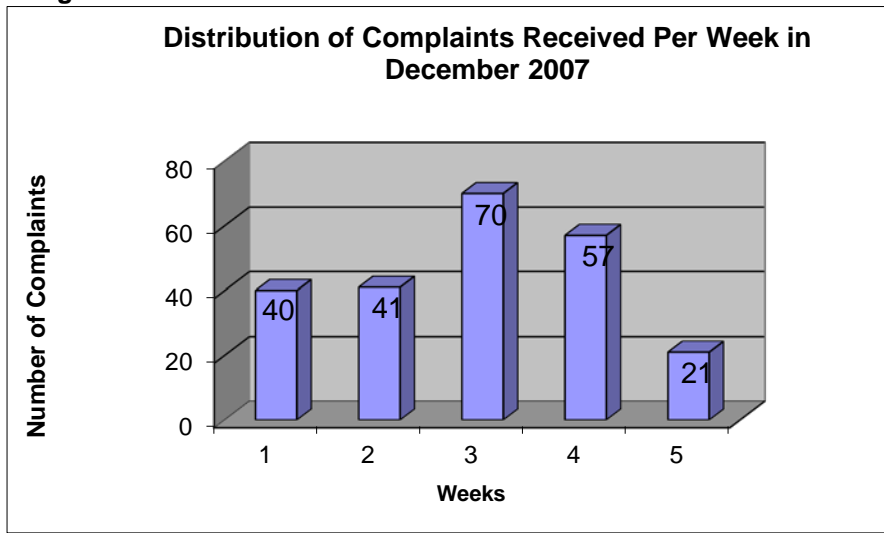
**Table 9: Problematic Areas**

<b>Service Provider</b>	<b>Complaint Category</b>	<b>Region</b>	<b>Area</b>	<b>No of Complaints</b>
WASA	Inadequate Supply	South	Penal	810
	"	South	Barrackpore	392
	"	South	Princes Town	224
	"	South	San Fernando	143
	"	South	Debe	96
	"	North West	Diego Martin	92
	"	South	Santa Flora	78
	"	South	Siparia	74
	Billing Query	North West	Glencoe	73
	Billing Query	South	Gasparillo	66
	Leaks	North East	Arima	41
	T&TEC	Street Lights / Poles	South	Princes Town
Street Lights / Poles		South	San Fernando	17
Street Lights / Poles		South	Barrackpore	16
Street Lights / Poles		North West	Santa Cruz	7

## 7.0 Distribution of Complaints Received Per Week

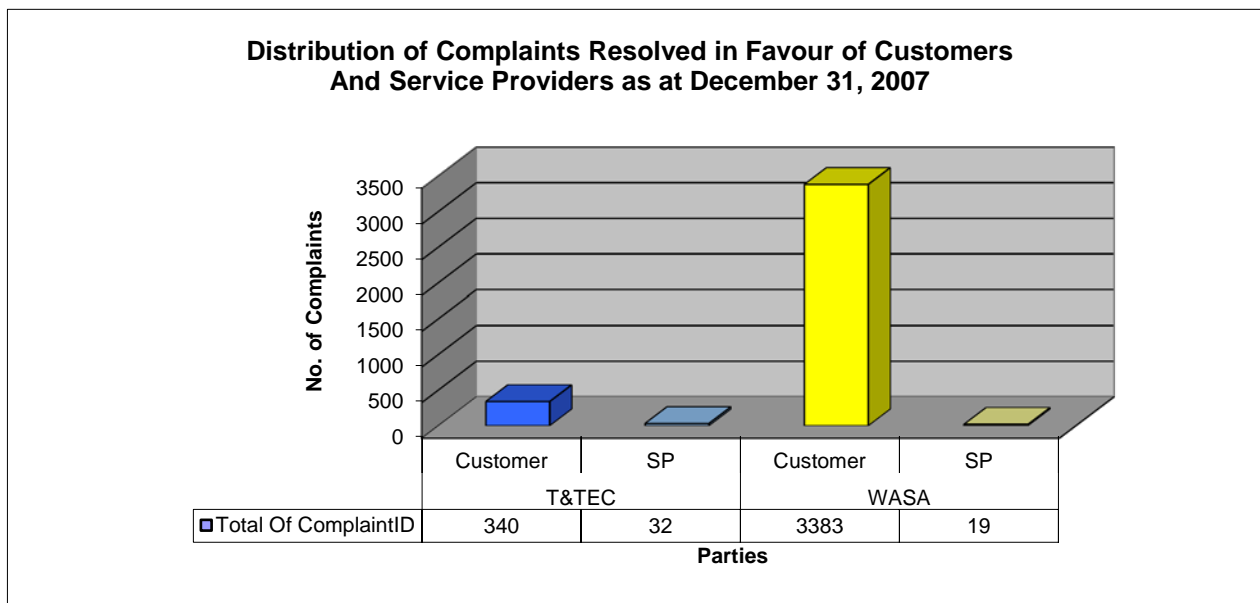
Figure 9 shows the distribution of the complaints received in December 2007

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 - Dec '07



ling complaints

\$446,458  
\$111,218











**% Change  
compared to  
Nov '07**

- 64%
- 61%
- 42%
- 37%
- 23%

in Table 5.

<b>Total</b>
302 (42%)
463 (41%)
39 (3%)
51 (6%)
31 (5%)
18 (3%)
<b>904</b>



**% Change  
compared to  
Nov '07**

- 37%
- 65%
- 56%
- 21%
- 14%

<b>Total</b>
26 (10%)
117 (45%)
13 (5%)
17 (7%)
10 (4%)
11 (4%)
64 (25%)
<b>258</b>





