



REGULATED INDUSTRIES COMMISSION

**Monthly Complaints Report
January 2012**

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2012, as well as all outstanding complaints against Service Providers as at January 31, 2012.

Status	Jan '11	Jan '12	Feb '11 - Jan '12
Number of complaints received	139	219	2,490
Number of complaints resolved	79	124	2,164
Number of complaints unresolved	60	94	293
Number of complaints withdrawn	0	1	33
Resolution rate for complaints received	56.8%	56.9%	88.1%
No. of outstanding complaints resolved	133	91	138
Total number of complaints resolved	212	215	2,302
Rebate/compensation awarded to customers	TT\$0	TT\$243	TT\$1,536,803

WASA \$1320802
T&TEC \$216001

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, '11	No & % of Complaints Received in Jan '12	No & % of Total Jan '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '12
Billing Query	244	12 6.2%	0 0.0%	5	251 52.5%
Inadequate Supply	154	134 69.1%	101 52.1%	56	131 27.4%
Leaks	14	36 18.6%	13 6.7%	11	26 5.4%
Request for Service	29	1 0.5%	0 0.0%	2	28 5.9%
Road Restoration	7	6 3.1%	2 1.0%	5	6 1.3%
Other	37	5 2.6%	1 0.5%	5	36 7.5%
Total	485	194	117 60.3%	84	478

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, '11	No & % of Complaints Received in Jan '12	No & % of Total Jan '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '12
Billing Query	2	3 12.0%	2 8.0%	0	3 3.4%
Damage Appliances	36	4 16.0%	0 0.0%	5	35 39.8%
High / Low Voltage	4	2 8.0%	2 8.0%	1	3 3.4%
Power Outages	3	2 8.0%	0 0.0%	0	5 5.7%
Request for Service	3	1 4.0%	0 0.0%	0	4 4.5%
Street Lights / Poles	12	9 36.0%	2 8.0%	0	19 21.6%
Other	17	4 16.0%	1 4.0%	1	19 21.6%
Total	77	25	7 28.0%	7	88

2.0 Complaints Analysis

Monthly	Jan '11	Jan '12	Dec '11
Number of complaints received	139	219	238
Number of complaints resolved	79	124	168
Number of complaints unresolved	60	94	70
Resolution rate for complaints received	56.8%	56.6%	70.6%
No. of outstanding complaints resolved	133	91	138
Total number of complaints resolved	212	215	306

The total number of complaints received in January 2012 decreased by 19 or 8% when compared to December 2011. Using the same comparative period, the resolution rate for January 2012 decreased by 14 percentage points or 20%. The number of complaints resolved for the current month decreased by 44 or 26% and from a previous period (unresolved from Apr '06 to Dec '11) decreased by 47 or 34%. The total number of complaints resolved overall decreased by 91 or 30%.

Cumulative	Jan '11	Jan '12	Feb '11 - Jan '12
Number of complaints received	139	219	2,490
Number of complaints resolved	79	124	2,164
Number of complaints unresolved	60	94	293
Number of complaints withdrawn	0	1	33
Resolution rate	56.8%	56.9%	88.1%

The cumulative number of complaints received and resolved in January 2012 increased by 80 or 58% and by 45 or 57% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 219 complaints recorded for January 2012 were reported by 160 customers of which 61 or 38% were new customers. Table 3 shows the frequency of complaints where 109 customers made only one complaint whilst cumulatively 51 or 32% of our customers made more than one complaint.

