



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

January 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2011, as well as all outstanding complaints against Service Providers as at January 31, 2011.

Status	Jan '10	Jan '11	Feb '10 - Jan '11		
Number of complaints received	528	139	4,169		
Number of complaints resolved	253	79	3,794		
Number of complaints unresolved	275	60	252		
Number of complaints withdrawn	0	0	123		
Resolution rate for complaints received	48%	57%	94%		
No. of outstanding complaints resolved	150	133	547		
Total number of complaints resolved	403	212	4,341		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$1,350,475	WASA	\$335059
				T&TEC	\$1015416

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, '10	No & % of Complaints Received in Jan '11	No & % of Jan '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '11
Billing Query	280	14 (12%)	1 (1%)	23	270 (46%)
Inadequate Supply	221	74 (61%)	57 (47%)	30	208 (36%)
Leaks	24	24 (20%)	14 (12%)	10	24 (4%)
Request for Service	29	0 (0%)	0 (0%)	2	27 (5%)
Road Restoration	6	2 (2%)	1 (1%)	2	5 (1%)
Other	51	7 (6%)	0 (0%)	7	51 (9%)
Total	611	121	73 (60%)	74	585

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, '10	No & % of Complaints Received in Jan '11	No & % of Jan '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '11
Billing Query	10	2 (11%)	1 (6%)	5	6 (5%)
Damage Appliances	66	3 (17%)	0 (0%)	22	47 (39%)
High / Low Voltage	6	1 (6%)	0 (0%)	1	6 (5%)
Power Outages	19	2 (11%)	1 (6%)	13	7 (6%)
Request for Service	12	0 (0%)	0 (0%)	4	8 (7%)
Street Lights / Poles	33	8 (44%)	4 (22%)	10	27 (23%)
Other	20	2 (11%)	0 (0%)	4	18 (15%)
Total	166	18	6 (33%)	59	119

2.0 Complaints Analysis

Monthly	Jan '10	Jan '11	Dec '10
Number of complaints received	528	139	291
Number of complaints resolved	253	79	214
Number of complaints unresolved	275	60	77
Resolution rate for complaints received	48%	57%	74%
No. of outstanding complaints resolved	150	133	547
Total number of complaints resolved	403	212	761

The total number of complaints received in January 2011 decreased by 152 or 52% when compared to Dec '10. Using the same comparative period, the resolution rate for January 2011 decreased by 23%. The number of complaints resolved for the current month decreased by 135 or 63% and those from a previous period (unresolved from Mar '04 to Dec '10) also decreased by 414 or 76%. The total number of complaints resolved overall decreased by 549 or 72%.

Cumulative	Feb '10 - Jan '11
Number of complaints received	4,169
Number of complaints resolved	3,794
Number of complaints unresolved	252
Number of complaints withdrawn	123
Resolution rate	94%

3.0 Customer Analysis

The 139 complaints recorded for January 2011 were reported by 113 customers of which 44 or 39% were new customers. Table 3 shows the frequency of complaints where 90 customers made only one complaint whilst cumulatively 23 of our customers made more than one complaint.

