



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

January 2009

1.0 Overview of Complaints

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

Status	Jan '08	Jan '09	Feb '08 - Jan '09		
Number of complaints received	328	178	3,729		
Number of complaints resolved	155	86	3,049		
Number of complaints unresolved	173	92	563		
Number of complaints withdrawn	0	0	113		
Resolution rate for complaints received	47%	48%	84%		
No. of outstanding complaints resolved	33	66	39		
Total number of complaints resolved	188	152	3,088		
Rebate/compensation awarded to customers		TT\$0	TT\$392,585	WASA	\$163,233
				T&TEC	\$229,352

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, 2008	No & % of Complaints Received in Jan '09	No & % of Jan '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '09
Billing Query	284	9 (6%)	0 (0%)	11	282 (34%)
Inadequate Supply	400	114 (74%)	72 (47%)	23	419 (51%)
Leaks	20	22 (14%)	8 (5%)	9	25 (3%)
Request for Service	32	0 (0%)	0 (0%)	1	31 (4%)
Road Restoration	15	3 (2%)	0 (0%)	1	17 (2%)
Other	44	6 (4%)	2 (1%)	0	48 (6%)
Total	795	154	82(53%)	45	822

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, 2008	No & % of Complaints Received in Jan '09	No & % of Jan '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '09
Billing Query	34	10 (42%)	0 (0%)	9	35 (14%)
Damage Appliances	122	1 (4%)	0 (0%)	2	121 (50%)
High / Low Voltage	7	2 (8%)	0 (0%)	1	8 (3%)
Power Outages	14	0 (0%)	0 (0%)	4	10 (4%)
Request for Service	4	2 (8%)	0 (0%)	0	6 (2%)
Street Lights / Poles	45	6 (25%)	3 (13%)	4	44 (18%)
Other	19	3 (13%)	1 (4%)	1	20 (8%)
Total	245	24	4 (17%)	21	244

2.0 Complaints Analysis

Monthly	Jan '08	Jan '09	Dec '08
Number of complaints received	328	178	212
Number of complaints resolved	155	86	102
Number of complaints unresolved	173	92	110
Resolution rate for complaints received	47%	48%	48%
No. of outstanding complaints resolved	33	66	471
Total number of complaints resolved	188	152	573

The total number of complaints received in January 2009 decreased by 34 or 16% when compared to Dec '08. Using the same comparative period, the number of complaints resolved for the current month decreased by 16 or 16% and from a previous period (unresolved from Jan '04 to Dec '08) decreased by 405 or 86%. The total number of complaints resolved overall decreased by 421 or 73%. This is typical since more complaints are closed at the end of the year.

Cumulative	Feb '08 - Jan '09
Number of complaints received	3,729
Number of complaints resolved	3,049
Number of complaints unresolved	563
Number of complaints withdrawn	113
Resolution rate	84%

3.0 Customer Analysis

The 178 complaints recorded for Jan '09 were reported by 139 customers of which 52 or 37% were new customers. Table 3 shows the frequency of complaints where 107 customers made only one complaint.

