



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

February 2007

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in February 2007, as well as all outstanding complaints against Service Providers as at February 28, 2007.

Status	Feb '06	Feb '07	Mar '06 - Feb '07
Number of complaints received	290	342	3,894
Number of complaints resolved	80	169	3,406
Number of complaints unresolved	210	173	474
Number of complaints withdrawn	0	0	80
<b>Resolution rate for complaints received</b>	<b>28%</b>	<b>49%</b>	<b>89%</b>
No. of outstanding complaints resolved	118	214	39
Total number of complaints resolved	<b>198</b>	<b>383</b>	<b>3,445</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$8,241</b>	<b>TT\$470,072</b>

WASA \$382,121  
T&TEC \$87,951

**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 Jan 31, 2007	No & % of Complaints Received in Feb '07	No & % of Feb '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '07
Billing Query	218	8 (3%)	1 (0%)	4	221 (42%)
Inadequate Supply	208	283 (90%)	155 (50%)	123	213 (41%)
Leaks	27	12 (4%)	7 (2%)	15	17 (3%)
Request for Service	22	2 (1%)	0 (0%)	2	22 (4%)
Road Restoration	13	1 (0%)	0 (0%)	1	13 (2%)
Other	35	7 (2%)	0 (0%)	4	38 (7%)
<b>Total</b>	<b>523</b>	<b>313</b>	<b>163(52%)</b>	<b>149</b>	<b>524</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 Jan 31, 2007	No & % of Complaints Received in Feb '07	No & % of Feb '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '07
Billing Query	19	3 (10%)	1 (3%)	6	15 (6%)
Damage Appliances	127	3 (10%)	0 (0%)	17	113 (46%)
High / Low Voltage	18	4 (14%)	2 (7%)	10	10 (4%)
Power Outages	11	1 (3%)	0 (0%)	4	8 (3%)
Request for Service	8	0 (0%)	0 (0%)	4	4 (2%)
Street Lights / Poles	89	16 (55%)	2 (7%)	22	81 (33%)
Other	16	2 (7%)	1 (3%)	2	15 (6%)
<b>Total</b>	<b>288</b>	<b>29</b>	<b>6 (21%)</b>	<b>65</b>	<b>246</b>

## 2.0 Complaints Analysis

Monthly	Feb '06	Feb '07	Jan '07
Number of complaints received	290	342	311
Number of complaints resolved	80	169	177
Number of complaints unresolved	210	173	134
<b>Resolution rate for complaints received</b>	<b>28%</b>	<b>49%</b>	<b>57%</b>
No. of outstanding complaints resolved	118	214	95
Total number of complaints resolved	198	383	272

The total number of complaints received in February 2007 increased by 31 or 10% when compared to Jan '07. Using the same comparative period, the resolution rate for February 2007 decreased by 13%. The number of complaints resolved for the current month decreased by 8 or 5% and from a previous period (unresolved from Jan '03 to Jan '07) increased by 119 or 125%. The total number of complaints resolved overall increased by 111 or 41%.

Cumulative	Jan - Feb '06	Jan - Feb '07	Mar '06 - Feb '07
Number of complaints received	650	638	3,894
Number of complaints resolved	319	488	3,406
Number of complaints unresolved	331	150	474
Number of complaints withdrawn	5	17	80
Resolution rate	49%	79%	89%

The cumulative number of complaints received and resolved from Jan - Feb '07 decreased by 12 or 40% and increased by 169 or 53% respectively when compared to Jan - Feb '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 342 complaints recorded for Feb '07 were reported by 212 customers of which 85 or 40% were new customers. Table 3 shows the frequency of complaints where 118 customers made only one complaint whilst cumulatively 94 or 46% of our customers made more than one complaint. For the period Jan - Feb '07, 362 customers made 638 complaints to the RIC of which 168 or 79% were new customers.