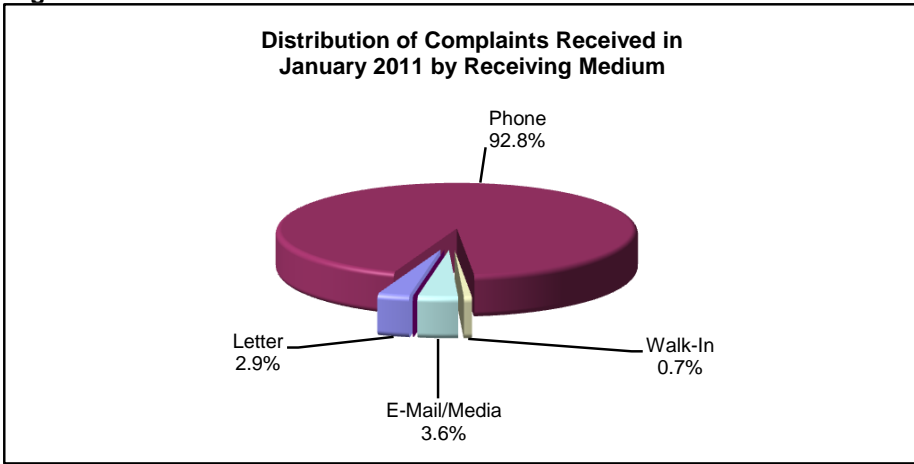
Table 3: Frequency of Complaints

No. of Complaints	No. of Jan '11 Customers	% of Repeat Customers for Jan '11
1	90	0
2	20	18
3	3	3
4	0	0
5	0	0
>6	0	0
	113	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2011 by receiving medium. The number of complaints received by Telephone decreased by 144 or 53%, Walk in decreased by 3 or 75%, and e-mail/Media decreased by 5 or 50% when compared to Dec '10.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2011 by Service Provider. The number of complaints filed against WASA have decreased by 136 or 53% and those filed against T&TEC have decreased by 16 or 47% when compared to Dec '10.

Fig. 2

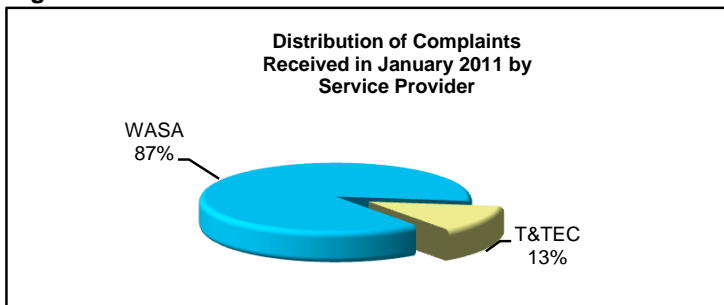
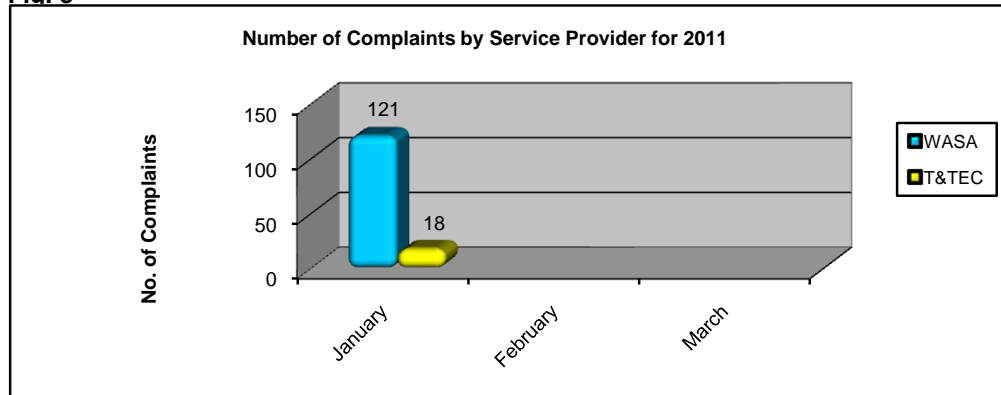


