



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

December 2009

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in December 2009, as well as all outstanding complaints Service Providers as at December 31, 2009.

Status	Dec '08	Dec '09	Jan '09 - Dec '09		
Number of complaints received	212	361	4,344		
Number of complaints resolved	102	195	3,545		
Number of complaints unresolved	110	166	708		
Number of complaints withdrawn	0	0	91		
<b>Resolution rate for complaints received</b>	<b>48%</b>	<b>54%</b>	<b>83%</b>		
No. of outstanding complaints resolved	471	310	112		
Total number of complaints resolved	<b>573</b>	<b>505</b>	<b>3,657</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$25,212</b>	<b>TT\$112,177</b>	<b>TT\$962,435</b>	WASA	\$487
				T&TEC	\$474

**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, '09	No & % of Complaints Received in Dec '09	No & % of Dec '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '09
Billing Query	274	8 (2%)	3 (1%)	6	273 (27%)
Inadequate Supply	653	301 (89%)	169 (50%)	207	578 (57%)
Leaks	49	19 (6%)	10 (3%)	34	24 (2%)
Request for Service	44	1 (0%)	0 (0%)	3	42 (4%)
Road Restoration	27	3 (1%)	1 (0%)	8	21 (2%)
Other	75	6 (2%)	3 (1%)	10	68 (7%)
<b>Total</b>	<b>1122</b>	<b>338</b>	<b>186 (55%)</b>	<b>268</b>	<b>1006</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, '09	No & % of Complaints Received in Dec '09	No & % of Dec '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '09
Billing Query	20	8 (35%)	1 (4%)	7	20 (11%)
Damage Appliances	97	1 (4%)	0 (0%)	11	87 (46%)
High / Low Voltage	6	1 (4%)	1 (4%)	2	4 (2%)
Power Outages	11	2 (9%)	1 (4%)	7	5 (3%)
Request for Service	11	1 (4%)	1 (4%)	4	7 (4%)
Street Lights / Poles	46	5 (22%)	3 (13%)	8	40 (21%)
Other	26	5 (22%)	2 (9%)	3	26 (14%)
<b>Total</b>	<b>217</b>	<b>23</b>	<b>9 (39%)</b>	<b>42</b>	<b>189</b>

## 2.0 Complaints Analysis

Monthly	Dec '08	Dec '09	Nov '09
Number of complaints received	212	361	322
Number of complaints resolved	102	195	193
Number of complaints unresolved	110	166	129
Resolution rate for complaints received	48%	54%	60%
No. of outstanding complaints resolved	471	310	112
Total number of complaints resolved	573	505	305

The total number of complaints received in December 2009 increased by 39 or 12% when compared to November 2009. Using the same comparative period, the resolution rate for December 2009 decreased by 10%. The number of complaints resolved for the current month increased by 2 or 1% and from a previous period (unresolved from Jan '03 to November 2009) increased by 198 or 177%. The total number of complaints resolved overall increased by 200 or 66%.

Cumulative	Jan '08 - Dec '08	Jan '09 - Dec '09
Number of complaints received	3,866	4,344
Number of complaints resolved	3,197	3,545
Number of complaints unresolved	669	708
Number of complaints withdrawn	121	91
Resolution rate	85%	83%

The cumulative number of complaints received and resolved from Jan '09 - Dec '09 increased by 478 or 28% and by 348 or 11% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 361 complaints recorded for December 2009 were reported by 239 customers of which 84 or 35% were new customers. Table 3 shows the frequency of complaints where 141 customers made only one complaint whilst cumulatively 98 or 41% of our customers made more than one complaint. For the period Jan '09 - Dec '09, 1697 customers made 4344 complaints to the RIC of which 1067 or 79% were new customers.