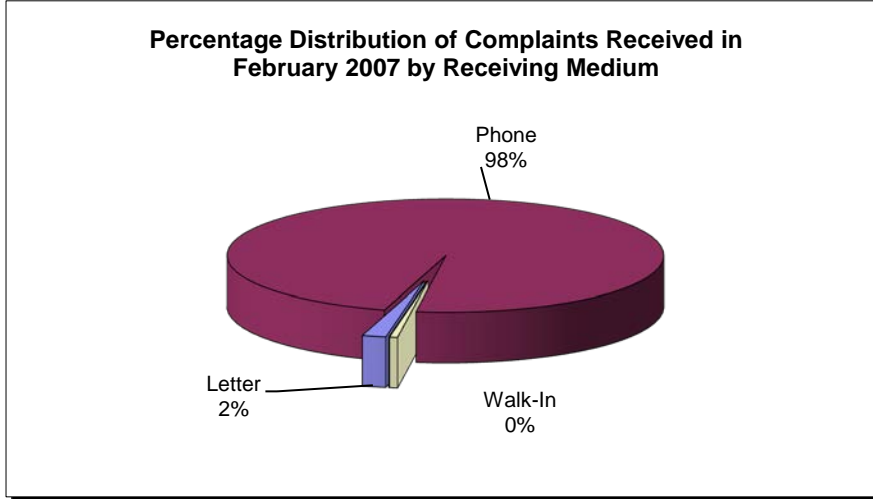
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Feb '07 Customers	% of Repeated Customers Feb '07	No. of Customers Jan - Feb '07	% of Repeated Customers Jan - Feb '07
1	118	0	191	53
2	72	34	107	30
3	10	5	31	9
4	10	5	18	5
5	2	1	8	2
>6	0	0	7	2
0	212		362	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2007 by receiving medium. The number of complaints received by Letter decreased by 4 or 40%, Telephone increased by 40 or 14%, and Walk-In decreased by 3 or 60%, when compared to Jan '07.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2007 by Service Provider. The number of complaints filed against WASA have increased by 44 or 16% and those filed against T&TEC decreased by 13 or 31% when compared to Jan '07.

Fig. 2

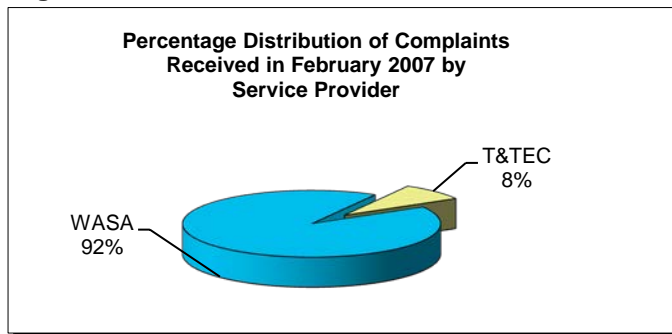
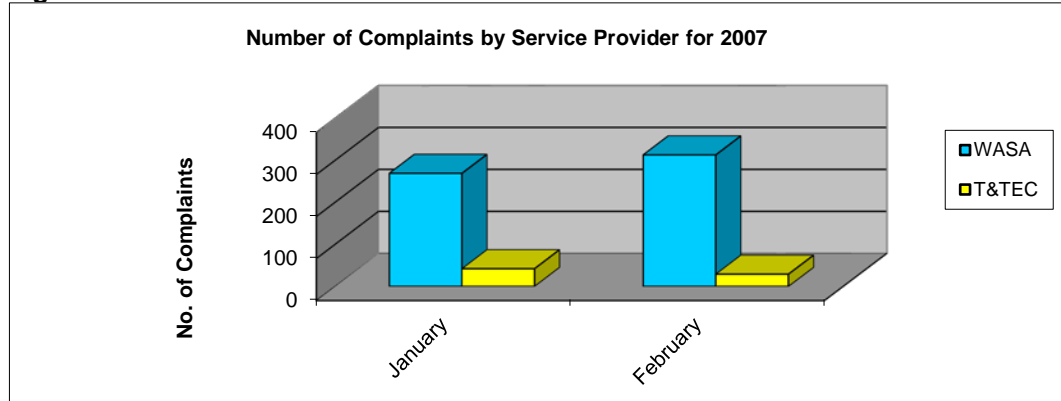