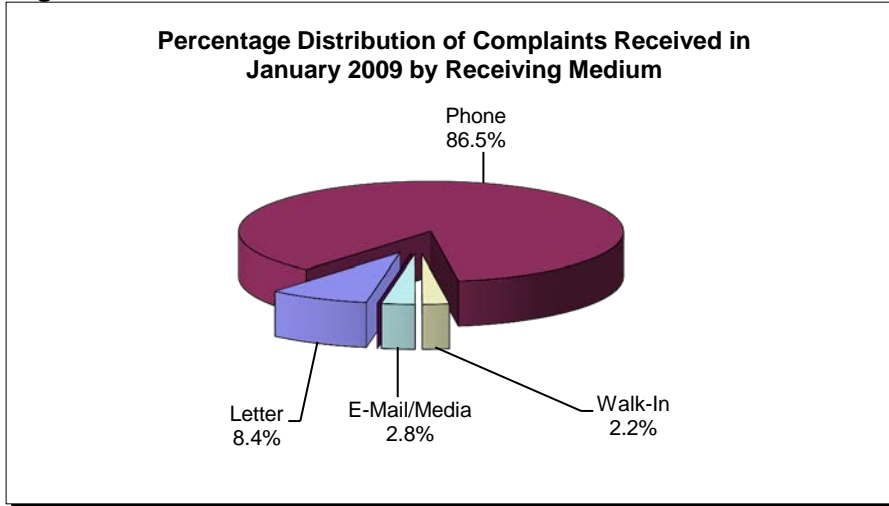
Table 3: Frequency of Complaints

No. of Complaints	No. of Jan '09 Customers	% of Repeated Customers Jan '09
1	107	0
2	27	19
3	3	2
4	2	1
5	0	0
>6	0	0
0	139	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2009 by receiving medium. The number of complaints received by Letter decreased by 5 or 25%, Telephone decreased by 27 or 15%, Walk in decreased by 4 or 50%, and e-mail/Media increased by 2 or 67% when compared to Dec '08.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2009 by Service Provider. The number of complaints filed against WASA have decreased by 8 or 5% and those filed against T&TEC decreased by 26 or 52% when compared to Dec '08.

Fig. 2

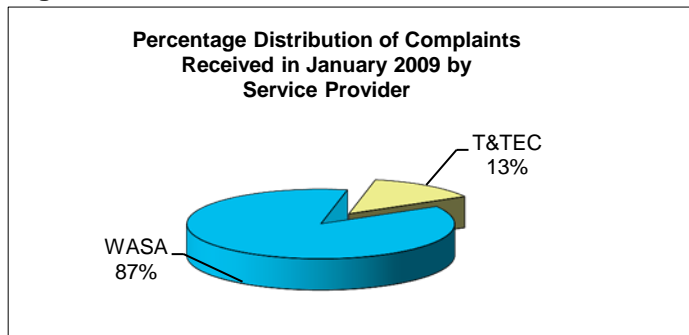
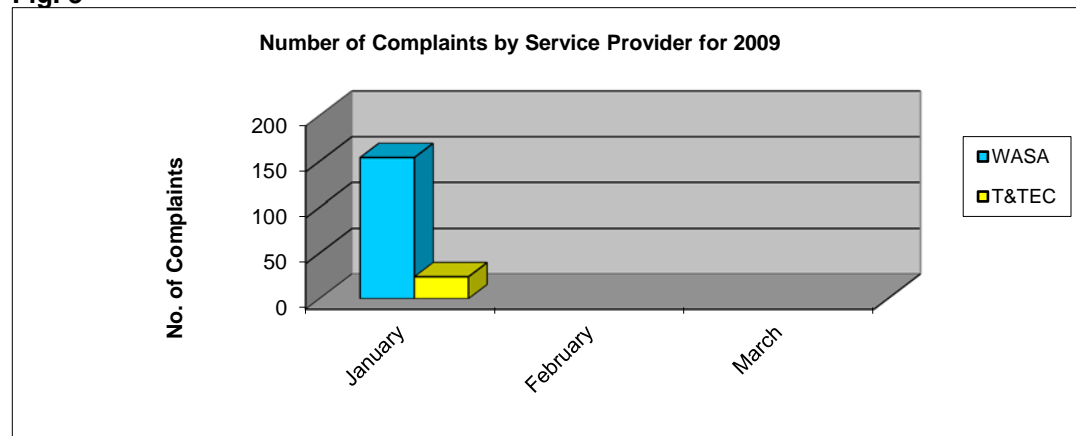