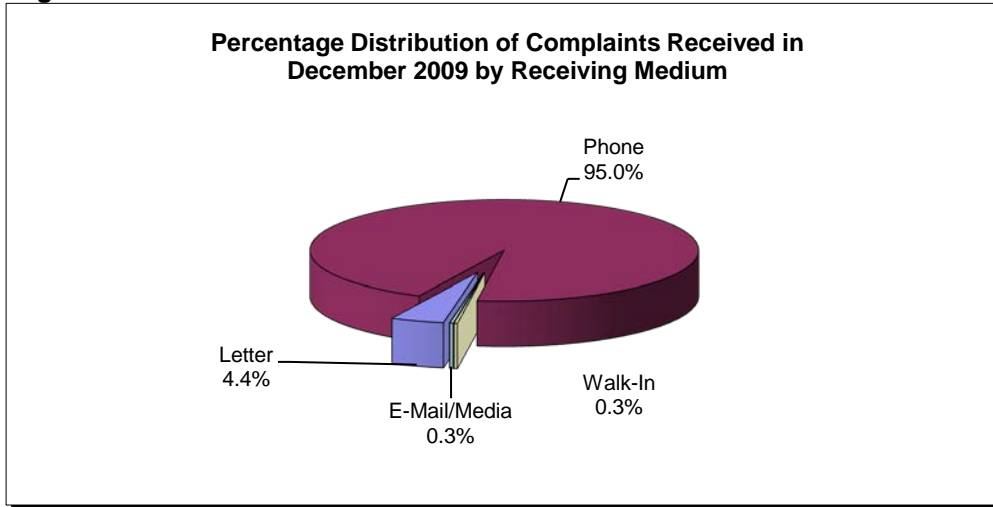
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Dec '09 Customers	% of Repeat Customers for Dec '09	No. of Customers from Jan '09 - Dec '09	% of Repeat Customers from Jan '09 - Dec '09
1	141	0	839	0
2	81	34	411	24
3	11	5	115	7
4	5	2	100	6
5	1	0	56	3
>6	0	0	176	10
	<b>239</b>		<b>1697</b>	

## 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2009 by receiving medium. The number of complaints received by Letter increased by 2 or 14%, Telephone increased by 44 or 15%, and Walk in decreased by 8 or 89% when compared to November 2009.

Fig. 1



## 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2009 by Service Provider. The number of complaints filed against WASA have increased by 53 or 19% and those filed against T&TEC have decreased by 14 or 38% when compared to Nov '09.

Fig. 2

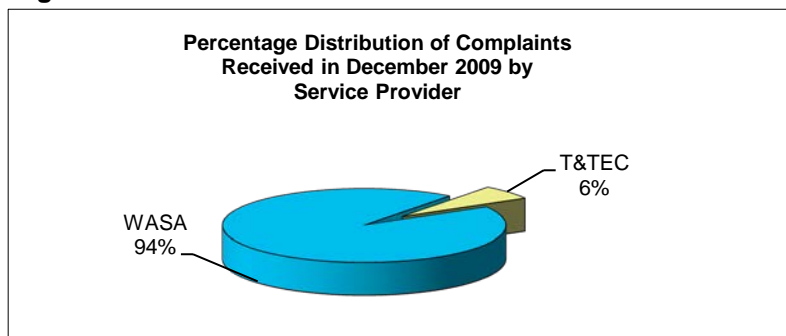
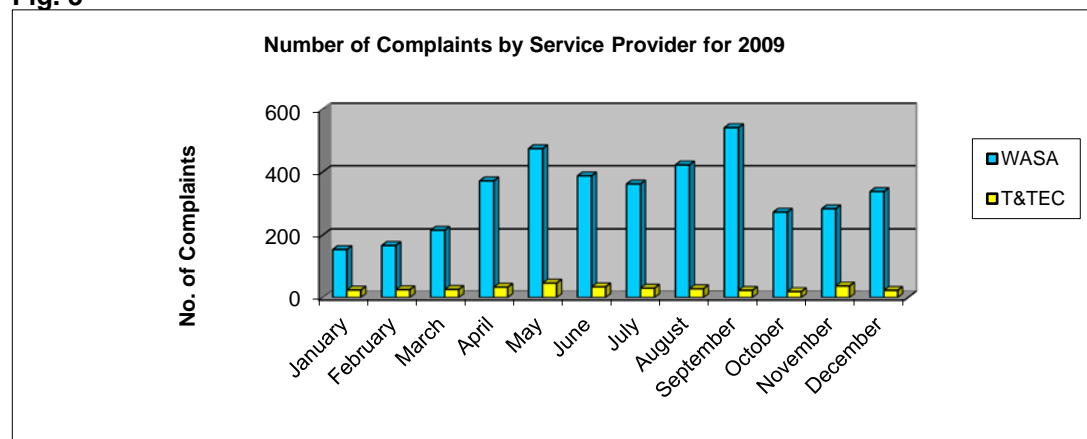