Fig. 3





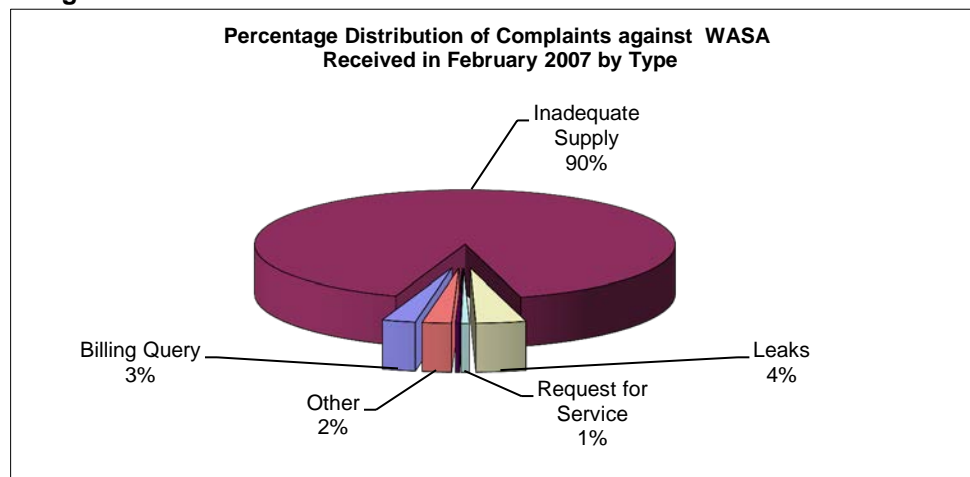
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2007 by type. When compared to Jan '07 the number of complaints related to Billing Queries decreased by 4 or 33%, Inadequate Supply increased by 53 or 23%, Leaks decreased by 4 or 25%, and the category Other decreased by 4 or 80%.

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

Complaint Category	Total Unresolved Complaints as at Jan 31, 2007	No of Complaints Received in Feb '07	No of Feb '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '07
Billing Query	218	8	1	4	221 (42%)
Inadequate Supply	208	283	155	123	213 (41%)
Leaks	27	12	7	15	17 (3%)
Request for Service	22	2	0	2	22 (4%)
Road Restoration	13	1	0	1	13 (2%)
Other	35	7	0	4	38 (7%)
<b>Total</b>	<b>523</b>	<b>313</b>	<b>163</b>	<b>149</b>	<b>524</b>

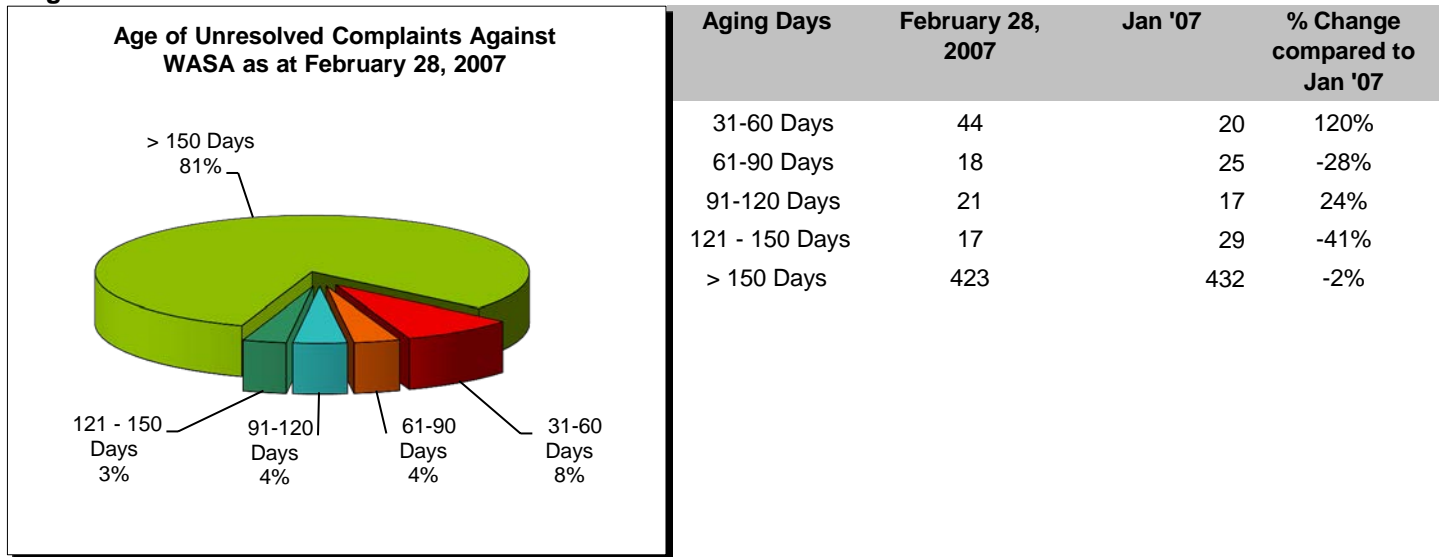
**Fig. 4**



Cumulative	Jan - Feb '07	Mar '06 - Feb '07
Number of complaints received	566	3,357
Number of complaints resolved	455	3,033
Number of complaints unresolved	111	324
Number of complaints withdrawn	17	66
Resolution rate	83%	92%