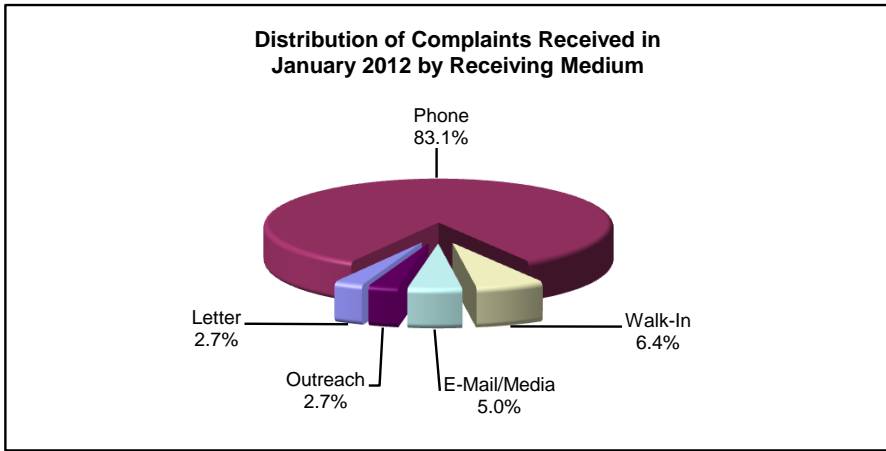
Table 3: Frequency of Complaints

No. of Complaints	No. of Jan '12 Customers	% of Repeat Customers for Jan '12
1	109	0
2	44	28
3	6	4
4	1	1
5	0	0
>6	0	0
	160	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2012 by receiving medium. When compared to December 2011, the number of complaints received by Letter increased by 2 or 50%, Telephone decreased by 35 or 16%, Walk in increased by 6 or 75%, e-mail/Media increased by 2 or 22% and Outreach increased by 6 or 600%. The RIC conducted its first Outreach Programme for 2012 in the village of Cunjal, Barrackpore. This was done at the request of the Village Council to mainly address the problems relating to inadequate water supply and billing complaints via a joint meeting with WASA.

Fig. 1



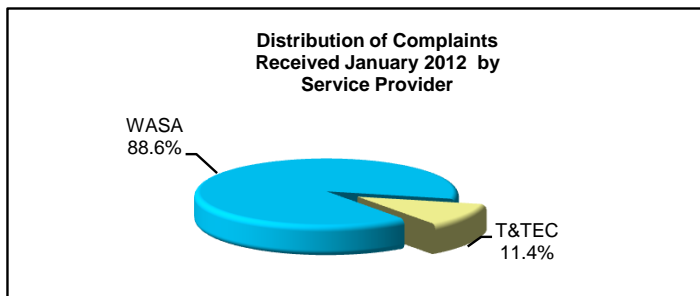
Receiving Medium

	Dec '11	Jan '12
Letter	4	6
Telephone	217	182
Walk-In	8	14
Email/Media	9	11
Outreach	0	6

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2012 by Service Provider. The number of complaints filed against WASA have decreased by 29 or 13% and those filed against T&TEC have increased by 10 or 67% when compared to December 2011. Figure 3 shows the number of complaints by Service Providers for 2012.

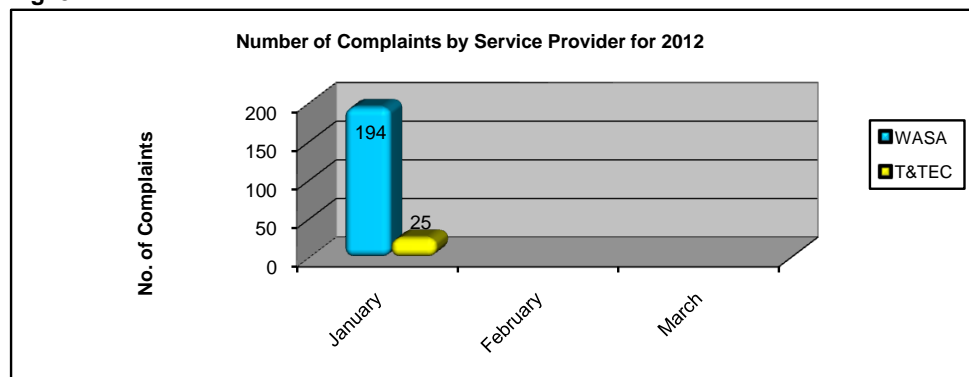
Fig. 2



Service Providers

	Dec '11	Jan '12
WASA	223	194
T&TEC	15	25

Fig. 3



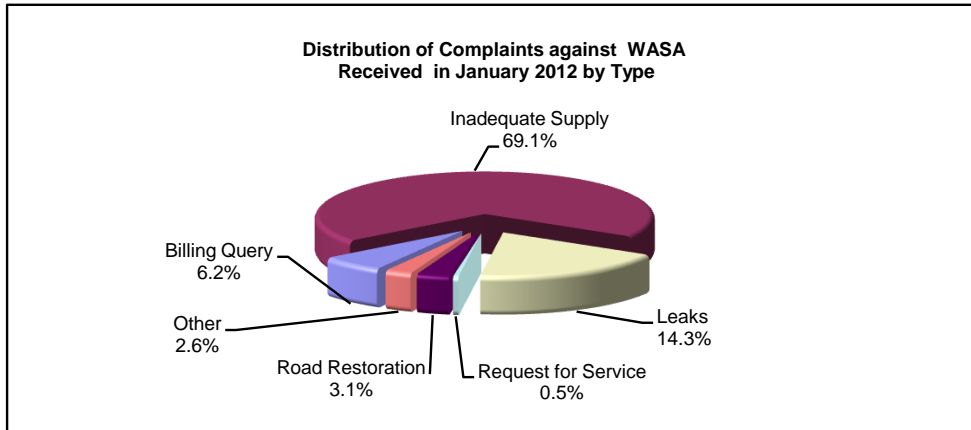
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2012 by type. When compared to December 2011 the number of complaints related to Billing Queries increased by 9 or 300%, Inadequate Supply decreased by 55 or 29%, Leaks increased by 11 or 44%, Request for Service decreased by 3 or 75%, Road Restoration increased by 5 or 500% and the category Other increased by 4 or 400%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, '11	No of Complaints Received		No of Jan '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '12
		Dec '11	Jan '12			
Billing Query	244	3	12	0	5	251 52.5%
Inadequate Supply	154	189	134	101	56	131 27.4%
Leaks	14	25	36	13	11	26 5.4%
Request for Service	29	4	1	0	2	28 5.9%
Road Restoration	7	1	6	2	5	6 1.3%
Other	37	1	5	1	5	36 7.5%
Total	485	223	194	117	84	478