Fig. 3



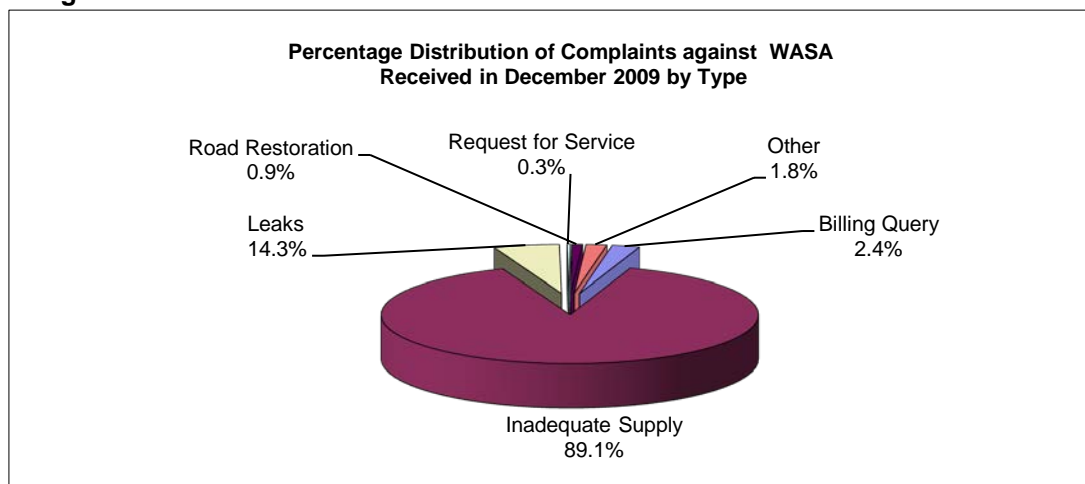
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2009 by type. When compared to Nov '09 the number of complaints related to Billing Queries increased by 3 or 60%, Inadequate Supply increased by 49 or 19%, Leaks decreased by 1 or 5%, and the category Other decreased by 1 or 25%.

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

Complaint Category	Total Unresolved Complaints as at Nov 30, '09	No of Complaints Received in Dec '09	No of Dec '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '09
Billing Query	274	8	3	6	273 (27%)
Inadequate Supply	653	301	169	207	578 (57%)
Leaks	49	19	10	34	24 (2%)
Request for Service	44	1	0	3	42 (4%)
Road Restoration	27	3	1	8	21 (2%)
Other	75	6	3	10	68 (7%)
<b>Total</b>	<b>1122</b>	<b>338</b>	<b>186</b>	<b>268</b>	<b>1006</b>

**Fig. 4**



Cumulative	Jan '08 - Dec '08	Jan '09 - Dec '09
Number of complaints received	3,484	3,996
Number of complaints resolved	2,925	3,276
Number of complaints unresolved	444	630
Number of complaints withdrawn	115	90
Resolution rate	87%	84%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

