



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

December 2008

**1.0 Overview of Complaints**

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

Status	Dec '07	Dec '08	Jan - Dec '08		
Number of complaints received	229	212	3,866		
Number of complaints resolved	138	102	3,197		
Number of complaints unresolved	91	110	548		
Number of complaints withdrawn	0	0	121		
<b>Resolution rate for complaints received</b>	<b>60%</b>	<b>48%</b>	<b>85%</b>		
No. of outstanding complaints resolved	414	471	415		
Total number of complaints resolved	<b>552</b>	<b>573</b>	<b>3,612</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$25,212</b>	<b>TT\$353,869</b>	WASA	\$159758
				T&TEC	\$194111

**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, 2008	No & % of Complaints Received in Dec '08	No & % of Dec '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '08
Billing Query	280	9 (6%)	0 (0%)	5	284 (36%)
Inadequate Supply	681	131 (81%)	76 (47%)	336	400 (50%)
Leaks	35	17 (10%)	9 (6%)	23	20 (3%)
Request for Service	36	0 (0%)	0 (0%)	4	32 (4%)
Road Restoration	17	1 (1%)	0 (0%)	3	15 (2%)
Other	55	4 (2%)	0 (0%)	15	44 (6%)
<b>Total</b>	<b>1104</b>	<b>162</b>	<b>85(52%)</b>	<b>386</b>	<b>795</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, 2008	No & % of Complaints Received in Dec '08	No & % of Dec '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '08
Billing Query	34	20 (40%)	6 (12%)	14	34 (14%)
Damage Appliances	116	7 (14%)	0 (0%)	1	122 (50%)
High / Low Voltage	13	1 (2%)	0 (0%)	7	7 (3%)
Power Outages	33	6 (12%)	2 (4%)	23	14 (6%)
Request for Service	6	2 (4%)	1 (2%)	3	4 (2%)
Street Lights / Poles	66	10 (20%)	6 (12%)	25	45 (18%)
Other	29	4 (8%)	2 (4%)	12	19 (8%)
<b>Total</b>	<b>297</b>	<b>50</b>	<b>17 (34%)</b>	<b>85</b>	<b>245</b>

## 2.0 Complaints Analysis

Monthly	Dec '07	Dec '08	Nov '08
Number of complaints received	229	212	260
Number of complaints resolved	138	102	111
Number of complaints unresolved	91	110	149
Resolution rate for complaints received	60%	48%	43%
No. of outstanding complaints resolved	414	471	75
Total number of complaints resolved	552	573	186

The total number of complaints received in December 2008 decreased by 48 or 18% when compared to Nov '08. Using the same comparative period, the resolution rate for December 2008 increased by 13%. The number of complaints resolved for the current month decreased by 9 or 8% and from a previous period (unresolved from Jan '04 to Nov '08) increased by 396 or 528%. The total number of complaints resolved overall increased by 387 or 208%.

Cumulative	Jan - Dec '07	Jan - Dec '08
Number of complaints received	4,406	3,866
Number of complaints resolved	3,774	3,197
Number of complaints unresolved	632	548
Number of complaints withdrawn	67	121
Resolution rate	87%	85%

The cumulative number of complaints received and resolved from Jan - Dec '08 decreased by 540 or 44% and by 577 or 15% respectively when compared to Jan - Dec '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 212 complaints recorded for Dec '08 were reported by 169 customers of which 75 or 44% were new customers. Table 3 shows the frequency of complaints where 131 customers made only one complaint whilst cumulatively 38 or 65% of our customers made more than one complaint. For the period Jan - Dec '08, 1622 customers made 3866 complaints to the RIC of which 1049 or 79% were new customers.

