



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**December 2012**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in December 2012, as well as all outstanding complaints against Service Providers as at December 31, 2012.

Status	Dec '11	Dec '12	Jan '12 - Dec '12		
Number of complaints received	238	153	3,267		
Number of complaints resolved	168	79	2,755		
Number of complaints unresolved	70	72	447		
Number of complaints withdrawn	0	2	65		
<b>Resolution rate for complaints received</b>	<b>70.6%</b>	<b>52.3%</b>	<b>86.0%</b>		
No. of outstanding complaints resolved	86	146	312		
Total number of complaints resolved	<b>254</b>	<b>225</b>	<b>3,067</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$0</b>	<b>TT\$1,876,472</b>	WASA	\$1193425
				T&TEC	\$683047

**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, '12	No & % of Complaints Received in Dec '12	No & % of Total Dec '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '12
Billing Query	268	0 0.0%	0 0.0%	25	243 44.6%
Inadequate Supply	187	110 84.0%	64 48.9%	62	171 31.4%
Leaks	38	16 12.2%	7 5.3%	17	30 5.5%
Request for Service	30	1 0.8%	0 0.0%	1	30 5.5%
Road Restoration	20	2 1.5%	0 0.0%	6	16 2.9%
Other	56	2 1.5%	0 0.0%	3	55 10.1%
<b>Total</b>	<b>599</b>	<b>131</b>	<b>71 54.2%</b>	<b>114</b>	<b>545</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, '12	No & % of Complaints Received in Dec '12	No & % of Total Dec '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '12
Billing Query	9	4 18.2%	1 4.5%	1	11 7.2%
Damage Appliances	46	0 0.0%	0 0.0%	5	41 27.0%
High / Low Voltage	9	2 9.1%	1 4.5%	3	7 4.6%
Power Outages	11	2 9.1%	1 4.5%	4	8 5.3%
Request for Service	18	5 22.7%	2 9.1%	8	13 8.6%
Street Lights / Poles	49	8 36.4%	2 9.1%	6	49 32.2%
Other	28	1 4.5%	1 4.5%	5	23 15.1%
<b>Total</b>	<b>170</b>	<b>22</b>	<b>8 36.4%</b>	<b>32</b>	<b>152</b>

## 2.0 Complaints Analysis

Monthly	Dec'11	Dec '12	Nov '12
Number of complaints received	238	153	195
Number of complaints resolved	168	79	91
Number of complaints unresolved	70	72	102
<b>Resolution rate for complaints received</b>	<b>70.6%</b>	<b>52.3%</b>	<b>47.2%</b>
No. of outstanding complaints resolved	86	146	141
Total number of complaints resolved	254	225	232

The total number of complaints received in December 2012 decreased by 42 or 22% when compared to Nov '12. Using the same comparative period, the resolution rate for December 2012 increased by 11% percentage points. The number of complaints resolved for the current month decreased by 12 or 13% and from a previous period (unresolved from Oct '06 to Nov '12) increased by 5 or 4%. The total number of complaints resolved overall decreased by 7 or 3%.

Cumulative	Jan '11 - Dec '11	Jan '12 - Dec '12
Number of complaints received	2,309	3,267
Number of complaints resolved	2,092	2,755
Number of complaints unresolved	189	447
Number of complaints withdrawn	28	65
Resolution rate	91.7%	86.0%

The cumulative number of complaints received and resolved from January - December 2012 increased by 958 or 41% and by 663 or 32% 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 153 complaints recorded for December 2012 were reported by 122 customers of which 47 or 39% were new customers. Table 3 shows the frequency of complaints where 92 customers made only one complaint whilst cumulatively 30 or 25% of our customers made more than one complaint. For the period January - December 2012, 1827 customers made 3267 complaints to the RIC of which 1276 or 70% were new customers.