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	February 28, 2007	Jan '07	% Change compared to Jan '07
31-60 Days	44	20	120%
61-90 Days	18	25	-28%
91-120 Days	21	17	24%
121 - 150 Days	17	29	-41%
> 150 Days	423	432	-2%

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply 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	11 (25%)	2 (11%)	11 (52%)	5 (29%)	192 (45%)	218 (42%)
Inadequate Supply	22 (50%)	13 (72%)	6 (29%)	9 (53%)	162 (38%)	208 (41%)
Leaks	6 (14%)	2 (11%)	1 (5%)	1 (6%)	7 (2%)	27 (3%)
Other	1 (2%)	1 (6%)	3 (14%)	1 (6%)	32 (8%)	35 (7%)
Request for Service	1 (2%)	(0%)	(0%)	(0%)	21 (5%)	22 (4%)
Road Restoration	3 (7%)	(0%)	(0%)	1 (6%)	9 (2%)	13 (2%)
	<b>44</b>	<b>18</b>	<b>21</b>	<b>17</b>	<b>423</b>	<b>523</b>

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

Complaint Type	Mar '06 - Feb '07	Jan - Feb '07	Feb '07
Billing Classification	6,596	-	-
Billing Query	268,761	33,822	7,691
Damage to Property Disconnection / Reconnection	80,550	80,550	550
Retroactive Billing Adjustment	73	73	-
	26,141	-	-
	<b>\$ 382,121</b>	<b>\$ 114,445</b>	<b>\$ 8,241</b>

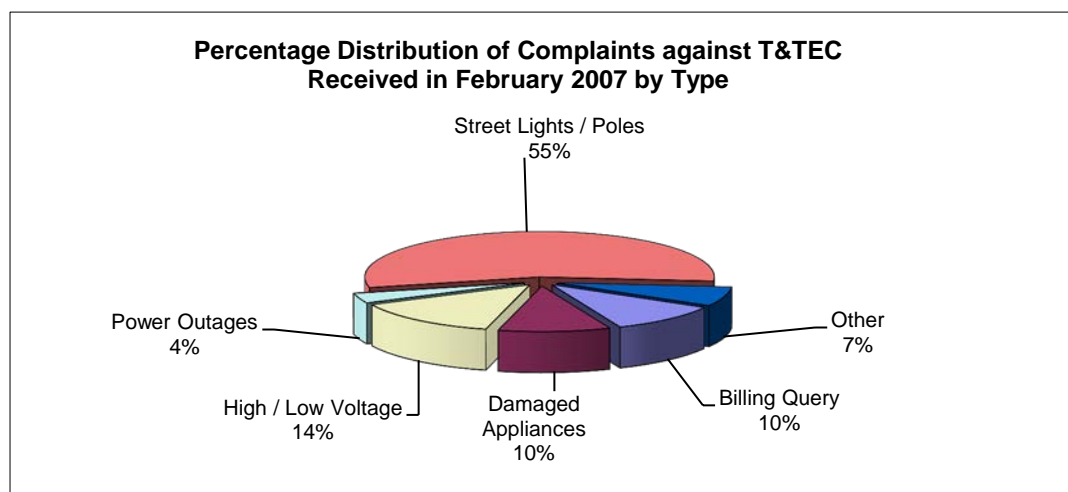
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in February 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in February 2007 by type. When compared to Jan '07, the number of complaints related to Billing Queries decreased by 1 or 25%, Damage Appliances decreased by 2 or 40%, High/Low Voltage decreased by 2 or 33%, Power Outages decreased by 4 or 80% and Request for Service decreased by 3 or 100%.