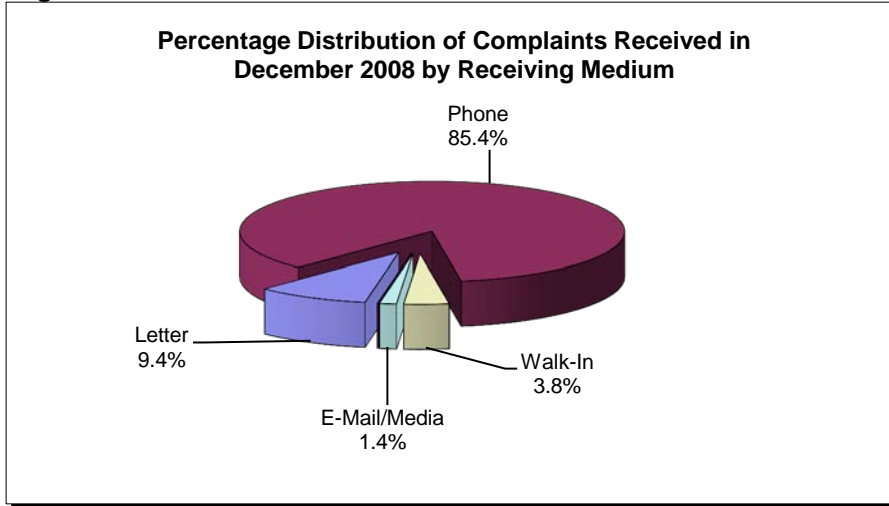
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Dec '08 Customers	% of Repeated Customers Dec '08	No. of Customers Jan - Dec '08	% of Repeated Customers Jan - Dec '08
1	131	0	846	0
2	34	20	356	22
3	3	2	149	9
4	1	1	81	5
5	0	0	64	4
>6	0	0	126	8
0	169		1622	

## 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2008 by receiving medium. The number of complaints received by Letter increased by 5 or 33%, Telephone decreased by 57 or 24%, Walk in increased by 2 or 33%, and e-mail/Media increased by 2 or 200% when compared to Nov '08.

Fig. 1



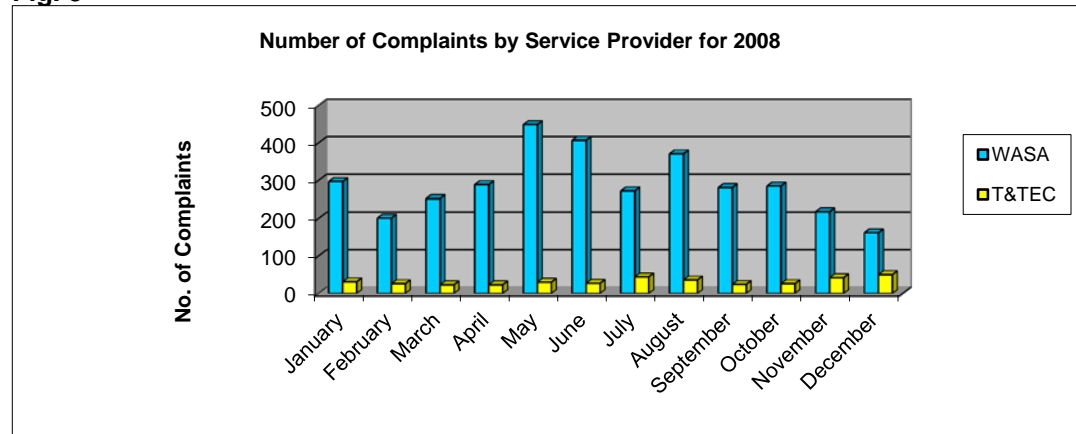
## 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2008 by Service Provider. The number of complaints filed against WASA have decreased by 56 or 26% and those filed against T&TEC increased by 8 or 19% when compared to Nov '08.

Fig. 2



Fig. 3



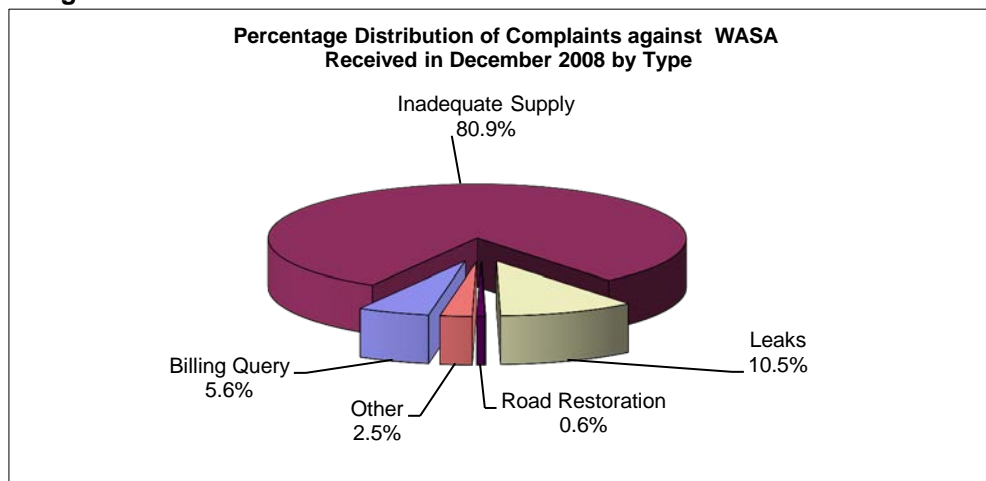
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2008 by type. When compared to Nov '08 the number of complaints related to Billing Queries increased by 3 or 50%, Inadequate Supply decreased by 62 or 32%, and Leaks increased by 3 or 21%.