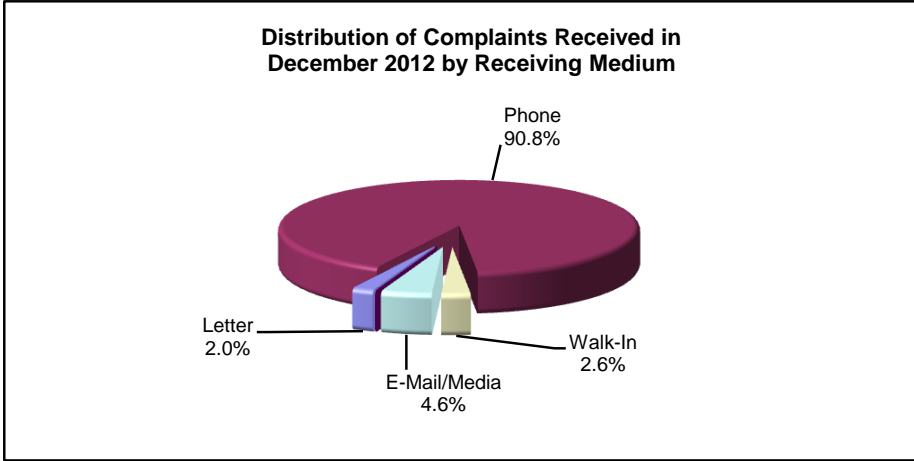
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Dec '12 Customers	% of Repeat Customers for Dec '12	No. of Customers from Jan '12 - Dec '12	% of Repeat Customers from Jan '12 - Dec '12
1	92	0	1156	0
2	29	24	384	21
3	1	1	127	7
4	0	0	67	4
5	0	0	27	1
>6	0	0	66	4
	<b>122</b>		<b>1827</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2012 by receiving medium. The number of complaints received by Letter increased by 1 or 50%, Telephone decreased by 7 or 5%, Walk in increased by 2 or 100%, and e-mail/Media decreased by 2 or 22% when compared to November 2012. No Outreach programme was held during December 2012.

**Fig. 1**



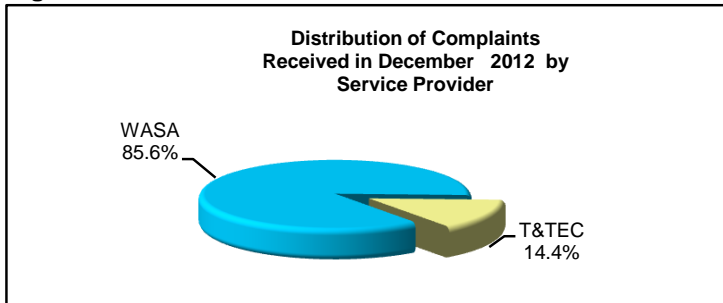
**Receiving Medium**

	Nov '12	Dec '12
Letter	2	3
Telephone	146	139
Walk-In	2	4
Email/Media	9	7
Outreach	36	0

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2012 by Service Provider. The number of complaints filed against WASA have decreased by 24 or 15% and those filed against T&TEC have decreased by 18 or 45% when compared to November 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