Fig. 4



Cumulative	Jan '12	Feb '11 - Jan '12
Number of complaints received	194	2,168
Number of complaints resolved	117	1,894
Number of complaints unresolved	76	243
Number of complaints withdrawn	1	31
Resolution rate	60.6%	88.6%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative.

Fig. 5

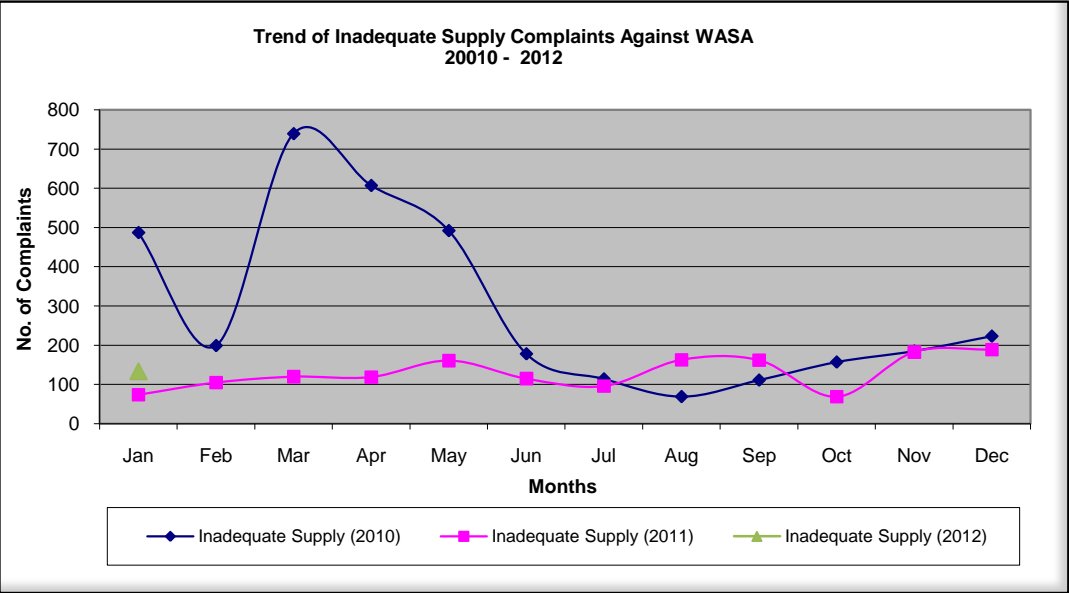
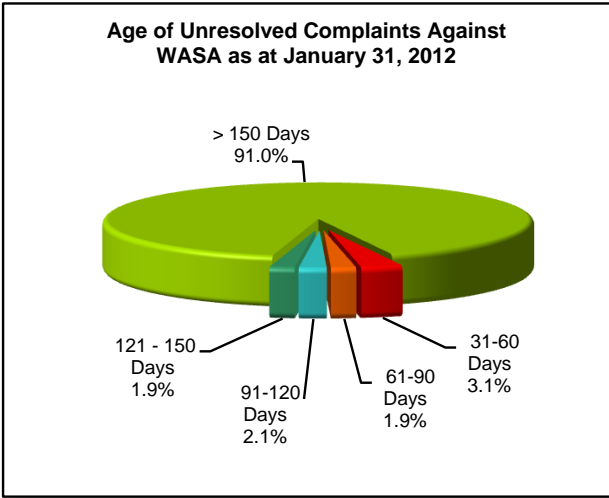