Fig. 3



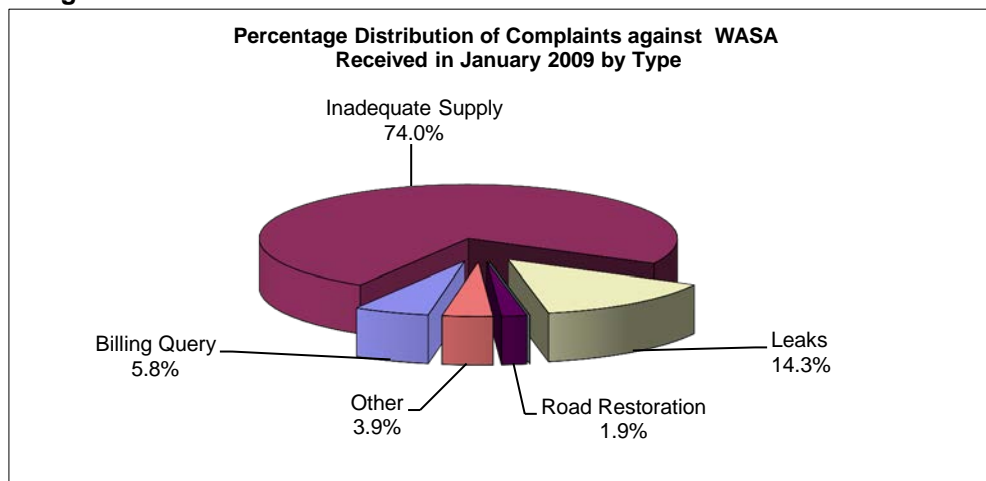
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2009 by type. When compared to Dec '08 the number of complaints related to Inadequate Supply decreased by 17 or 13%, Leaks increased by 5 or 29%, and the category Other increased by 2 or 200%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, 2008	No of Complaints Received in Jan '09	No of Jan '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '09
Billing Query	284	9	0	11	282 (34%)
Inadequate Supply	400	114	72	23	419 (51%)
Leaks	20	22	8	9	25 (3%)
Request for Service	32	0	0	1	31 (4%)
Road Restoration	15	3	0	1	17 (2%)
Other	44	6	2	0	48 (6%)
Total	795	154	82	45	822

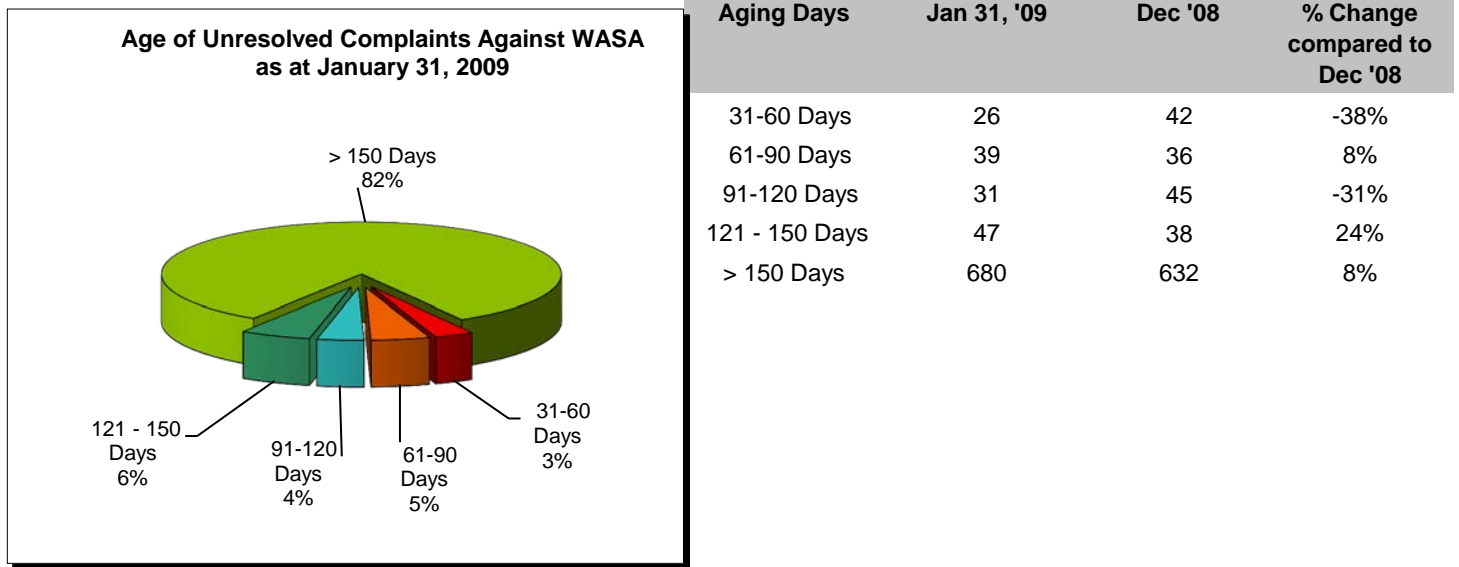
Fig. 4



Cumulative	Jan '09	Feb '08 - Jan '09
Number of complaints received	154	3,349
Number of complaints resolved	82	2,785
Number of complaints unresolved	70	452
Number of complaints withdrawn	2	108
Resolution rate	54%	86%