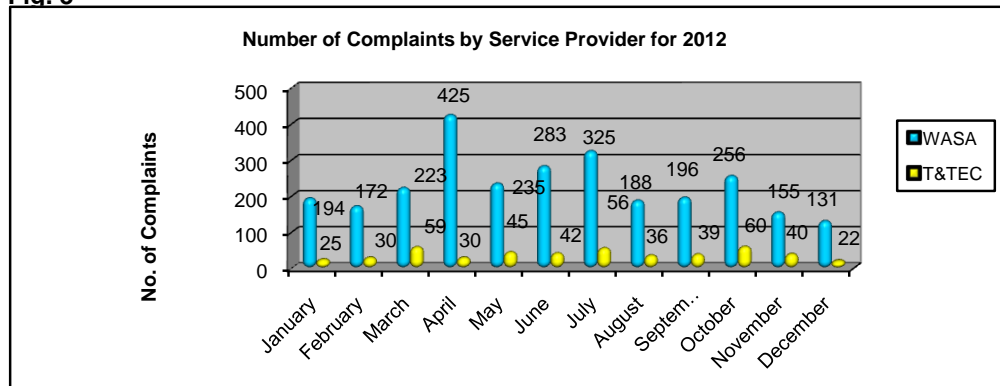
**Fig. 2**



**Service Providers**

	Nov '12	Dec '12
WASA	155	131
T&TEC	40	22

**Fig. 3**



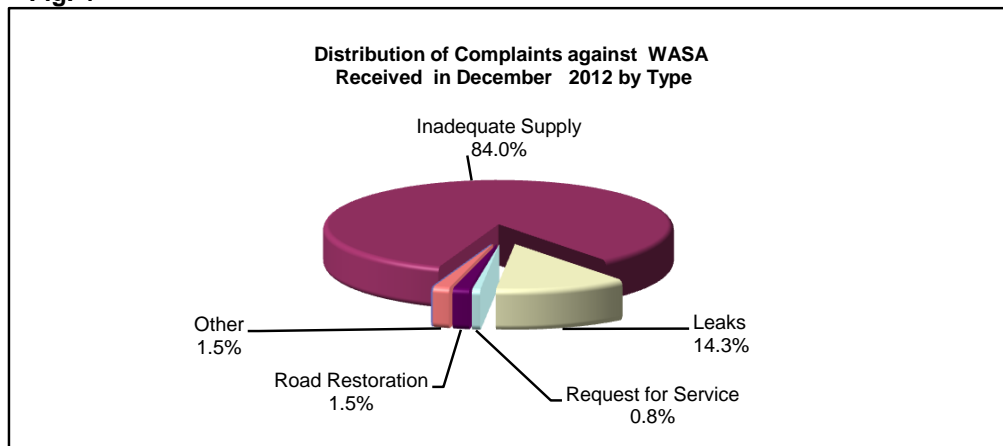
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2012 by type. When compared to November 2012 the number of complaints related to Billing Queries decreased by 18 or 100%, Inadequate Supply increased by 17 or 18%, Leaks decreased by 16 or 50%, Request for Service decreased by 1 or 50%, Road Restoration decreased by 2 or 50% and the category Other decreased by 4 or 67%.

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

Complaint Category	Total Unresolved Complaints as at Nov 30, '12	No of Complaints Received		No of Dec '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '12
		Nov '12	Dec '12			
Billing Query	268	18	0	0	25	243 44.6%
Inadequate Supply	187	93	110	64	62	171 31.4%
Leaks	38	32	16	7	17	30 5.5%
Request for Service	30	2	1	0	1	30 5.5%
Road Restoration	20	4	2	0	6	16 2.9%
Other	56	6	2	0	3	55 10.1%
<b>Total</b>	<b>599</b>	<b>155</b>	<b>131</b>	<b>71</b>	<b>114</b>	<b>545</b>

**Fig. 4**



Cumulative	Jan - Dec 2011	Jan - Dec 2012
Number of complaints received	1,994	2,783
Number of complaints resolved	1,825	2,392
Number of complaints unresolved	140	334
Number of complaints withdrawn	29	57
Resolution rate	92.9%	87.7%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of WASA's 24/5 initiative.