Fig. 3



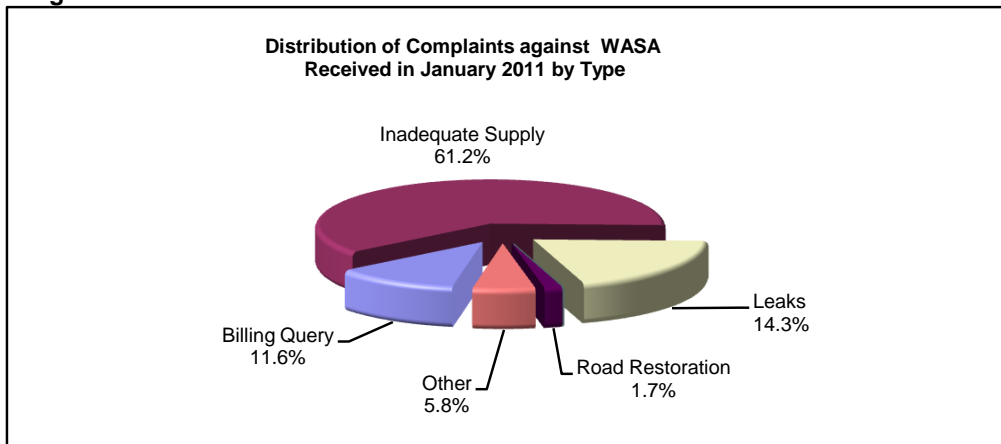
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2011 by type. When compared to Dec '10 the number of complaints related to Billing Queries increased by 13 or 1300%, Inadequate Supply decreased by 149 or 67%, Leaks decreased by 3 or 11%, Road Restoration increased by 1 or 100% and the category Other increased by 2 or 40%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, '10	No of Complaints Received in Jan '11	No of Jan '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '11
Billing Query	280	14	1	23	270 (46%)
Inadequate Supply	221	74	57	30	208 (36%)
Leaks	24	24	14	10	24 (4%)
Request for Service	29	0	0	2	27 (5%)
Road Restoration	6	2	1	2	5 (1%)
Other	51	7	0	7	51 (9%)
Total	611	121	73	74	585

Fig. 4



Cumulative	Jan '11	Feb '10 - Jan '11
Number of complaints received	121	3,757
Number of complaints resolved	73	3,452
Number of complaints unresolved	48	185
Number of complaints withdrawn	0	120
Resolution rate	60%	95%

Figure 5 shows the trends of inadequate supply complaints reported against WASA over the last three years.