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	Jan 31, '09	Dec '08	% Change compared to Dec '08
31-60 Days	26	42	-38%
61-90 Days	39	36	8%
91-120 Days	31	45	-31%
121 - 150 Days	47	38	24%
> 150 Days	680	632	8%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	7 (27%)	8 (21%)	5 (16%)	6 (13%)	260 (38%)	284 (35%)
Inadequate Supply	16 (62%)	25 (64%)	23 (74%)	34 (72%)	319 (47%)	398 (51%)
Leaks	1 (4%)	2 (5%)	1 (3%)	3 (6%)	18 (3%)	20 (3%)
Other	1 (4%)	2 (5%)	1 (3%)	3 (6%)	41 (6%)	44 (6%)
Request for Service	(0%)	1 (3%)	(0%)	1 (2%)	28 (4%)	32 (4%)
Road Restoration	1 (4%)	1 (3%)	1 (3%)	(0%)	14 (2%)	15 (2%)
	26	39	31	47	680	793

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

Complaint Type	Feb '08 - Jan '09	Jan '09
Billing Classification	286.00	-
Billing Query	149,810.00	-
Damage to Property	-	-
Disconnection / Reconnection	-	-
Retroactive Billing Adjustment	13,137.00	-
	\$ 163,233.00	\$ -

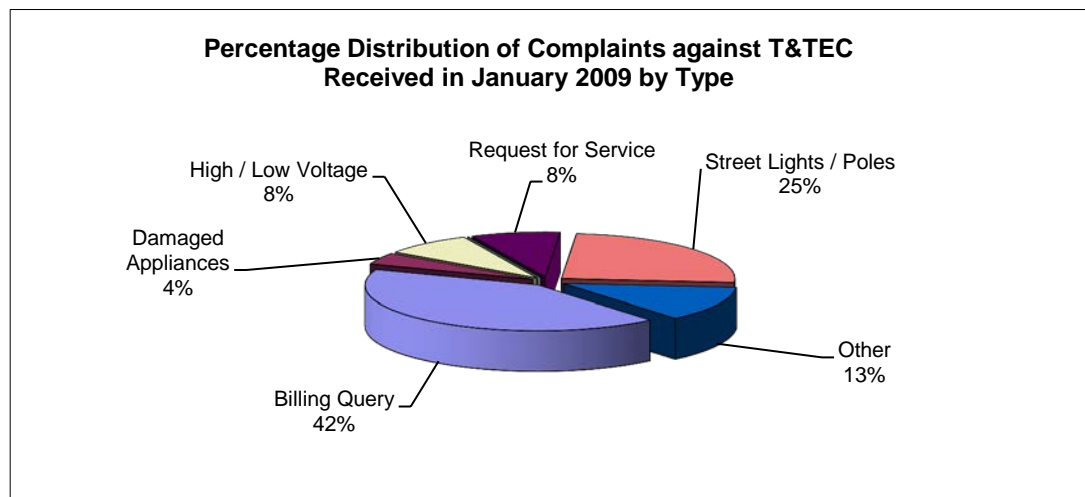
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2009 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in January 2009 by type. When compared to Dec '08, the number of complaints related to Billing Queries decreased by 10 or 50%, Damage Appliances decreased by 6 or 86%, High/Low Voltage increased by 1 or 100%, Power Outages decreased by 6 or 100%, Street Lights/Poles decreased by 4 or 40%, and the category Other decreased by 1 or 25% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, 2008	No of Complaints Received in Jan '09	No of Jan '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '09
Billing Query	34	10	0	9	35 (14%)
Damaged Appliances	122	1	0	2	121 (50%)
High / Low Voltage	7	2	0	1	8 (3%)
Power Outages	14	0	0	4	10 (4%)
Request for Service	4	2	0	0	6 (2%)
Street Lights / Poles	45	6	3	4	44 (18%)
Other	19	3	1	1	20 (8%)
Total	245	24	4	21	244