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

Complaint Category	Total Unresolved Complaints as at Nov 30, 2008	No of Complaints Received in Dec '08	No of Dec '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '08
Billing Query	280	9	0	5	284 (36%)
Inadequate Supply	681	131	76	336	400 (50%)
Leaks	35	17	9	23	20 (3%)
Request for Service	36	0	0	4	32 (4%)
Road Restoration	17	1	0	3	15 (2%)
Other	55	4	0	15	44 (6%)
<b>Total</b>	<b>1,104</b>	<b>162</b>	<b>85</b>	<b>386</b>	<b>795</b>

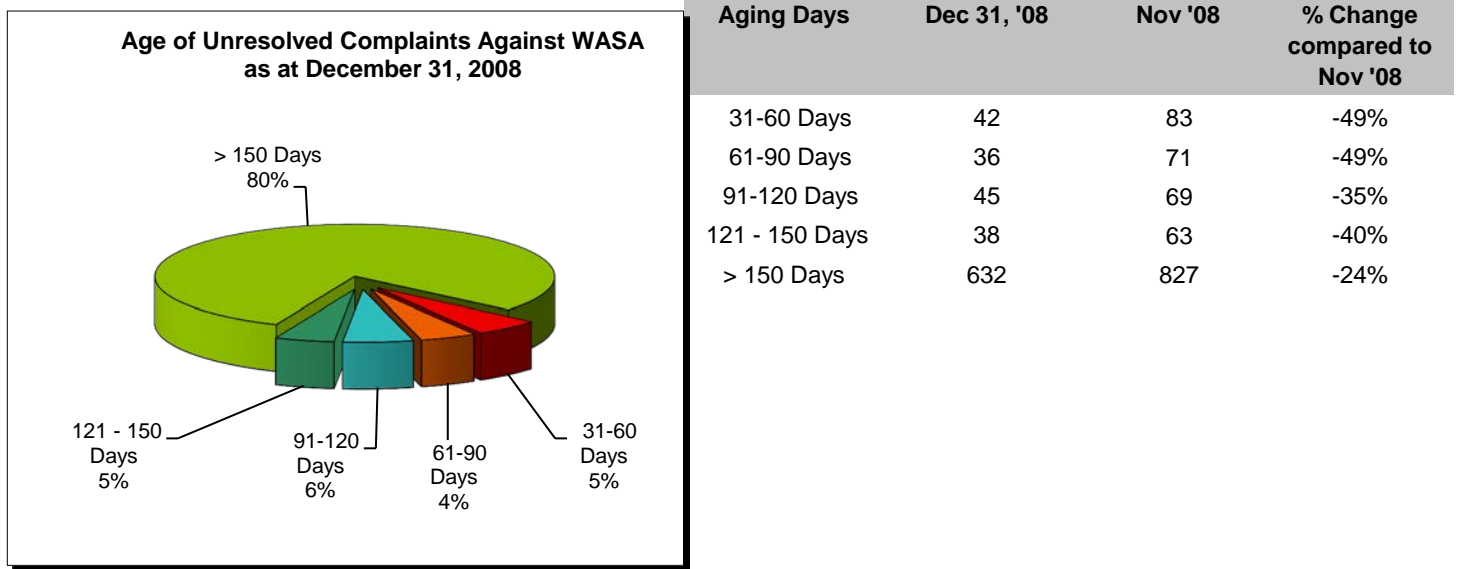
**Fig. 4**



Cumulative	Jan - Dec '08	Jan - Dec '08
Number of complaints received	3,484	3,484
Number of complaints resolved	2,925	2,925
Number of complaints unresolved	444	444
Number of complaints withdrawn	115	115
Resolution rate	87%	87%