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jan '12	Dec '11	% Change compared to Dec '11
31-60 Days	15	20	-25%
61-90 Days	9	13	-31%
91-120 Days	10	13	-23%
121 - 150 Days	9	5	80%
> 150 Days	436	432	1%

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											
	31-60		61-90		91-120		121-150		> 150		Total	
Billing Query	3	20.0%	3	33.3%	4	40.0%	3	33.3%	239	54.8%	252	52.6%
Inadequate Supply	11	73.3%	3	33.3%	5	50.0%	4	44.4%	108	24.8%	131	27.3%
Leaks	0	0.0%	1	11.1%	0	0.0%	1	11.1%	24	5.5%	26	5.4%
Other	0	0.0%	1	11.1%	1	10.0%	0	0.0%	34	7.8%	36	7.5%
Request for Service	0	0.0%	0	0.0%	0	0.0%	1	11.1%	27	6.2%	28	5.8%
Road Restoration	1	6.7%	1	11.1%	0	0.0%	0	0.0%	4	0.9%	6	1.3%
	15		9		10		9		436		479	

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

Complaint Type	Feb '11 - Jan '12	Jan '12
Billing Classification	3,910.00	-
Billing Query	249,224.00	-
Damage to Property	1,012,135.00	-
Disconnection / Reconnection	-	-
Other Claims	55,533.00	-
	\$ 1,320,802.00	\$ -

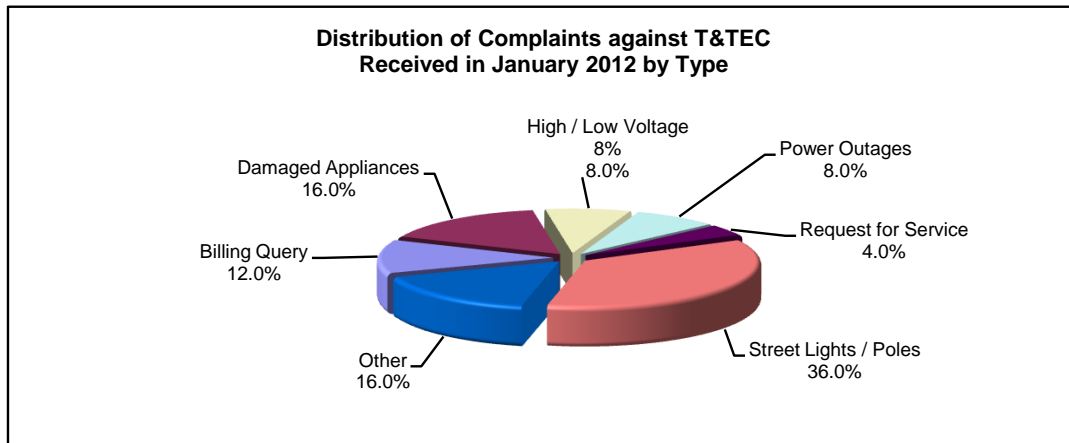
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in January 2012 by type. When compared to December 2011, the number of complaints related to Billing Queries increased by 3 or 300%, Street Lights/Poles increased by 6 or 200%, and the category Other increased by 2 or 100%. There were no significant changes in the other categories.

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, '11	No of Complaints Received		No of Jan '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '12	
		Dec '11	Jan '12				
Billing Query	2	0	3	2	0	3	3.4%
Damaged Appliances	36	3	4	0	5	35	39.8%
High / Low Voltage	4	2	2	2	1	3	3.4%
Power Outages	3	3	2	0	0	5	5.7%
Request for Service	3	2	1	0	0	4	4.5%
Street Lights / Poles	12	3	9	2	0	19	21.6%
Other	17	2	4	1	1	19	21.6%
Total	77	15	25	7	7	88	

Fig. 7



Cumulative	Jan '12	Feb '11 - Jan '12
Number of complaints received	25	322
Number of complaints resolved	7	270
Number of complaints unresolved	18	50
Number of complaints withdrawn	0	2
Resolution rate	28.0%	84.4%