**Fig. 5**

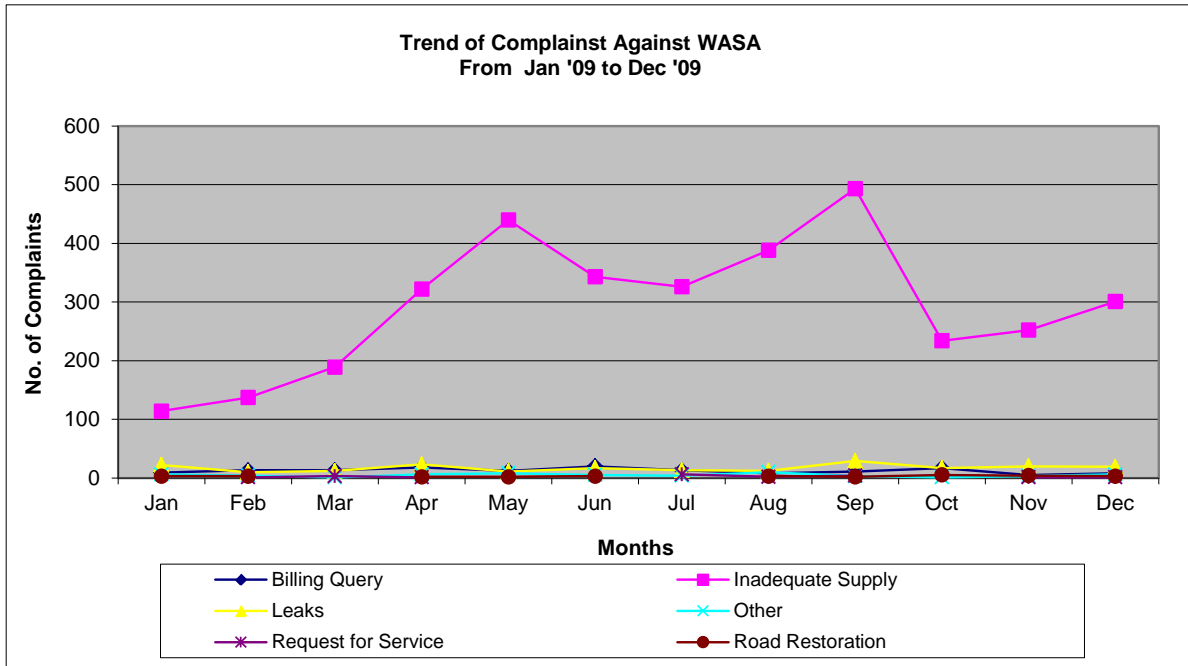
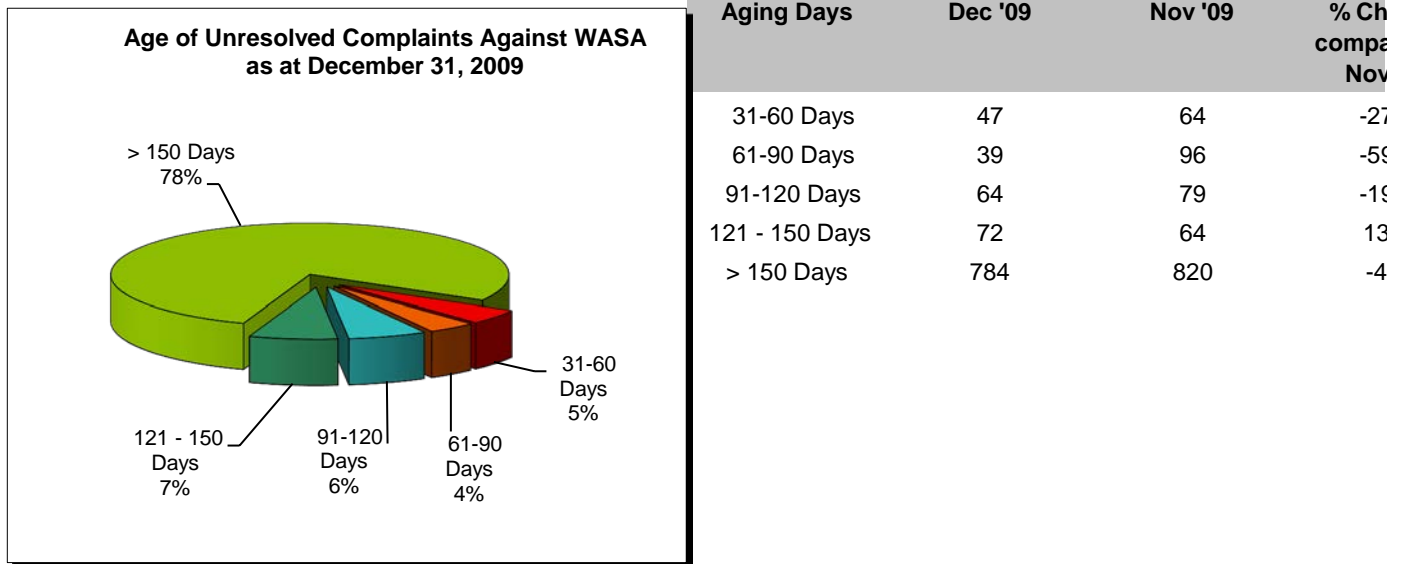


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Dec '09	Nov '09	% Change Nov
31-60 Days	47	64	-27
61-90 Days	39	96	-59
91-120 Days	64	79	-19
121 - 150 Days	72	64	13
> 150 Days	784	820	-4