**Fig. 5**

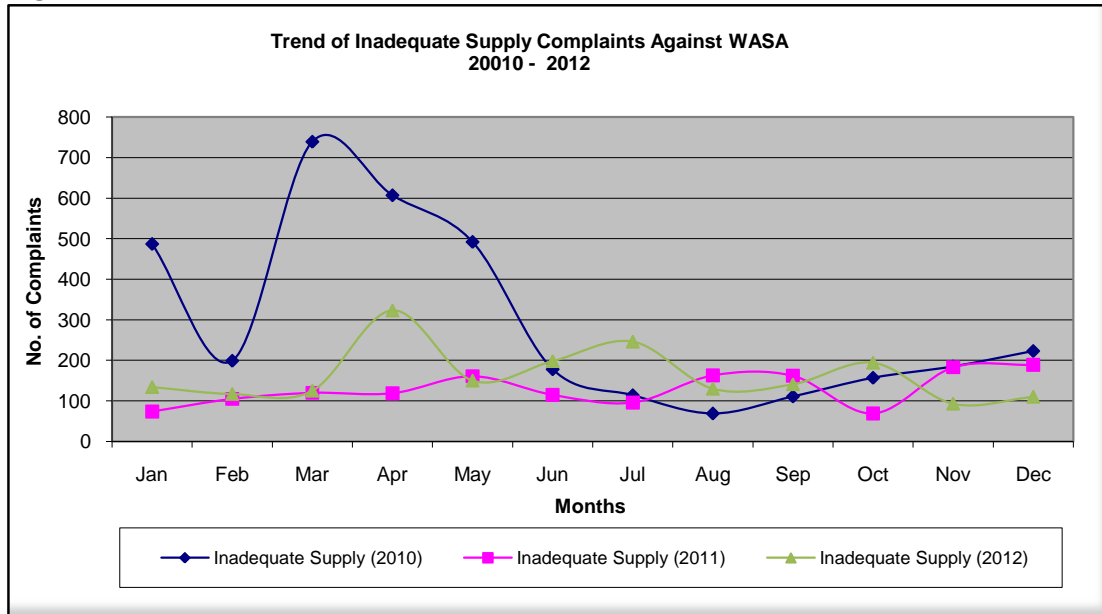
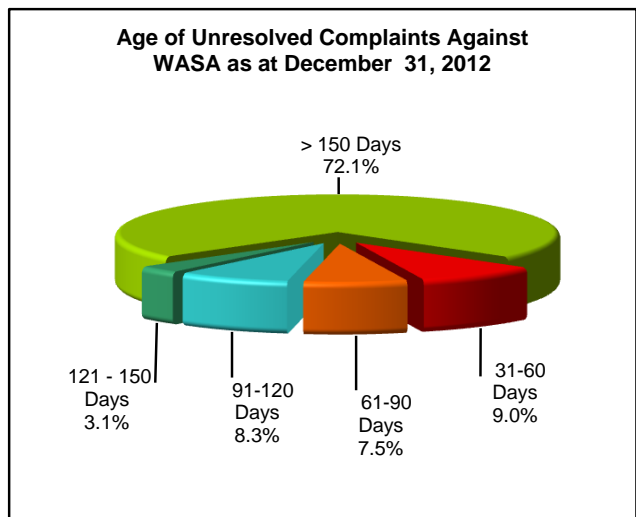


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Dec '12	Nov '12	% Change compared to Nov '12
31-60 Days	49	50	-2%
61-90 Days	41	40	3%
91-120 Days	45	21	114%
121 - 150 Days	17	20	-15%
> 150 Days	393	460	-15%

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											
	31-60		61-90		91-120		121-150		> 150		Total	
Billing Query	15	30.6%	15	36.6%	9	20.0%	8	47.1%	196	49.9%	243	44.6%
Inadequate Supply	20	40.8%	16	39.0%	24	53.3%	5	29.4%	106	27.0%	171	31.4%
Leaks	7	14.3%	0	0.0%	5	11.1%	3	17.6%	15	3.8%	30	5.5%
Other	5	10.2%	5	12.2%	3	6.7%	1	5.9%	41	10.4%	55	10.1%
Request for Service	0	0.0%	3	7.3%	2	4.4%	0	0.0%	25	6.4%	30	5.5%
Road Restoration	2	4.1%	2	4.9%	2	4.4%	0	0.0%	10	2.5%	16	2.9%
	<b>49</b>		<b>41</b>		<b>45</b>		<b>17</b>		<b>393</b>		<b>545</b>	

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

Complaint Type	Jan '12 - Dec '12	Dec '12
Billing Classification	18,747.00	-
Billing Query	503,670.00	-
Damage to Property	670,000.00	-
Disconnection / Reconnection	1,008.00	-
Other Claims	-	-
	<b>\$ 1,193,425.00</b>	<b>\$ -</b>

