



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

January 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2007, as well as all outstanding complaints against Service Providers as at January 31, 2007.

Status	Jan '06	Jan '07	Feb '06 - Jan '07
Number of complaints received	350	311	3,855
Number of complaints resolved	120	177	3,291
Number of complaints unresolved	230	134	549
Number of complaints withdrawn	0	0	69
Resolution rate for complaints received	34%	57%	87%
No. of outstanding complaints resolved	123	95	39
Total number of complaints resolved	243	272	3,330
Rebate/compensation awarded to customers		TT\$0	TT\$443,813

WASA \$352,407
T&TEC \$91,406

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 Dec 31, 2006	No & % of Complaints Received in Jan '07	No & % of Complaints Resolved Jan '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '07
Billing Query	217	12 (4%)	0 (0%)	11	218 (42%)
Inadequate Supply	186	230 (86%)	160 (59%)	48	208 (40%)
Leaks	16	16 (6%)	5 (2%)	0	27 (5%)
Request for Service	21	2 (1%)	0 (0%)	1	22 (4%)
Road Restoration	9	5 (2%)	0 (0%)	1	13 (2%)
Other	35	4 (1%)	0 (0%)	4	35 (7%)
Total	484	269	165(61%)	65	523

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 Dec 31, 2006	No & % of Complaints Received in Jan '07	No & % of Complaints Resolved Jan '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '07
Billing Query	19	4 (10%)	1 (2%)	3	19 (7%)
Damage Appliances	124	5 (12%)	0 (0%)	2	127 (44%)
High / Low Voltage	23	6 (14%)	2 (5%)	9	18 (6%)
Power Outages	10	5 (12%)	1 (2%)	3	11 (4%)
Request for Service	7	3 (7%)	2 (5%)	0	8 (3%)
Street Lights / Poles	90	16 (38%)	5 (12%)	12	89 (31%)
Other	15	3 (7%)	1 (2%)	1	16 (6%)
Total	288	42	12 (29%)	30	288

2.0 Complaints Analysis

Monthly	Jan '06	Jan '07	Dec '06
Number of complaints received	350	311	316
Number of complaints resolved	120	177	193
Number of complaints unresolved	230	134	123
Resolution rate for complaints received	34%	57%	61%
No. of outstanding complaints resolved	123	95	195
Total number of complaints resolved	243	272	388

The total number of complaints received in January 2007 decreased by 5 or 2% when compared to Dec '06. Using the same comparative period, the resolution rate for January 2007 decreased by 7%. The number of complaints resolved for the current month decreased by 16 or 8% and from a previous period (unresolved from Jan '03 to Dec '06) decreased by 100 or 51%. The total number of complaints resolved overall decreased by 116 or 30%.

Cumulative	Jan - '06	Jan - '07	Feb '06 - Jan '07
Number of complaints received	352	311	3,855
Number of complaints resolved	120	177	3,291
Number of complaints unresolved	232	134	549
Number of complaints withdrawn	0	4	69
Resolution rate	34%	58%	87%

The cumulative number of complaints received and resolved from Jan - '07 decreased by 41 or 40% and increased by 57 or 48% respectively when compared to Jan - '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 311 complaints recorded for Jan '07 were reported by 208 customers of which 83 or 40% were new customers. Table 3 shows the frequency of complaints where 128 customers made only one complaint whilst cumulatively 80 or 40% of our customers made more than one complaint.