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	4 (9%)	15 (38%)	10 (16%)	7 (10%)	237 (30%)	274
Inadequate Supply	35 (74%)	18 (46%)	46 (72%)	57 (79%)	422 (54%)	653
Leaks	2 (4%)	3 (8%)	2 (3%)	2 (3%)	15 (2%)	49
Other	3 (6%)	1 (3%)	1 (2%)	5 (7%)	58 (7%)	76
Request for Service	1 (2%)	0 (0%)	4 (6%)	1 (1%)	36 (5%)	44
Road Restoration	2 (4%)	2 (5%)	1 (2%)	0 (0%)	16 (2%)	27
	<b>47</b>	<b>39</b>	<b>64</b>	<b>72</b>	<b>784</b>	<b>1123</b>

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

Complaint Type	Jan '08 - Dec '08	Jan '09 - Dec '09	Dec '09
Billing Classification	286.00	56,431.00	-
Billing Query	146,335.00	379,233.00	13,426.00
Damage to Property		20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	13,137.00	18,630.00	-
	<b>\$ 159,758.00</b>	<b>\$ 474,294.00</b>	<b>\$ 13,426.00</b>

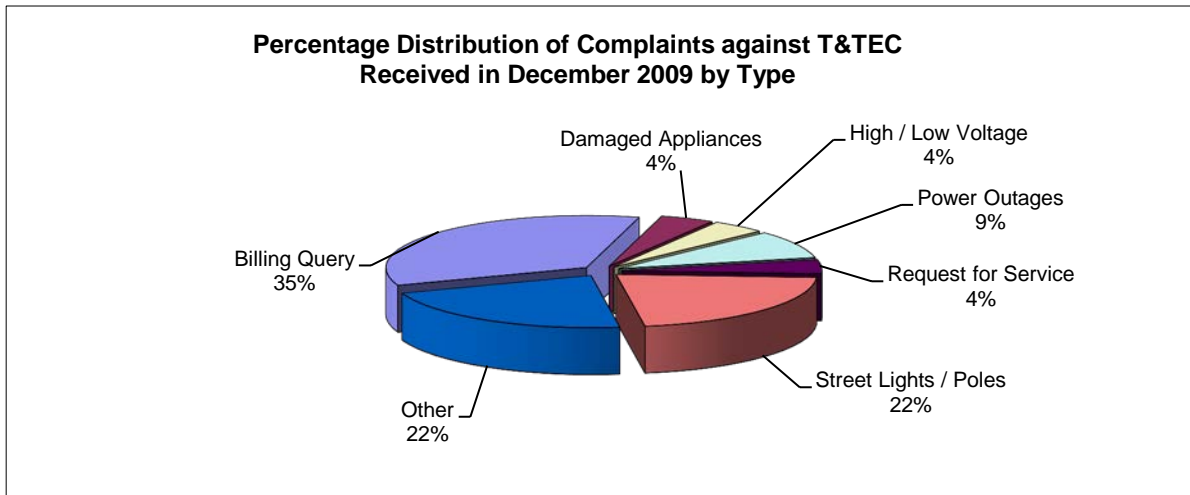
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in December 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in December 2009 by type. When compared to Nov '09, the number of complaints related to Billing Queries decreased by 1 or 11%, High/ Low Voltage decreased by 5 or 83%, Power Outages decreased by 4 or 67%, Request for Service decreased by 1 or 50%, Street Lights/Poles decreased by 1 or 17%, 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 Nov 30, '09	No of Complaints Received in Dec '09	No of Dec '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '09
Billing Query	20	8	1	7	20 (11%)
Damaged Appliances	97	1	0	11	87 (46%)
High / Low Voltage	6	1	1	2	4 (2%)
Power Outages	11	2	1	7	5 (3%)
Request for Service	11	1	1	4	7 (4%)
Street Lights / Poles	46	5	3	8	40 (21%)
Other	26	5	2	3	26 (14%)
<b>Total</b>	<b>217</b>	<b>23</b>	<b>9</b>	<b>42</b>	<b>189</b>

**Fig. 7**



Cumulative	Jan '08 - Dec '08	Jan '09 - Dec '09
Number of complaints received	382	348
Number of complaints resolved	272	269
Number of complaints unresolved	104	78
Number of complaints withdrawn	6	1
Resolution rate	72%	78%