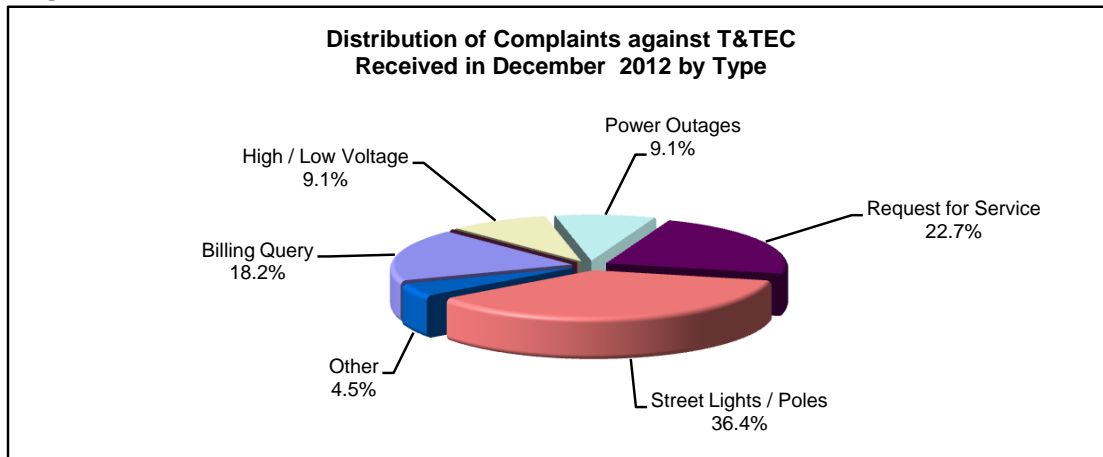
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in December 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in December 2012 by type. When compared to November 2012, the number of complaints related to Billing Queries increased by 2 or 100%, Damaged Appliances decreased by 5 or 100%, High/ Low Voltage decreased by 1 or 33%, Power Outages decreased by 1 or 33%, Request for Service decreased by 3 or 38%, Street Lights/Poles decreased by 4 or 33%, and the category Other decreased by 6 or 86% .

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Nov 30, '12	No of Complaints Received		No of Dec '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '12	
		Nov '12	Dec '12				
Billing Query	9	2	4	1	1	11	7.2%
Damaged Appliances	46	5	0	0	5	41	27.0%
High / Low Voltage	9	3	2	1	3	7	4.6%
Power Outages	11	3	2	1	4	8	5.3%
Request for Service	18	8	5	2	8	13	8.6%
Street Lights / Poles	49	12	8	2	6	49	32.2%
Other	28	7	1	1	5	23	15.1%
<b>Total</b>	<b>170</b>	<b>40</b>	<b>22</b>	<b>8</b>	<b>32</b>	<b>152</b>	

Fig. 7



Cumulative	Jan - Dec 2011	Jan - Dec 2012
Number of complaints received	315	484
Number of complaints resolved	267	363
Number of complaints unresolved	46	113
Number of complaints withdrawn	2	8
Resolution rate	85.3%	76.3%