Fig. 5

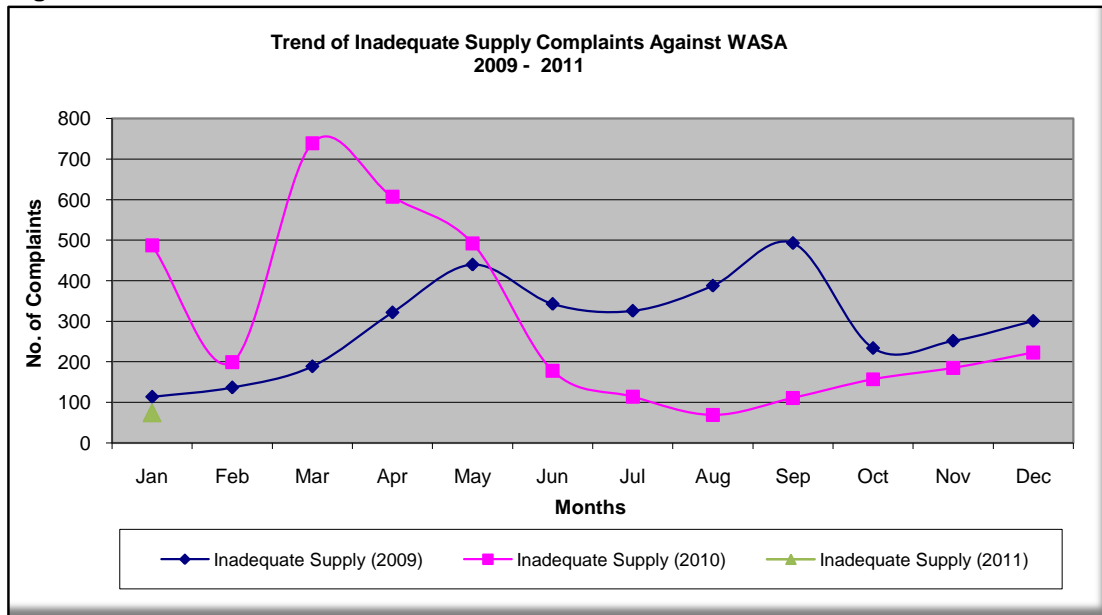
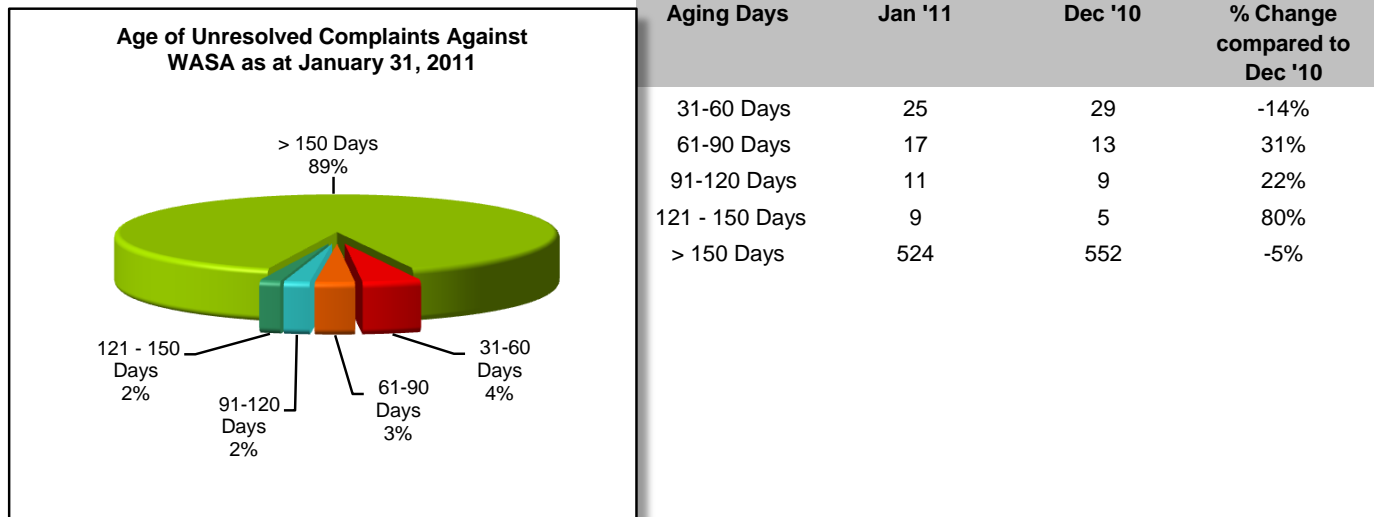


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jan '11	Dec '10	% Change compared to Dec '10
31-60 Days	25	29	-14%
61-90 Days	17	13	31%
91-120 Days	11	9	22%
121 - 150 Days	9	5	80%
> 150 Days	524	552	-5%

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	1 (4%)	5 (29%)	4 (36%)	5 (56%)	255 (49%)	270 (46%)
Inadequate Supply	13 (52%)	9 (53%)	4 (36%)	2 (22%)	181 (35%)	209 (36%)
Leaks	7 (28%)	1 (6%)	2 (18%)	2 (22%)	12 (2%)	24 (4%)
Other	3 (12%)	2 (12%)	1 (9%)	0 (0%)	45 (9%)	51 (9%)
Request for Service	0 (0%)	0 (0%)	0 (0%)	0 (0%)	27 (5%)	27 (5%)
Road Restoration	1 (4%)	0 (0%)	0 (0%)	0 (0%)	4 (1%)	5 (1%)
	25	17	11	9	524	586

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

Complaint Type	Feb '10 - Jan '11	Jan '11
Billing Classification	5,658.00	-
Billing Query	301,401.00	-
Damage to Property	28,000.00	-
Disconnection / Reconnection	-	-
Retroactive Billing Adjustment	-	-
	\$ 335,059.00	\$ -