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	Dec 31, '08	Nov '08	% Change compared to Nov '08
31-60 Days	42	83	-49%
61-90 Days	36	71	-49%
91-120 Days	45	69	-35%
121 - 150 Days	38	63	-40%
> 150 Days	632	827	-24%

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	6 (14%)	5 (14%)	6 (13%)	5 (13%)	262 (41%)	280 (36%)
Inadequate Supply	30 (71%)	26 (72%)	32 (71%)	28 (74%)	282 (45%)	686 (50%)
Leaks	2 (5%)	3 (8%)	2 (4%)	2 (5%)	11 (2%)	38 (3%)
Other	2 (5%)	1 (3%)	4 (9%)	1 (3%)	36 (6%)	55 (6%)
Request for Service	1 (2%)	(0%)	1 (2%)	(0%)	30 (5%)	36 (4%)
Road Restoration	1 (2%)	1 (3%)	(0%)	2 (5%)	11 (2%)	18 (2%)
	<b>42</b>	<b>36</b>	<b>45</b>	<b>38</b>	<b>632</b>	<b>1113</b>

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

Complaint Type	Jan - Dec '08	Dec '08
Billing Classification	286.00	-
Billing Query	146,335.00	-
Damage to Property	-	-
Disconnection / Reconnection	-	-
Retroactive Billing Adjustment	13,137.00	5,005.00
	<b>\$ 159,758.00</b>	<b>\$ 5,005.00</b>

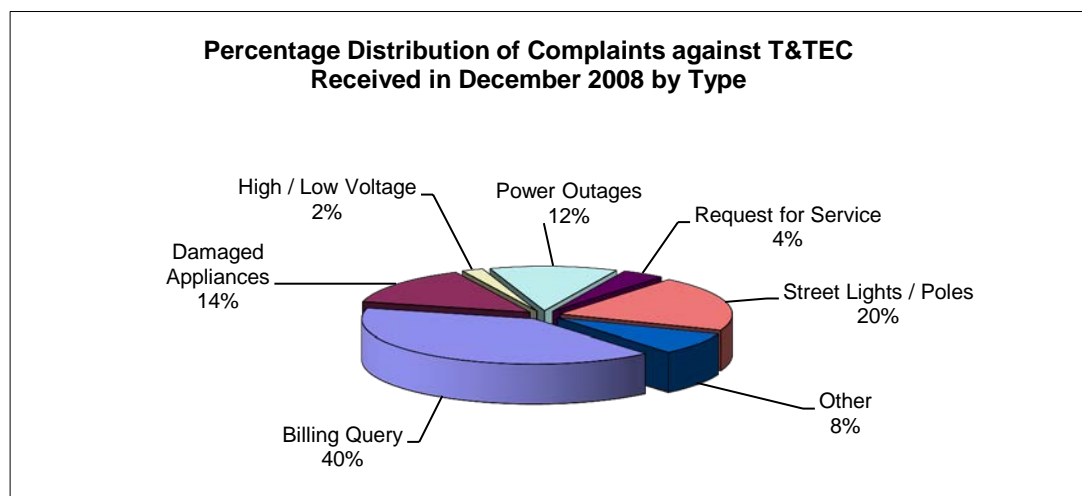
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in December 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in December 2008 by type. When compared to Nov '08, the number of complaints related to Billing Queries increased by 11 or 122%, Damage Appliances increased by 4 or 133%, High/Low Voltage decreased by 3 or 75%, Power Outages increased by 4 or 200%, Request for Service increased by 1 or 100%, Street Lights/Poles decreased by 6 or 38%, and the category Other decreased by 3 or 43% .

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

Complaint Type	Total Unresolved Complaints as at Nov 30, 2008	No of Complaints Received in Dec '08	No of Dec '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '08
Billing Query	34	20	6	14	34 (14%)
Damaged Appliances	116	7	0	1	122 (50%)
High / Low Voltage	13	1	0	7	7 (3%)
Power Outages	33	6	2	23	14 (6%)
Request for Service	6	2	1	3	4 (2%)
Street Lights / Poles	66	10	6	25	45 (18%)
Other	29	4	2	12	19 (8%)
<b>Total</b>	<b>297</b>	<b>50</b>	<b>17</b>	<b>85</b>	<b>245</b>