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

**Fig. 8**

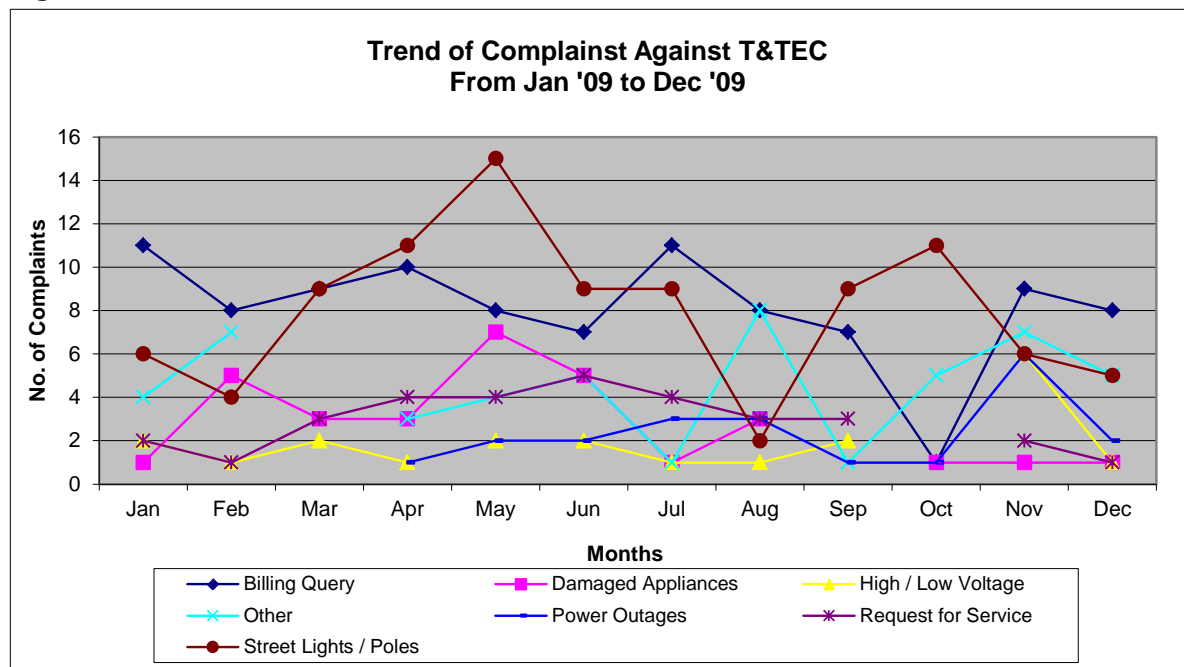
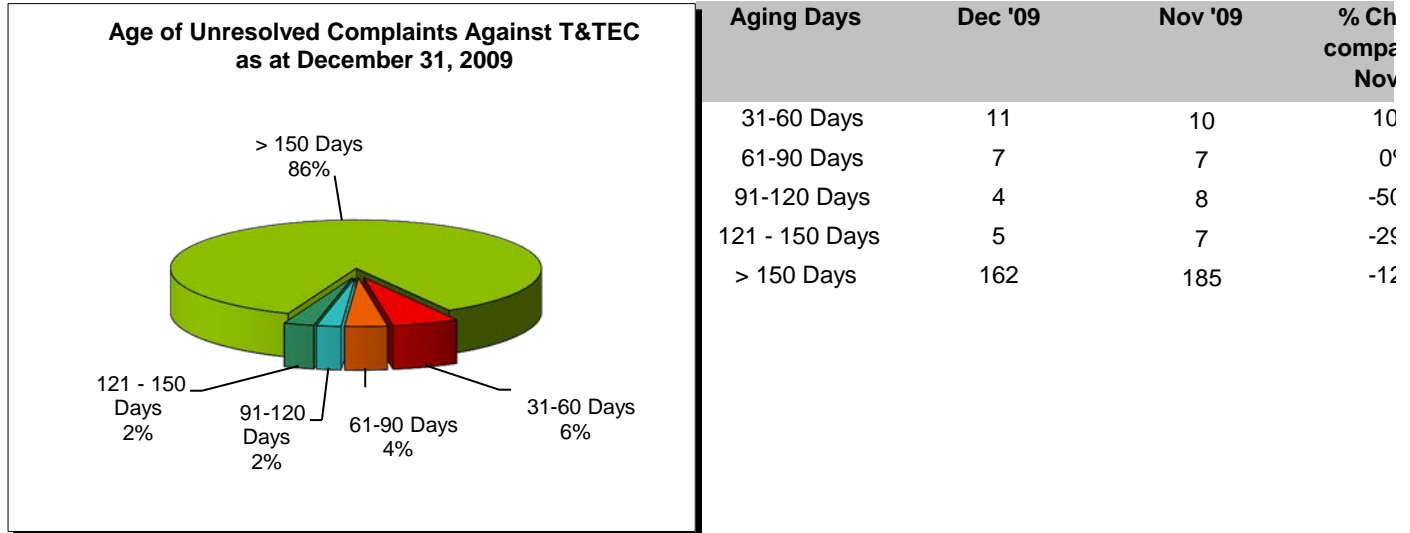