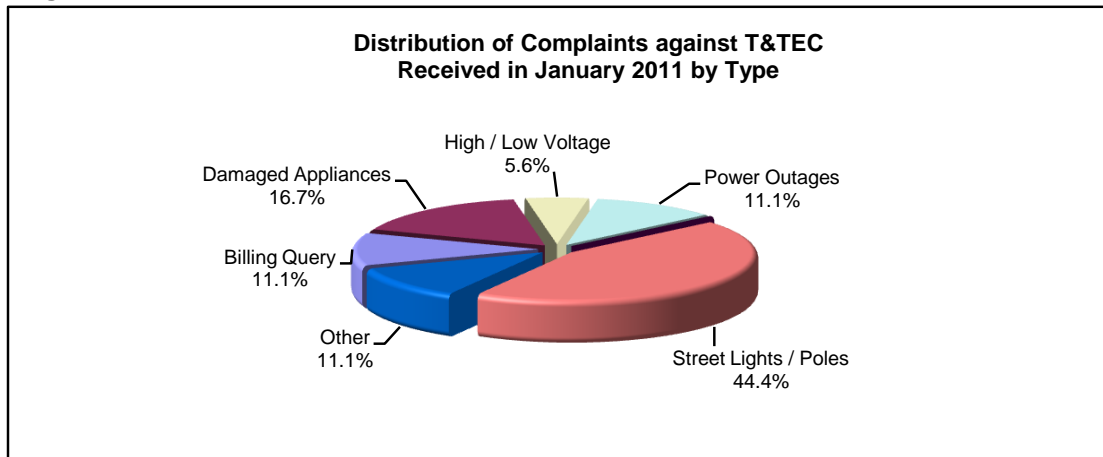
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in January 2011 by type. When compared to Dec '10, the number of complaints related to Billing Queries decreased by 3 or 60%, Damage Appliances decreased by 3 or 50%, High/ Low Voltage decreased by 4 or 80%, Power Outages decreased by 1 or 33%, Request for Service decreased by 3 or 100%, and Street Lights/Poles decreased by 2 or 20%.

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, '10	No of Complaints Received in Jan '11	No of Jan '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '11
Billing Query	10	2	1	5	6 (5%)
Damaged Appliances	66	3	0	22	47 (39%)
High / Low Voltage	6	1	0	1	6 (5%)
Power Outages	19	2	1	13	7 (6%)
Request for Service	12	0	0	4	8 (7%)
Street Lights / Poles	33	8	4	10	27 (23%)
Other	20	2	0	4	18 (15%)
Total	166	18	6	59	119

Fig. 7



Cumulative	Jan '11	Feb '10 - Jan '11
Number of complaints received	18	412
Number of complaints resolved	6	342
Number of complaints unresolved	12	67
Number of complaints withdrawn	0	3
Resolution rate	33%	84%