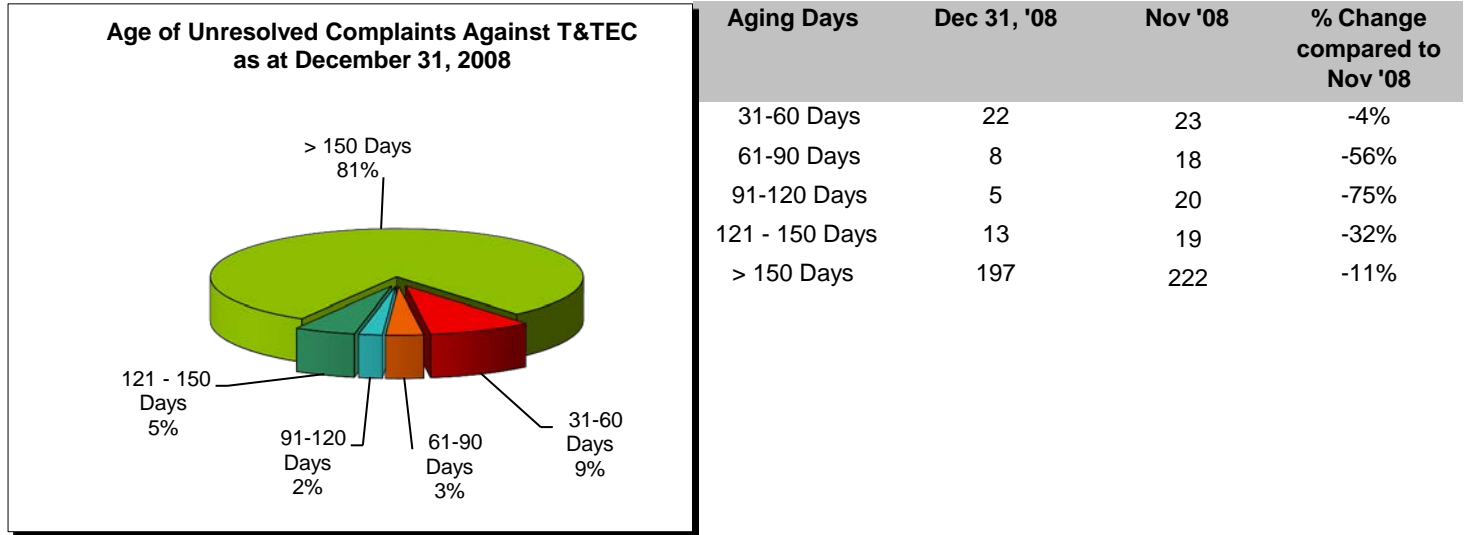
**Fig. 6**



Cumulative	Jan - Dec '08	Jan - Dec '08
Number of complaints received	382	382
Number of complaints resolved	272	272
Number of complaints unresolved	104	104
Number of complaints withdrawn	6	6
Resolution rate	72%	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	Dec 31, '08	Nov '08	% Change compared to Nov '08
31-60 Days	22	23	-4%
61-90 Days	8	18	-56%
91-120 Days	5	20	-75%
121 - 150 Days	13	19	-32%
> 150 Days	197	222	-11%

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	4 (18%)	3 (38%)	1 (20%)	1 (8%)	25 (13%)	34 (14%)
Damaged Appliances	3 (14%)	3 (38%)	1 (20%)	7 (54%)	108 (55%)	122 (50%)
High / Low Voltage	4 (18%)	(0%)	1 (20%)	1 (8%)	1 (1%)	7 (3%)
Other	3 (14%)	(0%)	2 (40%)	2 (15%)	12 (6%)	19 (8%)
Power Outages	1 (5%)	1 (13%)	(0%)	1 (8%)	11 (6%)	14 (6%)
Request for Service	(0%)	(0%)	(0%)	(0%)	4 (2%)	4 (2%)
Street Lights / Poles	7 (32%)	1 (13%)	(0%)	1 (8%)	36 (18%)	45 (18%)
<b>Totals</b>	<b>22</b>	<b>8</b>	<b>5</b>	<b>13</b>	<b>197</b>	<b>245</b>

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

Complaint Type	Jan - Dec '08	Dec '08
Billing Query	136,918.00	207.00
Damaged Appliance	37,193.00	-
Request for Service	-	-
	<b>\$ 174,111.00</b>	<b>\$ 207.00</b>