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

Complaint Type	Total Unresolved Complaints as at Jan 31, 2007	No of Complaints Received in Feb '07	No of Feb '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '07
Billing Query	19	3	1	6	15 (6%)
Damaged Appliances	127	3	0	17	113 (46%)
High / Low Voltage	18	4	2	10	10 (4%)
Power Outages	11	1	0	4	8 (3%)
Request for Service	8	0	0	4	4 (2%)
Street Lights / Poles	89	16	2	22	81 (33%)
Other	16	2	1	2	15 (6%)
<b>Total</b>	<b>288</b>	<b>29</b>	<b>6</b>	<b>65</b>	<b>246</b>

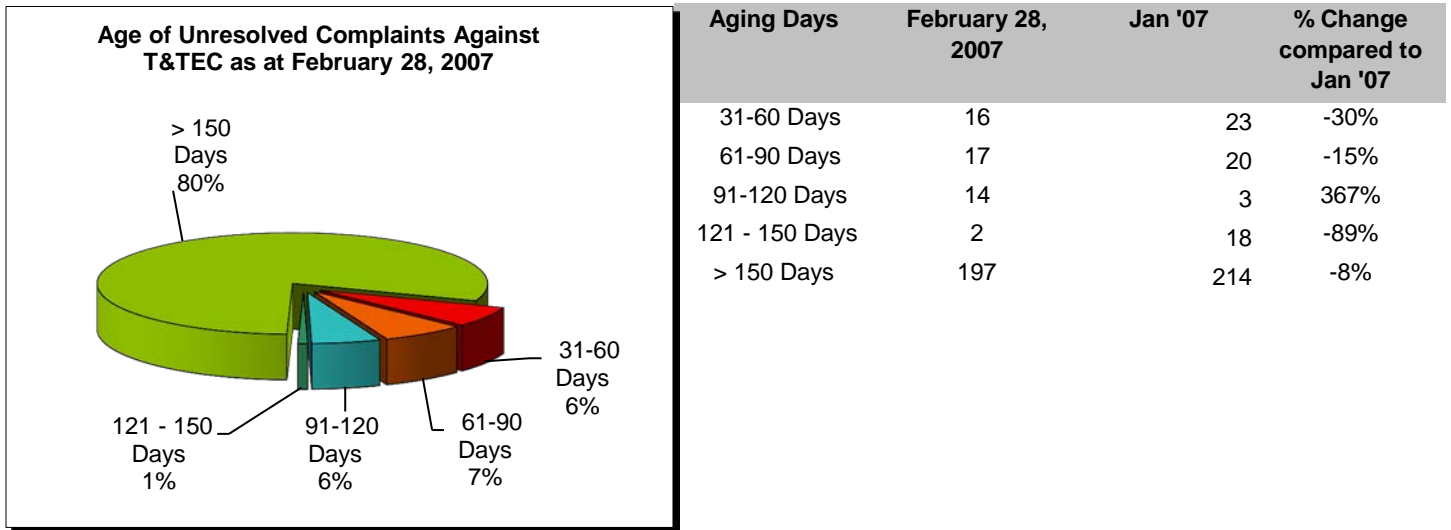
**Fig. 6**



<b>Cumulative</b>	<b>Jan - Feb '07</b>	<b>Mar '06 - Feb '07</b>
Number of complaints received	72	537
Number of complaints resolved	33	373
Number of complaints unresolved	39	150
Number of complaints withdrawn	0	14
Resolution rate	46%	71%

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	February 28, 2007	Jan '07	% Change compared to Jan '07
31-60 Days	16	23	-30%
61-90 Days	17	20	-15%
91-120 Days	14	3	367%
121 - 150 Days	2	18	-89%
> 150 Days	197	214	-8%

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	1 (6%)	3 (18%)	(0%)	1 (50%)	10 (5%)	15 (6%)
Damaged Appliances	5 (31%)	2 (12%)	3 (21%)	(0%)	103 (52%)	113 (46%)
High / Low Voltage	(0%)	1 (6%)	2 (14%)	(0%)	7 (4%)	10 (4%)
Other	2 (13%)	3 (18%)	1 (7%)	(0%)	9 (5%)	15 (6%)
Power Outages	3 (19%)	(0%)	(0%)	(0%)	5 (3%)	8 (3%)
Request for Service	(0%)	(0%)	(0%)	(0%)	4 (2%)	4 (2%)
Street Lights / Poles	5 (31%)	8 (47%)	8 (57%)	1 (50%)	59 (30%)	81 (33%)
<b>Totals</b>	<b>16</b>	<b>17</b>	<b>14</b>	<b>2</b>	<b>197</b>	<b>246</b>

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

Complaint Type	Mar '06 - Feb '07	Jan - Feb '07	Feb '07
Billing Query	18,392	-	-
Damaged Appliance	68,311	3,167	-
Request for Service	1,248	-	-
	<b>\$ 87,951</b>	<b>\$ 3,167</b>	<b>\$ -</b>