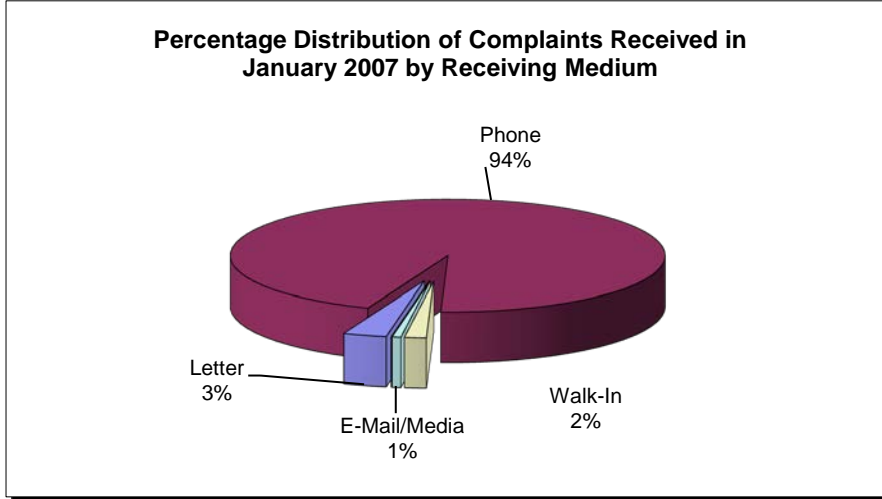
Table 3: Frequency of Complaints

No. of Complaints	No. of Jan '07 Customers	% of Repeated Customers Jan '07
1	128	0
2	63	30
3	12	6
4	4	2
5	1	0
>6	0	0
0	208	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2007 by receiving medium. The number of complaints received by Letter increased by 4 or 67%, Telephone decreased by 10 or 3%, Walk in increased by 2 or 67%, Outreach Nil by 0 or 0% and e-mail/Media decreased by 1 or 33% when compared to Dec '06.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2007 by Service Provider. The number of complaints filed against WASA have decreased by 4 or 1% and those filed against T&TEC decreased by 1 or 2% when compared to Dec '06.

Fig. 2

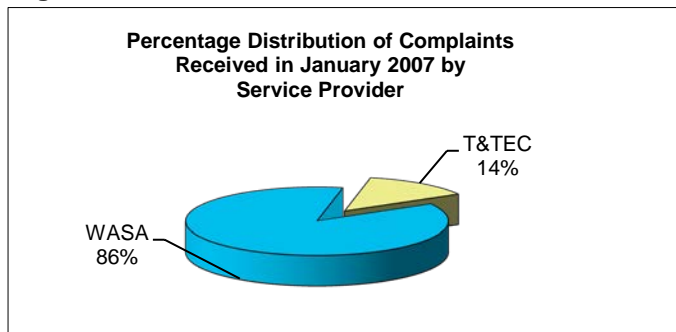
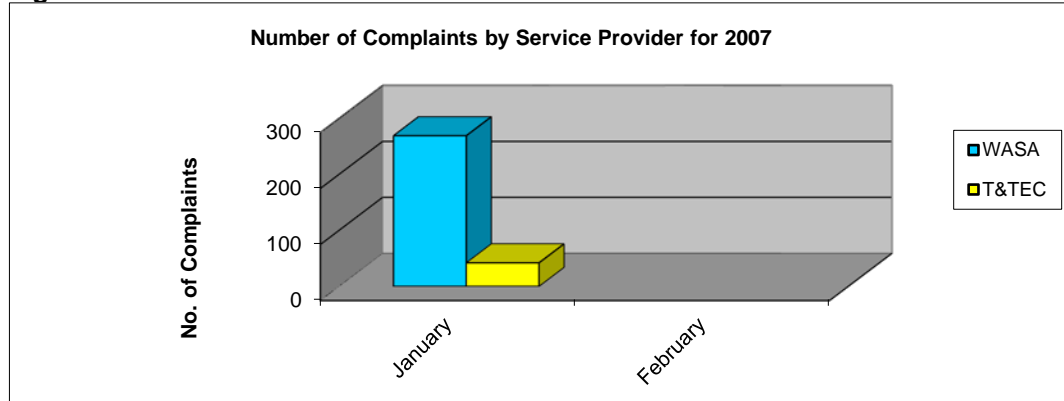