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

Fig. 8

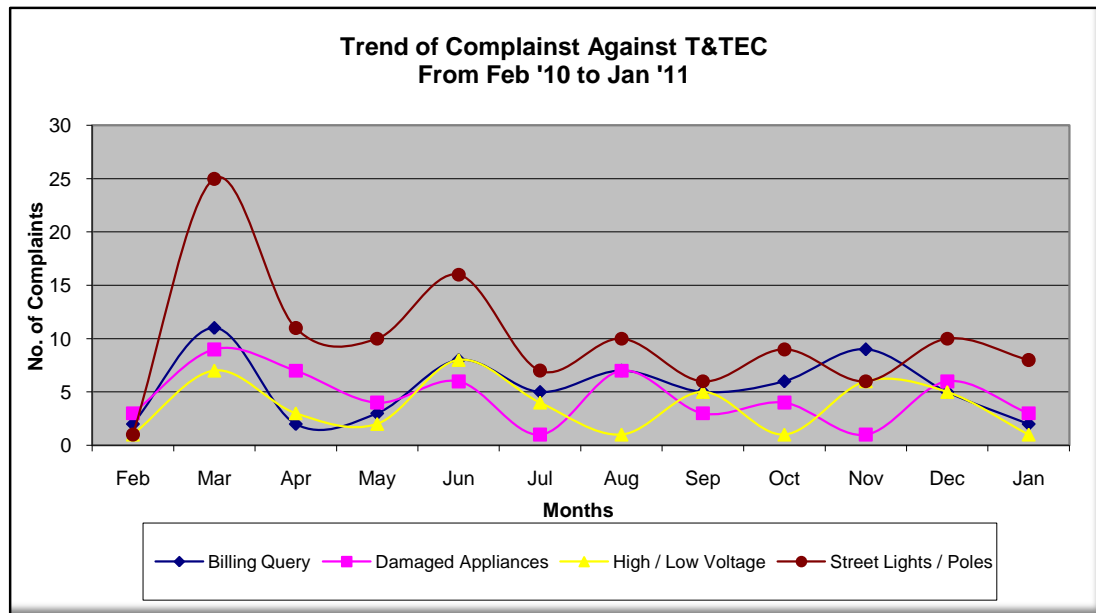
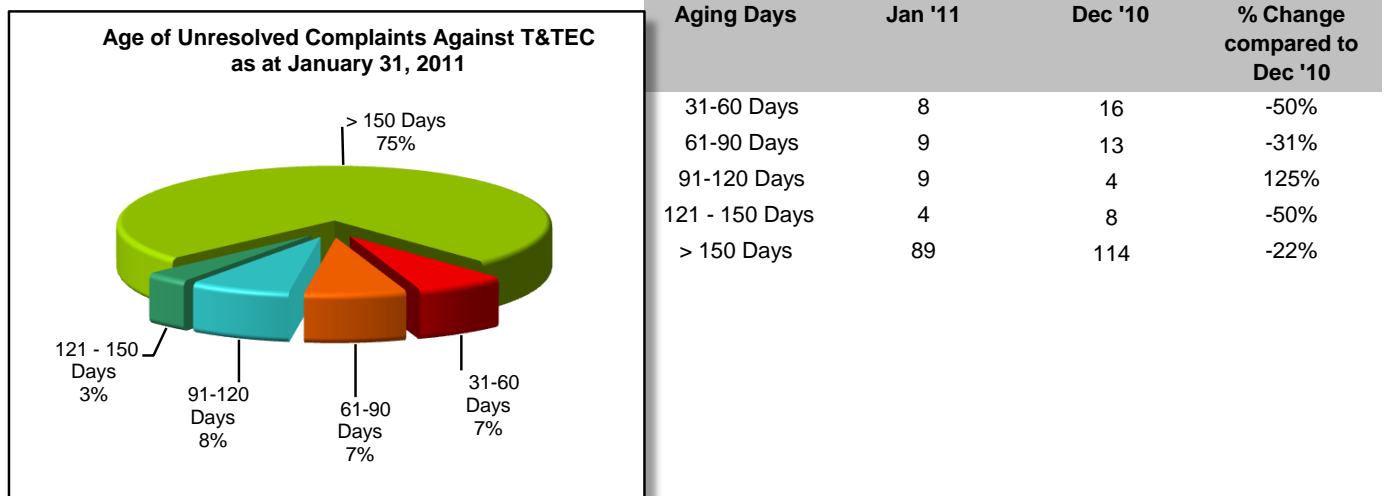


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Jan '11	Dec '10	% Change compared to Dec '10
31-60 Days	8	16	-50%
61-90 Days	9	13	-31%
91-120 Days	9	4	125%
121 - 150 Days	4	8	-50%
> 150 Days	89	114	-22%

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	0 (0%)	0 (0%)	3 (33%)	0 (0%)	3 (3%)	6 (5%)
Damaged Appliances	3 (38%)	5 (56%)	1 (11%)	1 (25%)	37 (42%)	47 (39%)
High / Low Voltage	1 (13%)	1 (11%)	0 (0%)	1 (25%)	3 (3%)	6 (5%)
Other	0 (0%)	1 (11%)	2 (22%)	1 (25%)	14 (16%)	18 (15%)
Power Outages	0 (0%)	0 (0%)	3 (33%)	0 (0%)	4 (4%)	7 (6%)
Request for Service	0 (0%)	1 (11%)	0 (0%)	0 (0%)	7 (8%)	8 (7%)
Street Lights / Poles	4 (50%)	1 (11%)	0 (0%)	1 (25%)	21 (24%)	27 (23%)
Totals	8	9	9	4	89	119

