



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

January 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2004 as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	39	3	7%	1	2	39
Inadequate Supply	20	26	58%	19	2	25
Leaks	4	10	22%	7	2	5
Road Restoration	2	0	0%	0	0	2
Other	18	6	13%	3	4	17
Total	83	45	100%	30	10	88

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	10	5	19%	0	1	14
Power Outages	5	2	7%	0	0	7
Volt. Fluct /Damages	21	10	37%	0	3	28
Street Lights/Poles	1	2	7%	0	1	2
Request for Supply	9	2	7%	0	1	10
Other	13	6	22%	3	2	14
Total	59	27	100%	3	8	75

1.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3

Complaint Type	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	18	9	16%	1	0	26
Out of Service	25	37	66%	23	18	21
Request for Service	7	4	7%	2	3	6
Other	9	6	11%	3	4	8
Total	59	56	100%	29	25	61

2.0 Complaints Analysis

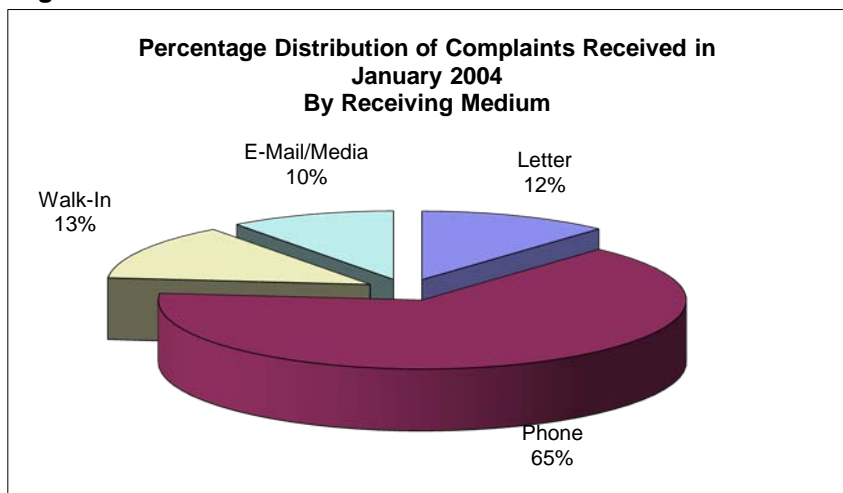
Monthly	Jan 2003	Dec 2003	Jan 2004
Number of complaints received	40	92	128
Number of complaints resolved	25	43	62
Number of complaints unresolved	15	49	66
Resolution rate for complaints received	63%	47%	48%
No. of outstanding complaints resolved	20	43	43
Total number of complaints resolved	45	86	105

The total number of complaints received in January '04 increased by 36 or 39% when compared to December '03. Using the same comparative period, the number of complaints resolved from those received in January '04 increased by 17 or 35% and the total number of complaints resolved overall increased by 19 or 22%.

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2004 by receiving medium. The number of complaints received by E-Mail/Media increased by 10 or 333%, Walk-In by 7 or 70%, Letter by 6 or 67%, and Telephone by 13 or 19% when compared to December '03.

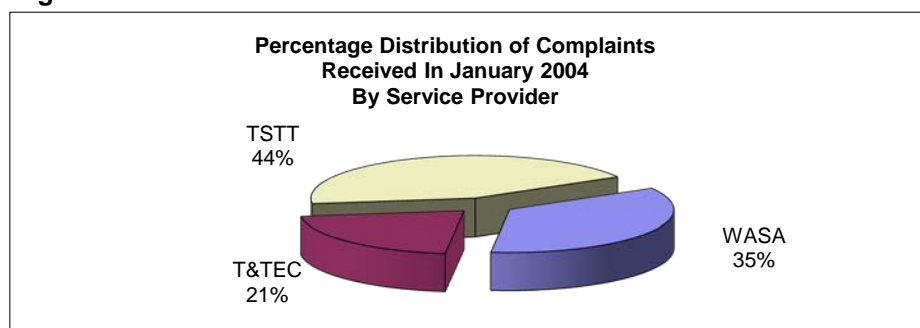
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2004 by Service Provider. The number of complaints filed against TSTT in January '04 have increased by 21 or 60%, T&TEC by 10 or 59% and WASA by 5 or 13% when compared to December '03.