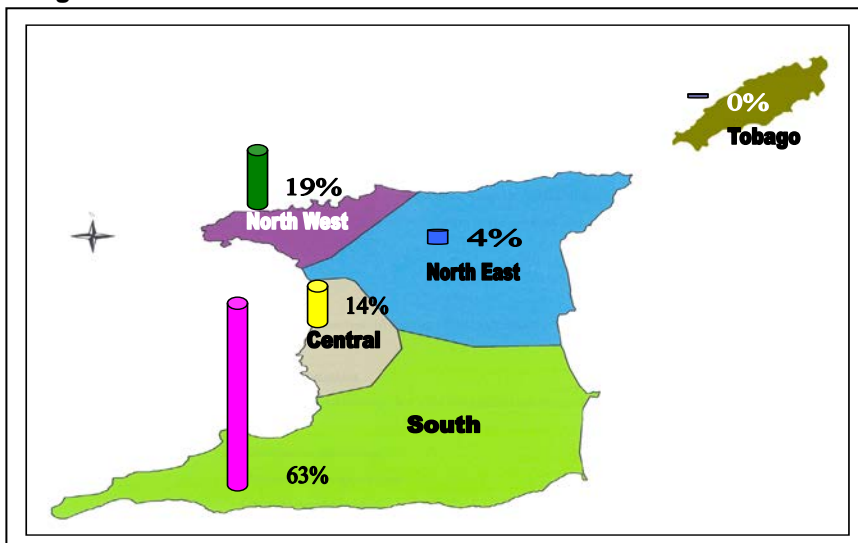
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in February 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	12 (4%)	3 (10%)	15 (4%)
North West	59 (19%)	6 (21%)	65 (19%)
Central	42 (13%)	7 (24%)	49 (14%)
South	200 (64%)	13 (45%)	213 (62%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>313</b>	<b>29</b>	<b>342</b>

**Fig. 8**



When compared to Jan '07, the number of complaints from the Central region increased by 6 or 14%, from the North East decreased by 10 or 40%, from the North West increased by 1 or 2%, while complaints from the South region increased by 35 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 - Feb '07 .

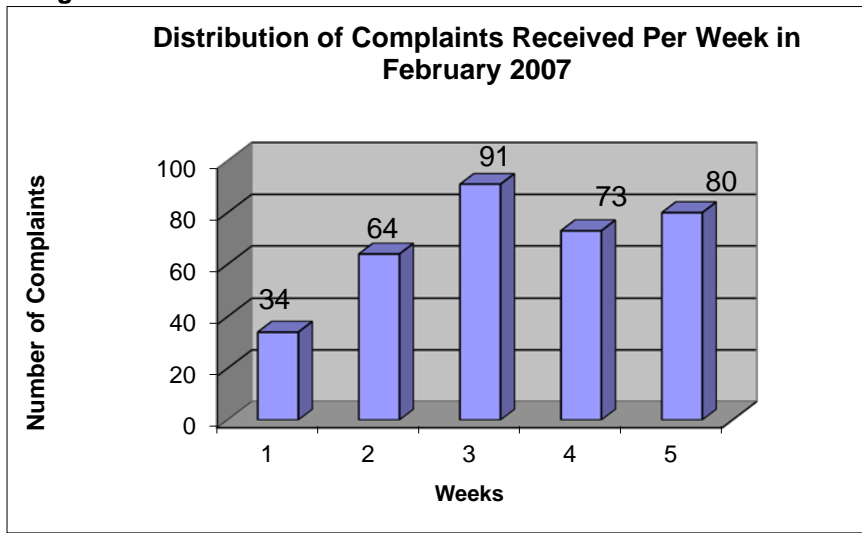
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	167
		South	Princes Town	37
		South	Barrackpore	37
		North West	Glencoe	27
		South	Gasparillo	16
		North West	Laventille	14
		Central	Flanagin Town	14
		Central	Couva	13
		North West	Port of Spain	12
		South	Moruga	9
		South	Santa Flora	8
T&TEC	Street Lights / Poles	South	Penal	5
		South	Princes Town	4
		South	Barrackpore	3
		North East	Arima	3

## 7.0 Distribution of Complaints Received Per Week

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

**Fig. 9**



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Feb '07