Fig. 3





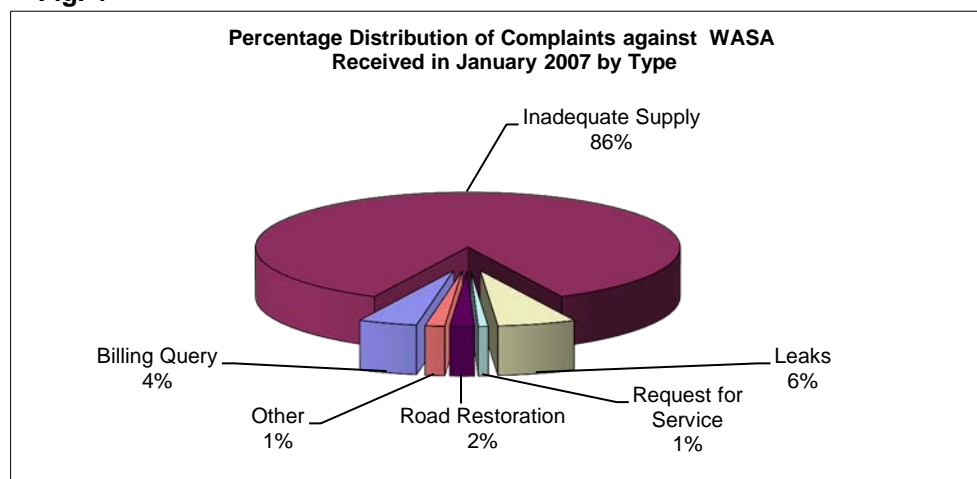
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2007 by type. When compared to Dec '06 the number of complaints related to Billing Queries increased by 10 or 500%, Inadequate Supply decreased by 22 or 9%, Leaks Nil by 0 or 0%, Road Restoration increased by 1 or 100%, and the category Other increased by 5 or 500%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, 2006	No of Complaints Received in Jan '07	No of Jan '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '07
Billing Query	217	12	0	11	218 (42%)
Inadequate Supply	186	230	160	48	208 (40%)
Leaks	16	16	5	0	27 (5%)
Request for Service	21	2	0	1	22 (4%)
Road Restoration	9	5	0	1	13 (2%)
Other	35	4	0	4	35 (7%)
Total	484	269	165	65	523

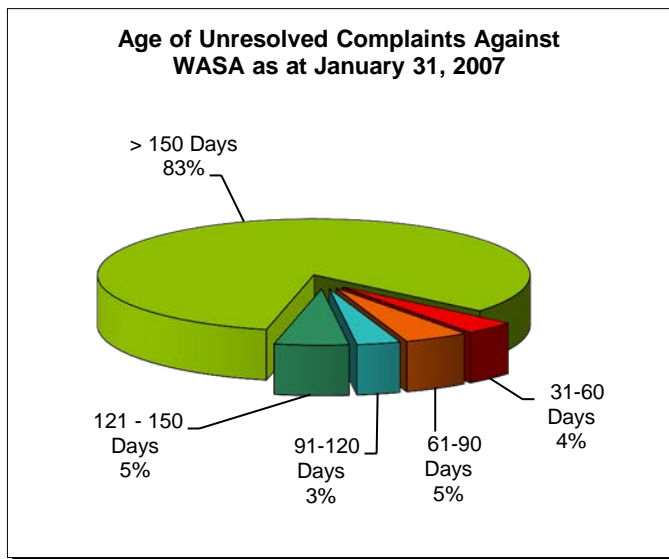
Fig. 4



Cumulative	Jan - '07	Feb '06 - Jan '07
Number of complaints received	269	3,289
Number of complaints resolved	165	2,919
Number of complaints unresolved	104	370
Number of complaints withdrawn	4	54
Resolution rate	62%	90%

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	January 31, 2007	Dec '06	% Change compared to Dec '06
31-60 Days	20	29	-31%
61-90 Days	25	21	19%
91-120 Days	17	28	-39%
121 - 150 Days	29	33	-12%
> 150 Days	432	370	17%