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Dec '09	Nov '09	% Change Nov
31-60 Days	11	10	10
61-90 Days	7	7	0
91-120 Days	4	8	-50
121 - 150 Days	5	7	-28
> 150 Days	162	185	-12

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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	1 (9%)	0 (0%)	1 (25%)	0 (0%)	18 (11%)	20
Damaged Appliances	1 (9%)	1 (14%)	0 (0%)	2 (40%)	83 (51%)	87
High / Low Voltage	3 (27%)	0 (0%)	0 (0%)	0 (0%)	1 (1%)	4
Other	2 (18%)	2 (29%)	0 (0%)	3 (60%)	19 (12%)	26
Power Outages	1 (9%)	0 (0%)	0 (0%)	0 (0%)	4 (2%)	5
Request for Service	1 (9%)	0 (0%)	0 (0%)	0 (0%)	6 (4%)	7
Street Lights / Poles	2 (18%)	4 (57%)	3 (75%)	0 (0%)	31 (19%)	40
<b>Totals</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>162</b>	<b>189</b>

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

Complaint Type	Jan '09 - Dec '09	Jan '09 - Dec '09	Dec '09
Billing Query	136,918.00	112,901.00	1,692.00
Damaged Appliance	37,193.00	61,913.00	2,867.00
KVA Reduction		141,792.00	-
Other Claims		59,358.00	94,192.00
	<b>\$ 174,111.00</b>	<b>\$ 375,964.00</b>	<b>\$ 98,751.00</b>



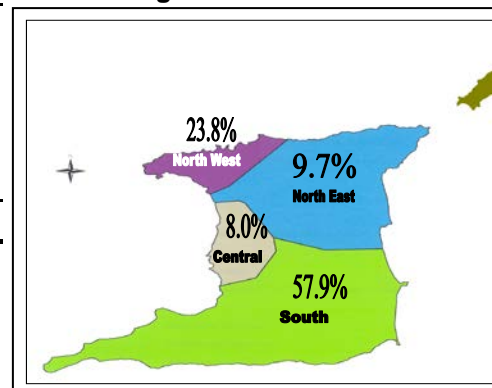
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in December 2009 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	27 (8%)	8 (35%)	35 (10%)
North West	81 (24%)	5 (22%)	86 (24%)
Central	27 (8%)	2 (9%)	29 (8%)
South	202 (60%)	7 (30%)	209 (58%)
Tobago	1 (0%)	1 (4%)	2 (1%)
<b>Total</b>	<b>338</b>	<b>23</b>	<b>361</b>

**Fig. 10**



When compared to Nov '09, the number of complaints received in December 2009 from the Central region increased by 10 or 53%, those from the North East increased by 19 or 119%, from the North West increased by 9 or 12%, complaints from the South region recorded no change, while those from Tobago increased by 1 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 '09 - Dec '09. South continues to be the worst served Region/area as it relates to an inadequate water supply