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

Complaint Type	Feb '10 - Jan '11	Jan '11
Billing Query	981,079.00	-
Damaged Appliance	26,701.00	-
KVA Reduction	-	-
Other Claims	7,636.00	-
	\$ 1,015,416.00	\$ -

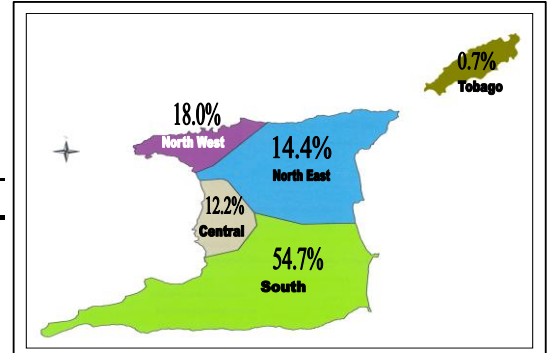
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in January 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	16 (13%)	4 (22%)	20 (14%)
North West	21 (17%)	4 (22%)	25 (18%)
Central	15 (12%)	2 (11%)	17 (12%)
South	69 (57%)	7 (39%)	76 (55%)
Tobago	0 (0%)	1 (6%)	1 (1%)
Total	121	18	139

Fig. 10



When compared to Dec '10, the number of complaints received in January 2011 from the Central region decreased by 10 or 37%, from the North East decreased by 11 or 35%, from the North West decreased by 43 or 63%, complaints from the South region decreased by 88 or 54%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '11 .

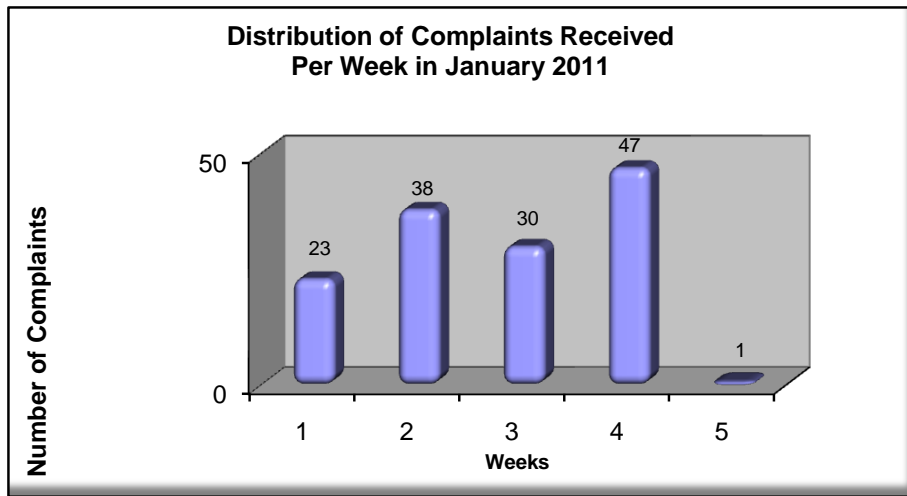
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	Central	Cunupia	3	
			Claxton Bay	2	
			Freeport	2	
		North East	Talparo	2	
			Sangre Grande	1	
		North West	Manzanilla	1	
			Champ Fleurs	5	
		South	Barataria	2	
			Diego Martin	2	
			Penal	11	
			Barrackpore	9	
			Princes Town	8	
				Tableland	4
		T&TEC	Street Lights / Poles	South	Penal
Street Lights / Poles	North West		Diego Martin	2	
Power Outages	North West		Maraval	2	
Street Lights / Poles	South		Rio Claro	1	

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in January 2011

Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers for Jan '11

Fig. 12