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	2 (10%)	12 (48%)	5 (29%)	9 (31%)	190 (44%)	214 (42%)
Inadequate Supply	14 (70%)	9 (36%)	8 (47%)	17 (59%)	160 (37%)	186 (40%)
Leaks	3 (15%)	2 (8%)	2 (12%)	1 (3%)	19 (4%)	16 (5%)
Other	1 (5%)	2 (8%)	1 (6%)	2 (7%)	29 (7%)	35 (7%)
Request for Service	(0%)	(0%)	(0%)	(0%)	22 (5%)	21 (4%)
Road Restoration	(0%)	(0%)	1 (6%)	(0%)	12 (3%)	9 (2%)
	20	25	17	29	432	481

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

Complaint Type	Feb '06 - Jan '07	Jan '07
Billing Classification	6,596.00	-
Billing Query	239,597.00	-
Damage to Property	80,000.00	-
Disconnection / Reconnection	73.00	-
Retroactive Billing Adjustment	26,141.00	-
	\$ 352,407.00	-

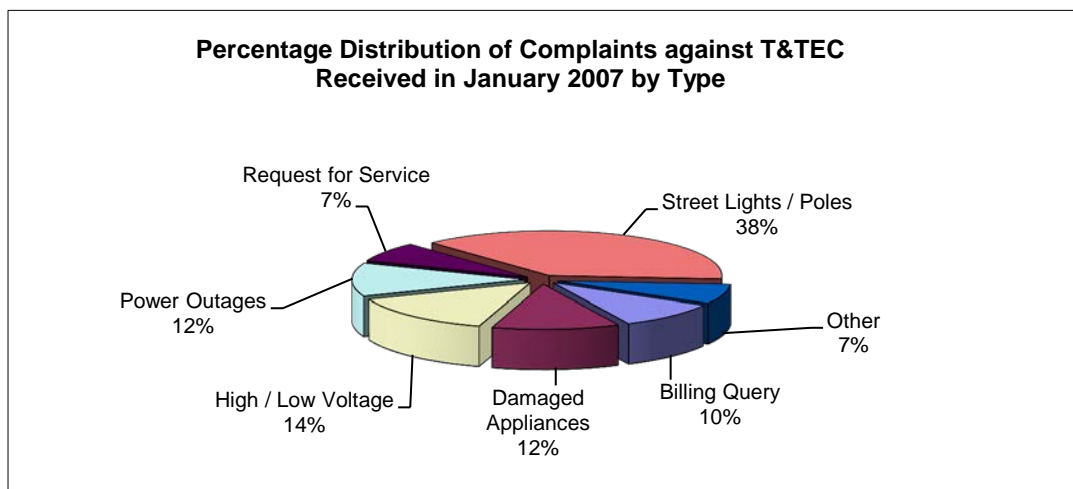
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in January 2007 by type. When compared to Dec '06, the number of complaints related to Billing Queries Nil by 0 or 0%, Damage Appliances increased by 2 or 67%, High/ Low Voltage Nil by 0 or 0%, Power Outages increased by 3 or 150%, Request for Service increased by 3 or 300%, Street Lights/Poles decreased by 6 or 27%, and the category Other decreased by 3 or 50% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, 2006	No of Complaints Received in Jan '07	No of Jan '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '07
Billing Query	19	4	1	3	19 (7%)
Damaged Appliances	124	5	0	2	127 (44%)
High / Low Voltage	23	6	2	9	18 (6%)
Power Outages	10	5	1	3	11 (4%)
Request for Service	7	3	2	0	8 (3%)
Street Lights / Poles	90	16	5	12	89 (31%)
Other	15	3	1	1	16 (6%)
Total	288	42	12	30	288