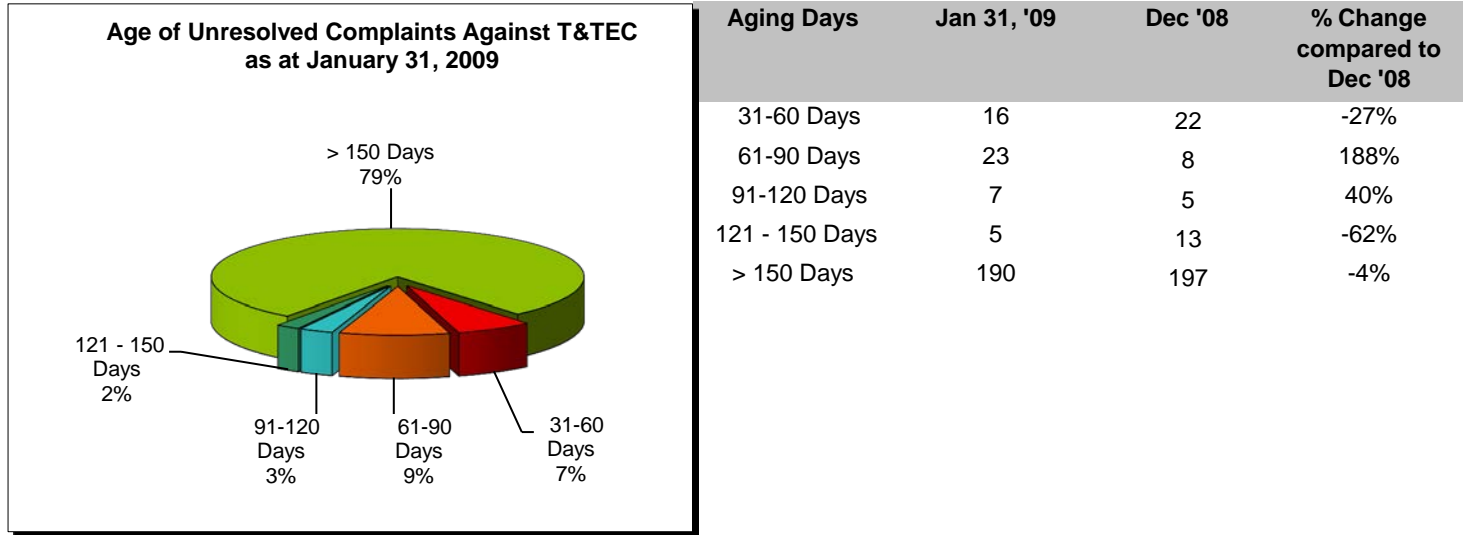
Fig. 6



Cumulative	Jan '09	Feb '08 - Jan '09
Number of complaints received	24	380
Number of complaints resolved	4	264
Number of complaints unresolved	20	111
Number of complaints withdrawn	0	5
Resolution rate	17%	70%

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	Jan 31, '09	Dec '08	% Change compared to Dec '08
31-60 Days	16	22	-27%
61-90 Days	23	8	188%
91-120 Days	7	5	40%
121 - 150 Days	5	13	-62%
> 150 Days	190	197	-4%

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	6 (38%)	4 (17%)	3 (43%)	1 (20%)	20 (11%)	34 (14%)
Damaged Appliances	5 (31%)	4 (17%)	3 (43%)	1 (20%)	109 (57%)	122 (51%)
High / Low Voltage	(0%)	4 (17%)	(0%)	1 (20%)	3 (2%)	8 (3%)
Other	1 (6%)	3 (13%)	(0%)	2 (40%)	13 (7%)	19 (8%)
Power Outages	2 (13%)	1 (4%)	(0%)	(0%)	7 (4%)	10 (4%)
Request for Service	2 (13%)	(0%)	(0%)	(0%)	4 (2%)	6 (2%)
Street Lights / Poles	(0%)	7 (30%)	1 (14%)	(0%)	34 (18%)	42 (17%)
Totals	16	23	7	5	190	241

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

Complaint Type	Feb '08 - Jan '09	Jan '09
Billing Query	142,159.00	-
Damaged Appliance	37,193.00	-
Other Claims	50,000.00	-
	\$ 229,352.00	\$ -