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

Fig. 8

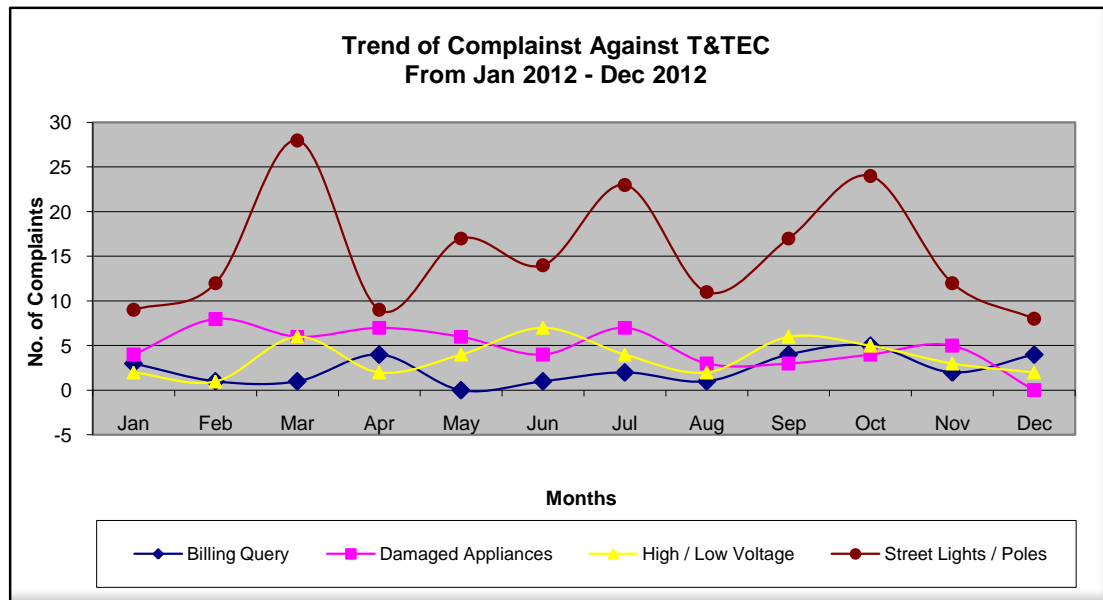
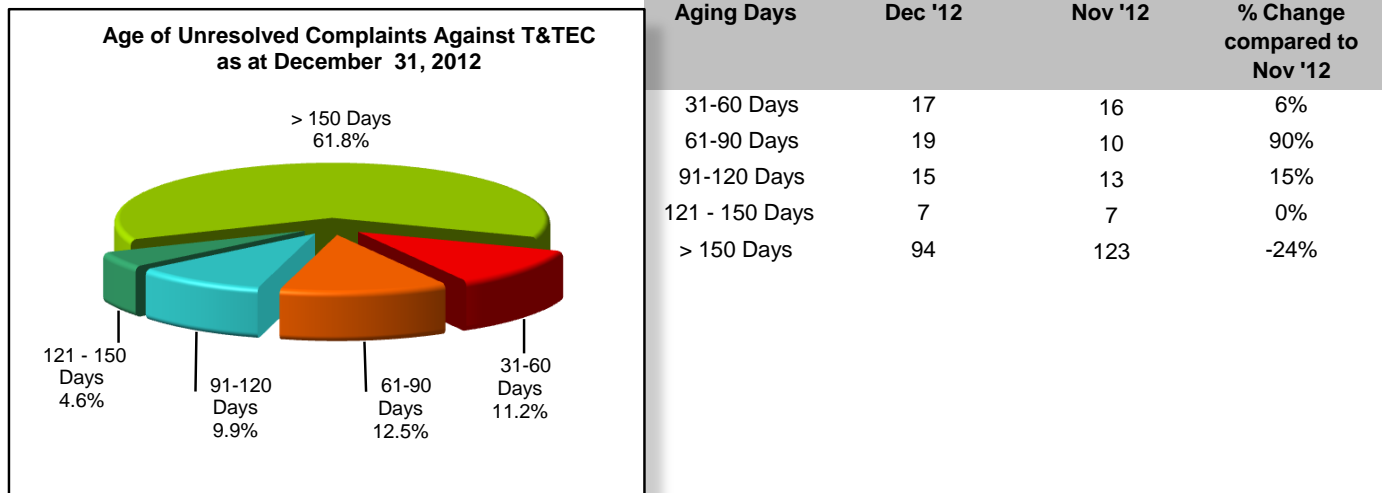


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This 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											
	31-60		61-90		91-120		121 - 150		> 150		Total	
Billing Query	1	5.9%	1	5.3%	2	13.3%	0	0.0%	7	7.4%	11	7.2%
Damaged Appliances	4	23.5%	3	15.8%	3	20.0%	1	14.3%	30	31.9%	41	27.0%
High / Low Voltage	1	5.9%	1	5.3%	2	13.3%	1	14.3%	2	2.1%	7	4.6%
Other	2	11.8%	1	5.3%	2	13.3%	1	14.3%	17	18.1%	23	15.1%
Power Outages	0	0.0%	4	21.1%	0	0.0%	2	28.6%	2	2.1%	8	5.3%
Request for Service	3	17.6%	1	5.3%	0	0.0%	0	0.0%	9	9.6%	13	8.6%
Street Lights / Poles	6	35.3%	8	42.1%	6	40.0%	2	28.6%	27	28.7%	49	32.2%
<b>Totals</b>	<b>17</b>		<b>19</b>		<b>15</b>		<b>7</b>		<b>94</b>		<b>152</b>	