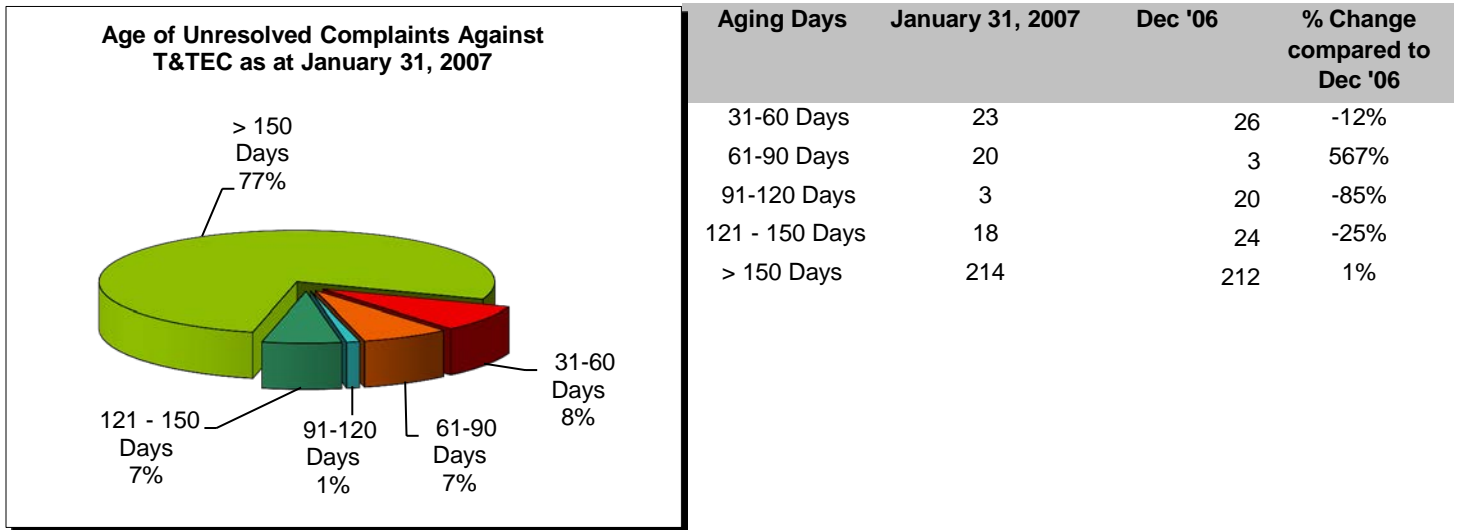
Fig. 6



Cumulative	Jan - '07	Feb '06 - Jan '07
Number of complaints received	42	566
Number of complaints resolved	12	372
Number of complaints unresolved	30	179
Number of complaints withdrawn	0	15
Resolution rate	29%	68%

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	January 31, 2007	Dec '06	% Change compared to Dec '06
31-60 Days	23	26	-12%
61-90 Days	20	3	567%
91-120 Days	3	20	-85%
121 - 150 Days	18	24	-25%
> 150 Days	214	212	1%

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	2 (9%)	3 (15%)	1 (33%)	(0%)	13 (6%)	19 (7%)
Damaged Appliances	2 (9%)	4 (20%)	(0%)	2 (11%)	109 (51%)	117 (42%)
High / Low Voltage	2 (9%)	3 (15%)	(0%)	2 (11%)	11 (5%)	18 (6%)
Other	3 (13%)	1 (5%)	(0%)	1 (6%)	11 (5%)	16 (6%)
Power Outages	(0%)	(0%)	(0%)	1 (6%)	10 (5%)	11 (4%)
Request for Service	(0%)	(0%)	(0%)	2 (11%)	6 (3%)	8 (3%)
Street Lights / Poles	14 (61%)	9 (45%)	2 (67%)	10 (56%)	54 (25%)	89 (32%)
Totals	23	20	3	18	214	278

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

Complaint Type	Jan - '07	Jan '07
Billing Query	18,392.00	0.00
Damaged Appliance	71,766.00	111.00
Request for Service	1,248.00	0.00
\$	91,406.00	111.00