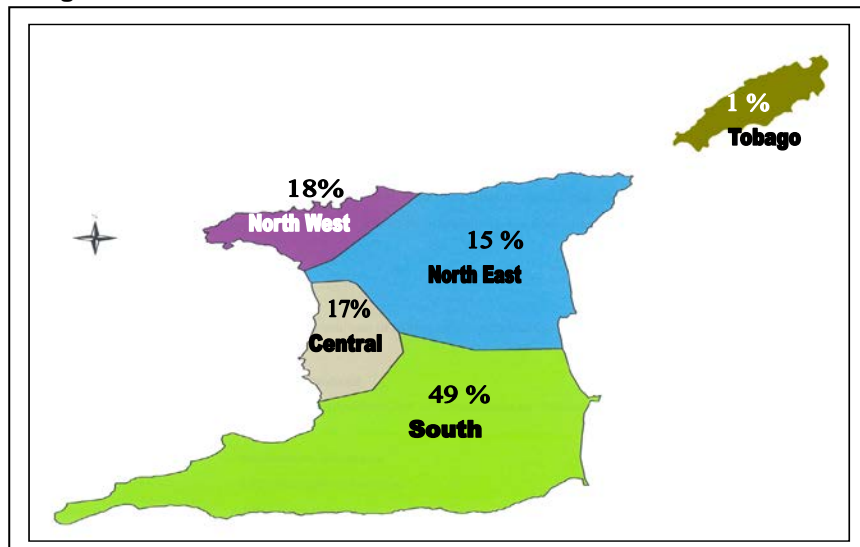
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	20 (13%)	7 (29%)	27 (15%)
North West	26 (17%)	6 (25%)	32 (18%)
Central	27 (18%)	4 (17%)	31 (17%)
South	81 (53%)	6 (25%)	87 (49%)
Tobago	0 (0%)	1 (4%)	1 (1%)
Total	154	24	178

Fig. 8



When compared to Dec '08, the number of complaints from the Central region decreased by 2 or 6%, from the North East decreased by 10 or 27%, from the North West decreased by 8 or 20%, complaints from the South region decreased by 9 or 9% while those from Tobago decreased by 5 or 83%.

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 .

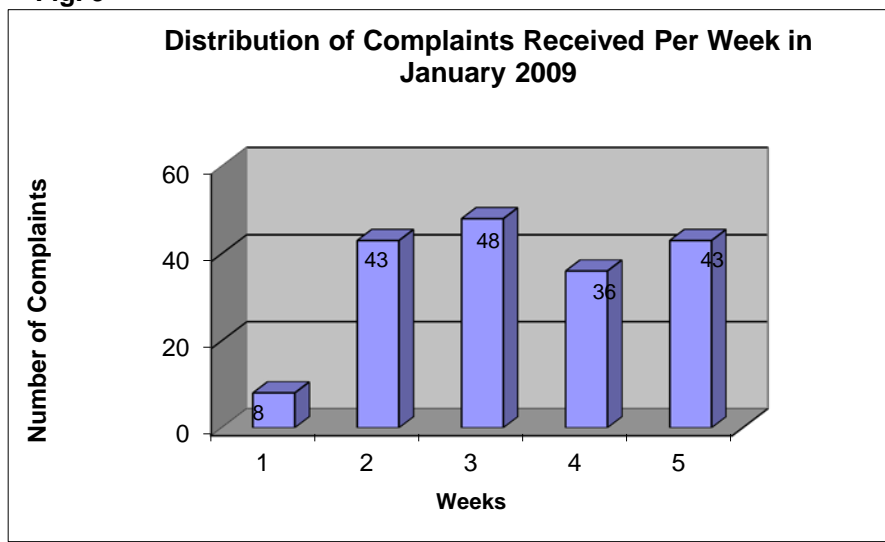
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	6
			Longdenville	3
			Claxton Bay	2
		North East	Manzanilla	4
			Talparo	4
			Arouca	2
		North West	Glencoe	6
			San Juan	6
			D'Abadie	1
		South	Gasparillo	13
			Barrackpore	12
			Princes Town	12
			Penal	9
T&TEC	Street Lights / Poles	North East	Arima	3
	Billing Query	North West	Westmoorings	2
	High / Low Voltage	South	Barrackpore	1
	Billing Query	Central	Marabella	1

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in January 2009

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09