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

Complaint Type	Jan '12 - Dec '12	Dec '12
Billing Query	15,295.00	-
Damaged Appliance	55,685.00	-
KVA Reduction	-	-
Other Claims	612,067.00	-
	<b>\$ 683,047.00</b>	<b>\$ -</b>



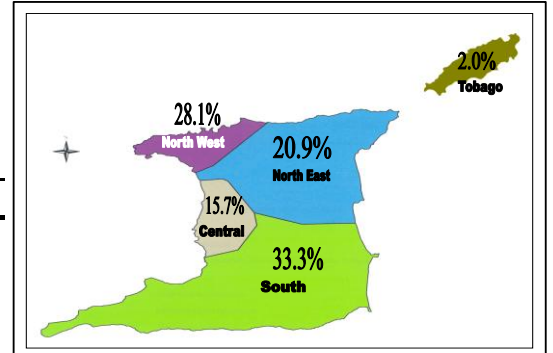
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	26 19.8%	6 27.3%	32 20.9%
North West	38 29.0%	5 22.7%	43 28.1%
Central	19 14.5%	5 22.7%	24 15.7%
South	46 35.1%	5 22.7%	51 33.3%
Tobago	2 1.5%	1 4.5%	3 2.0%
<b>Total</b>	<b>131</b>	<b>22</b>	<b>153</b>

**Fig. 10**



When compared to November 2012, the number of complaints received in December 2012 from the Central region decreased by 18 or 43%. Complaints from the North East increased by 13 or 68%. Complaints from the South region decreased by 37 or 42% while those from the North West and Tobago regions recorded no change.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '12 - Dec '12 .

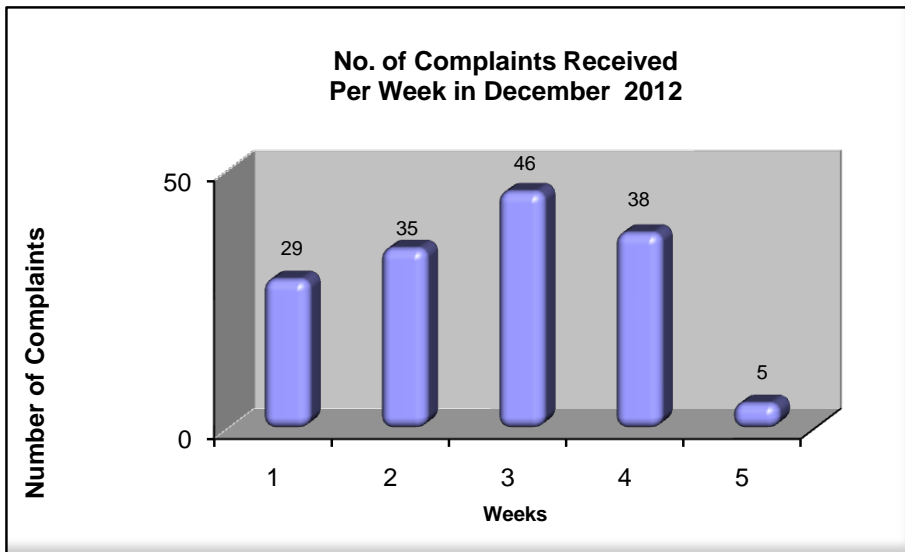
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	58
			Freeport	44
			Cunupia	43
		North East	Arima	35
			D'Abadie	25
			Talparo	12
		North West	Diego Martin	102
			Morvant	52
			Santa Cruz	40
			South	Penal
		South	Gasparillo	167
			Princes Town	129
			Barrackpore	101
T&TEC	Street Lights / Poles		South	Penal
		Tobago	Tobago	13
		South	Princes Town	10
		North East	Arima	10

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in December 2012

Fig. 11



Week	Number of Work Days
1	5
2	5
3	5
4	3
5	1

## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January - December 2012.

Fig. 12