Fig. 2



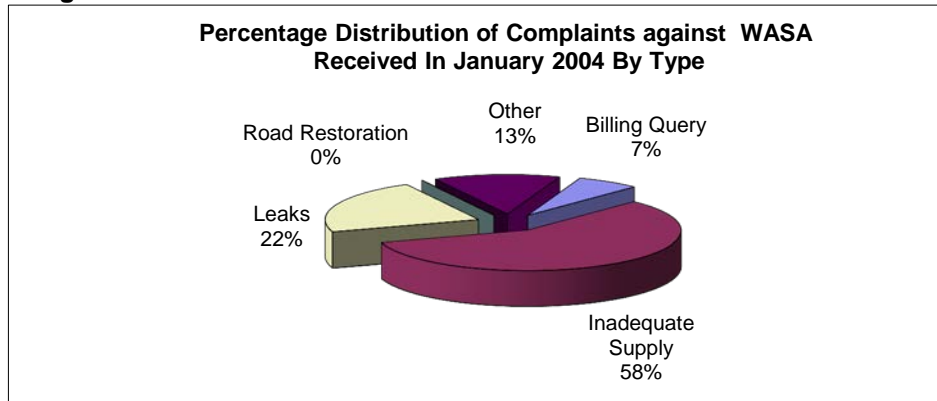
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2004 and their status, as well as, the type and number of all unresolved complaints as at January 31, 2004. Figure 3 shows the percentage distribution of the complaints received in January 2004 by type. Apart from the five additional leaks reported, there were marginal changes when compared to December '03

Table 4

Complaint Category	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	39	3	7%	1	2	39
Inadequate Supply	20	26	58%	19	2	25
Leaks	4	10	22%	7	2	5
Road Restoration	2	0	0%	0	0	2
Other	18	6	13%	3	4	17
Total	83	45	100%	30	10	88

Fig. 3



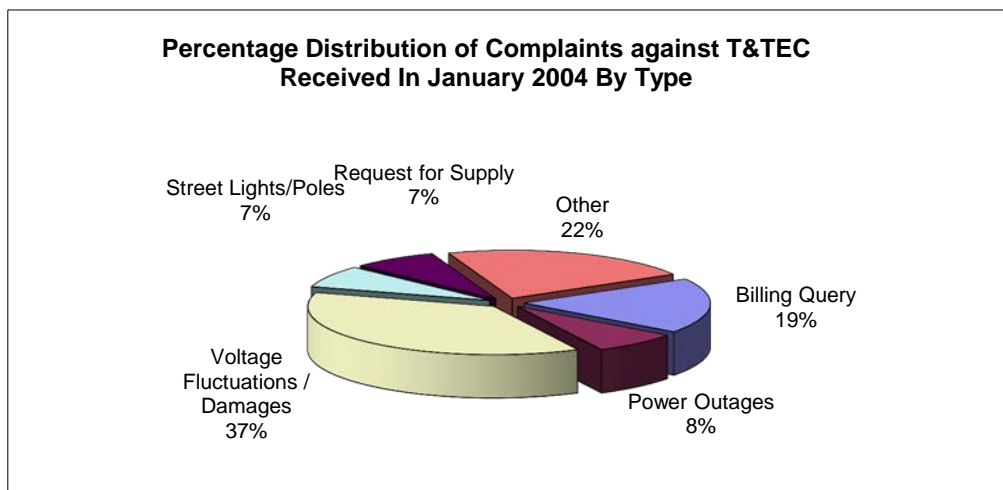
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in January 2004 and their status, as well as, the type and number of all unresolved complaints as at January 31, 2004. Figure 4 shows the percentage distribution of the complaints received in January 2004 by type. The number of complaints related to Billing Query increased by 4 (400%) when compared to December '03

Table 5

Complaint Type	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	10	5	19%	0	1	14
Power Outages	5	2	7%	0	0	7
Volt. Fluct / Damages	21	10	37%	0	3	28
Street Lights/Poles	1	2	7%	0	1	2
Request for Supply	9	2	7%	0	1	10
Other	13	6	22%	3	2	14
Total	59	27	100%	3	8	75

Fig. 4



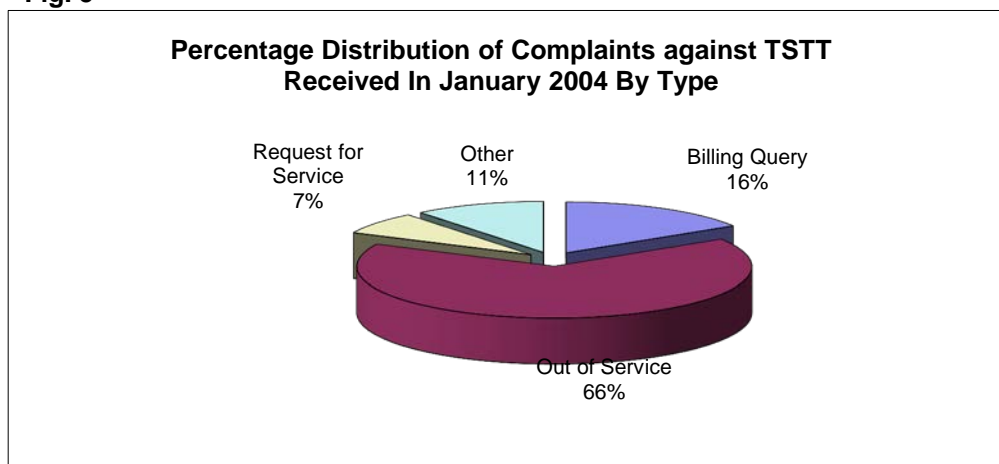
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in January 2004 and their status, as well as, the type and number of all unresolved complaints as at January 31, 2004. Figure 5 shows the percentage distribution of the complaints received in January 2004 by type. The number of Out of Service complaints increased by 11 or 42% and Billing Query by 6 or 200% when compared with December '03.