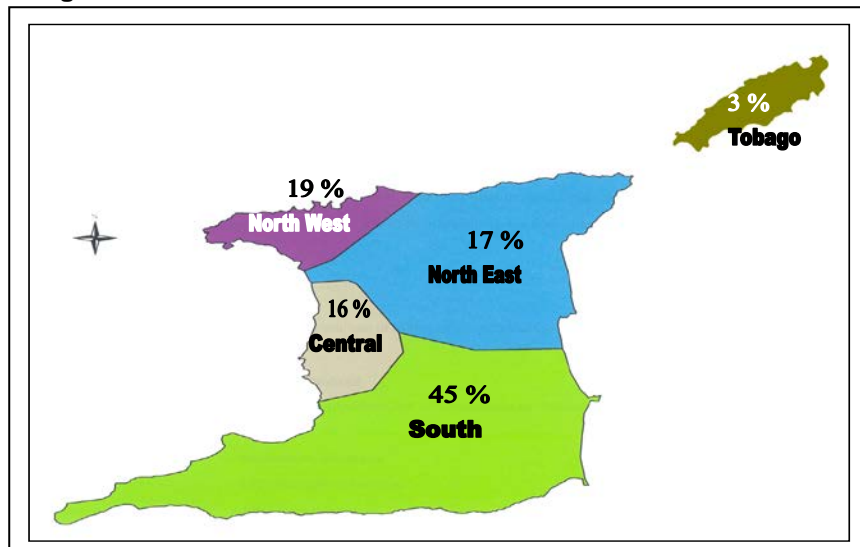
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	21 (13%)	16 (32%)	37 (17%)
North West	27 (17%)	13 (26%)	40 (19%)
Central	28 (17%)	5 (10%)	33 (16%)
South	85 (52%)	11 (22%)	96 (45%)
Tobago	1 (1%)	5 (10%)	6 (3%)
<b>Total</b>	<b>162</b>	<b>50</b>	<b>212</b>

**Fig. 8**



When compared to Nov '08, the number of complaints from the Central region decreased by 5 or 13%, from the North East increased by 10 or 37%, from the North West decreased by 20 or 33%, complaints from the South region decreased by 34 or 26% while those from Tobago increased by 1 or 20%.



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 '08 .

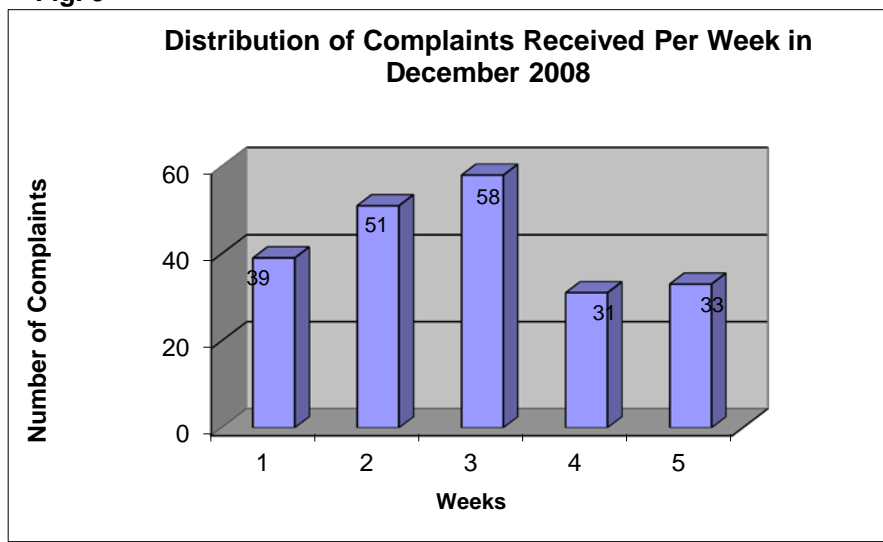
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	63
			Cunupia	53
			Talparo	45
		North East	Arima	97
			D'Abadie	32
			St. Joseph	25
		North West	Glencoe	106
			Diego Martin	58
			San Juan	34
		South	Barrackpore	422
			Penal	385
			Princes Town	248
			Siparia	130
T&TEC	Street Lights / Poles	South	Penal	15
	Street Lights / Poles	South	Barrackpore	13
	Street Lights / Poles	South	Princes Town	11
	Power Outages	North East	Sangre Grande	7

## 7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in December 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 - Dec '08