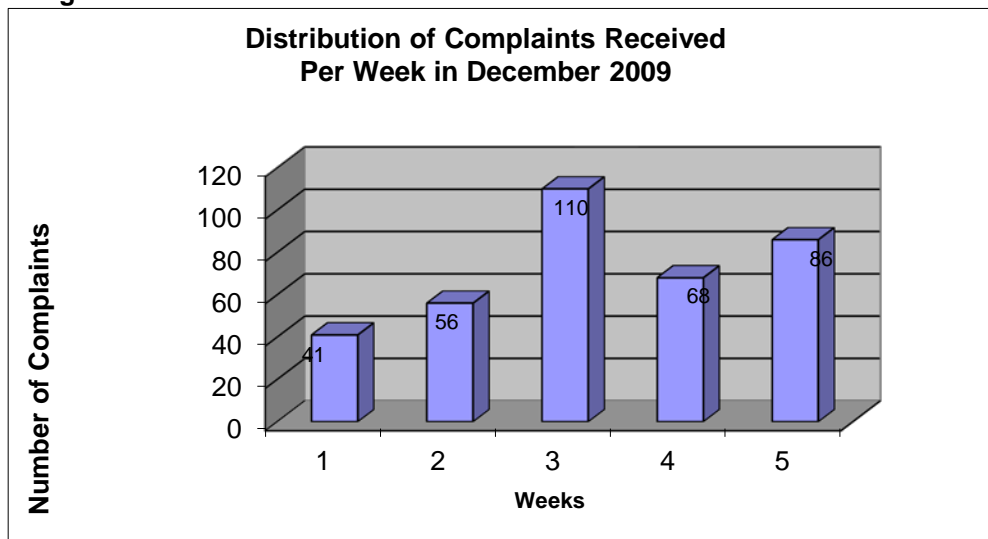
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	70
			Cunupia	57
			Couva	40
		North East	Talparo	23
			Arima	22
			Arouca	18
		North West	Diego Martin	106
			San Juan	79
			Glencoe	64
			Penal	647
		South	Barrackpore	350
			Princes Town	277
			Siparia	235
T&TEC	Street Lights / Poles	North East	Arima	9
		South	Princes Town	6
		South	Penal	6
		South	Barrackpore	6

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in December 2009

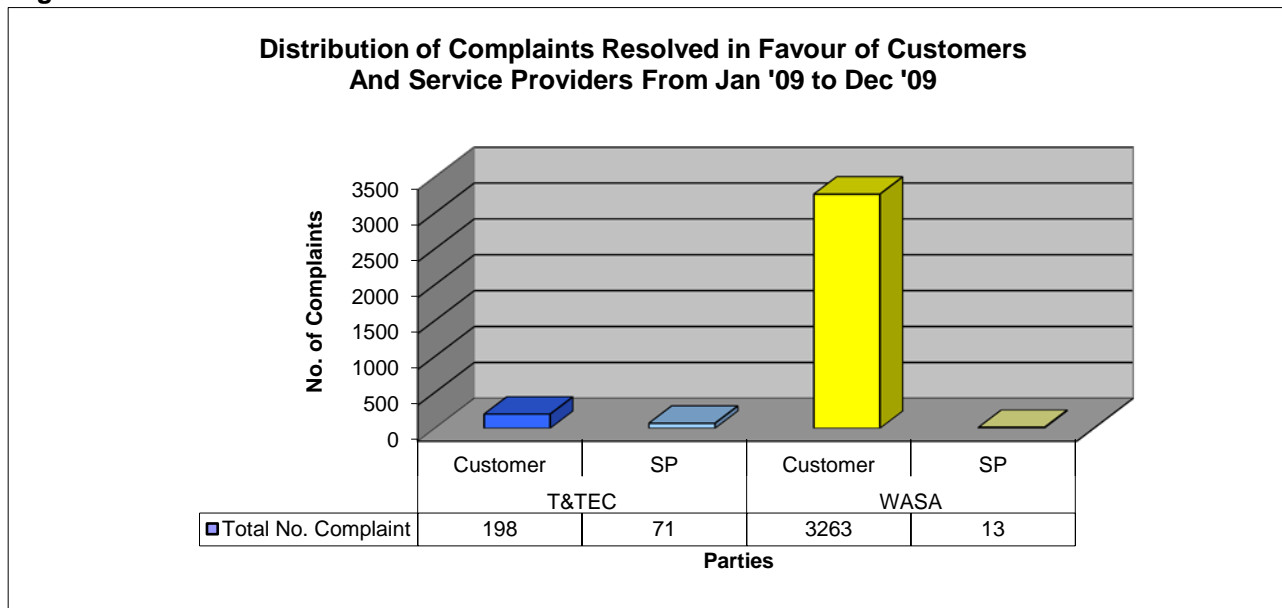
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09 - Dec '09

Fig. 12



against

7720  
4715







Change  
compared to  
2009

- 7%
- 3%
- 3%
- 1%
- %

<b>tal</b>
(27%)
(57%)
(2%)
(7%)
(4%)
(2%)





Change  
Compared to  
2009

- 1%
- %
- 0%
- 3%
- 2%

Total
(11%)
(46%)
(2%)
(14%)
(3%)
(4%)
(21%)