Table 6

Complaint Type	Total Unresolved Complaints As At December 31, 2003	Complaints Received in Jan. '04	Percentage Distribution of Complaints Received	Complaints Resolved in Jan. '04	Complaints Resolved From Previous Period	Total Unresolved Complaints As At January 31, 2004
Billing Query	18	9	16%	1	0	26
Out of Service	25	37	66%	23	18	4
Request for Service	7	4	7%	2	3	6
Other	9	6	11%	3	4	8
Total	59	56	100%	29	25	44

Fig. 5



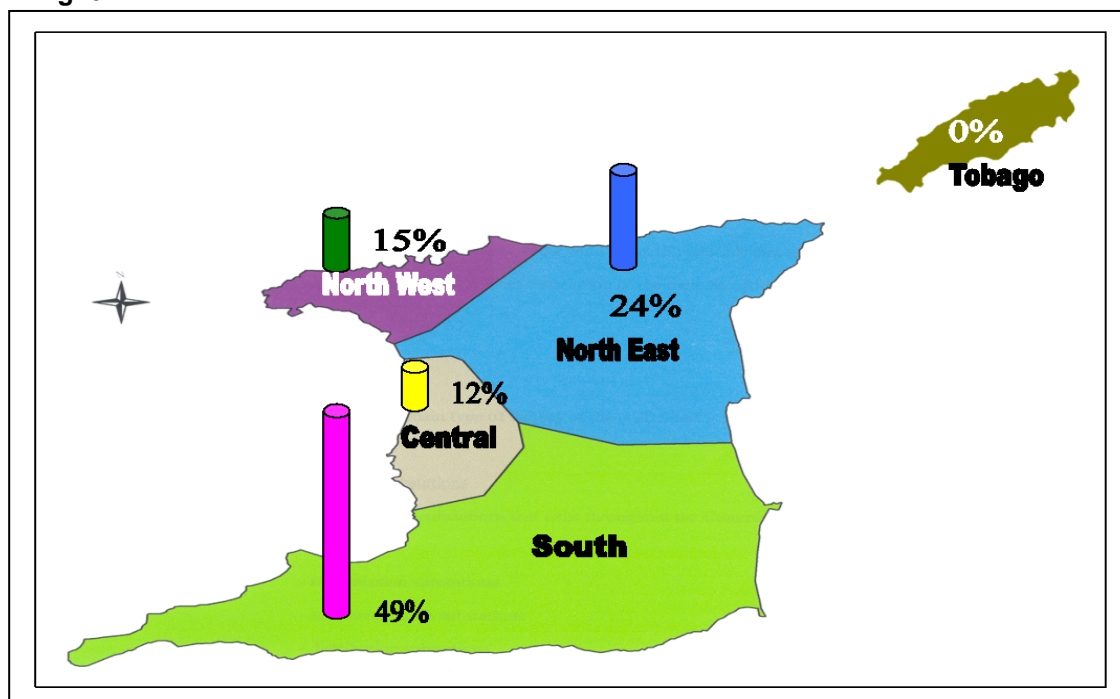
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in January 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	11 or 24%	09 or 33%	11 or 20%	31 or 24%
North West	09 or 20%	06 or 22%	04 or 07%	19 or 15%
Central	05 or 11%	07 or 26%	03 or 05%	15 or 12%
South	20 or 44%	05 or 19%	38 or 68%	63 or 49%
Tobago	0 or 0%	0 or 0%	0 or 0%	0 or 0%
Total	45	27	56	128

Fig. 6



The South region represented 49% of all complaints received and continues to be the region with the highest number of complaints. The number of complaints received from the South region increased by 17 or 37%, Central by 8 or 114%, North West by 6 or 46% and North East by 5 or 19%, when compared to December '03. For T&TEC the number of complaints from the Central region increased by 5 or 250%. For TSTT the number of complaints from the South region increased by 19 or 100%. For WASA the number of complaints from the North West region increased by 5 or 125%. Overall, the areas recording the highest number of complaints were San Fernando (11), Princes Town (10), Chaguanas (7), Williamsville, Tunapuna and Arima with 6 each and Barrackpore, Penal and Gasparillo with 5 each.

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in January 2004

Fig. 7