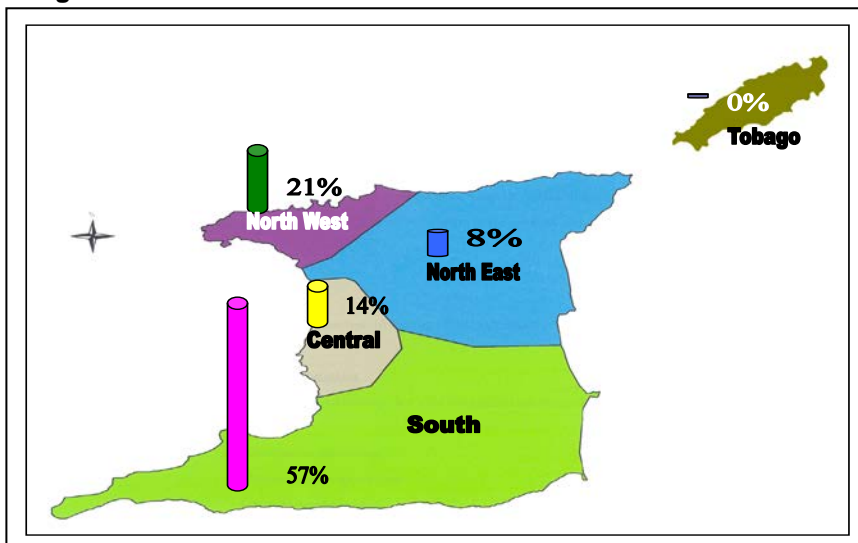
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 January 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	14 (5%)	11 (26%)	25 (8%)
North West	52 (19%)	12 (29%)	64 (21%)
Central	40 (15%)	3 (7%)	43 (14%)
South	163 (61%)	15 (36%)	178 (57%)
Tobago	0 (0%)	1 (2%)	1 (0%)
Total	269	42	311

Fig. 8



When compared to Dec '06, the number of complaints from the Central region Nil by 0 or 0%, from the North East decreased by 4 or 14%, from the North West decreased by 2 or 3%, complaints from the South region increased by 2 or 1% while those from Tobago decreased by 1 or 50%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - '07 .

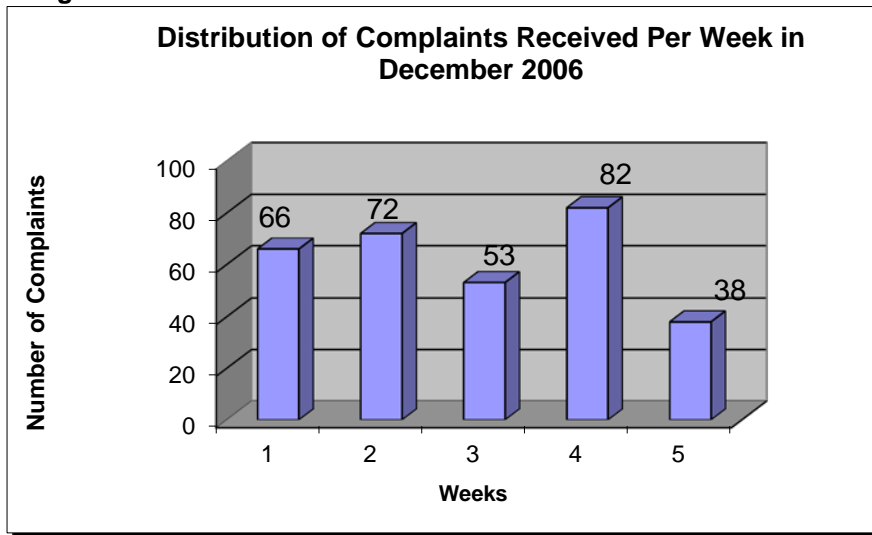
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	69
		South	Princes Town	23
		South	Barrackpore	20
		North West	Glencoe	11
		South	Gasparillo	9
		Central	Flanagin Town	8
		North West	St. Anns	6
		North West	Port of Spain	5
		North West	Laventille	5
		Central	Cunupia	5
		North West	Belmont	4
T&TEC	Street Lights / Poles	South	Penal	4
	Street Lights / Poles	South	Princes Town	2

7.0 Distribution of Complaints Received Per Week

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

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between January 01 to 31 2007.