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

Fig. 8

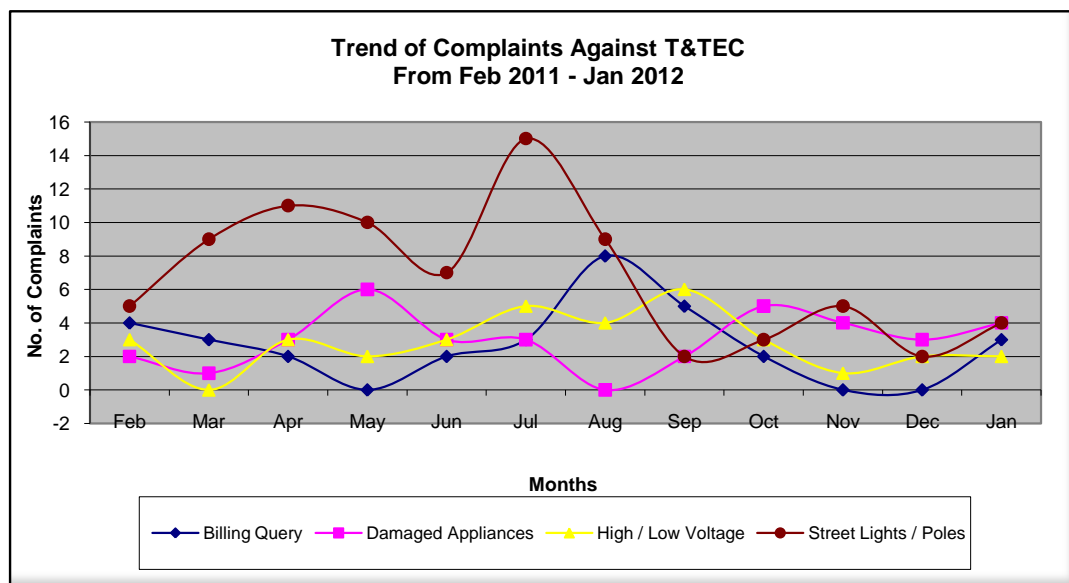
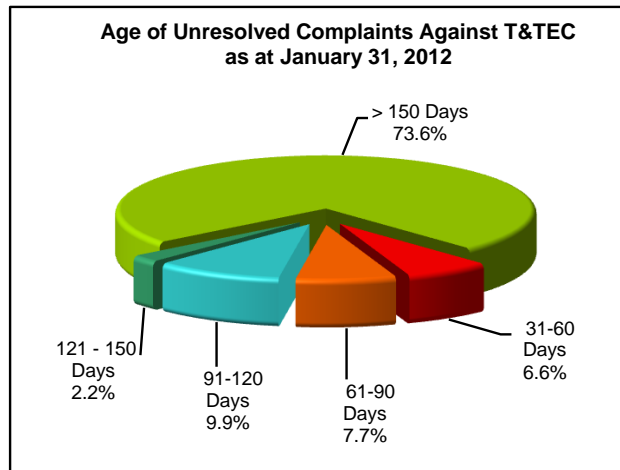


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Jan '12	Dec '11	% Change compared to Dec '11
31-60 Days	6	7	-14%
61-90 Days	7	9	-22%
91-120 Days	9	4	125%
121 - 150 Days	2	1	100%
> 150 Days	67	62	8%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

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 0.0%	1 11.1%	1 50.0%	1 1.5%	3 3.3%
Damaged Appliances	1 16.7%	5 71.4%	4 44.4%	1 50.0%	26 38.8%	37 40.7%
High / Low Voltage	1 16.7%	1 14.3%	0 0.0%	0 0.0%	1 1.5%	3 3.3%
Other	1 16.7%	1 14.3%	0 0.0%	0 0.0%	17 25.4%	19 20.9%
Power Outages	2 33.3%	0 0.0%	1 11.1%	0 0.0%	2 3.0%	5 5.5%
Request for Service	1 16.7%	0 0.0%	0 0.0%	0 0.0%	3 4.5%	4 4.4%
Street Lights / Poles	0 0.0%	0 0.0%	3 33.3%	0 0.0%	17 25.4%	20 22.0%
Totals	6	7	9	2	67	91

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

Complaint Type	Feb '11 - Jan '12	Jan '12
Billing Query	146,127.00	243.00
Damaged Appliance	67,678.00	-
KVA Reduction	-	-
Other Claims	2,196.00	-
	\$ 216,001.00	\$ 243.00

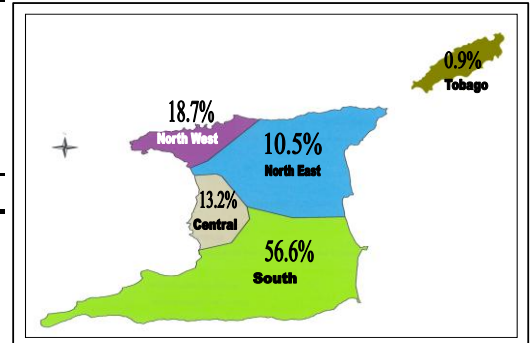
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	16	8.2%	7	28.0%	23	10.5%
North West	35	18.0%	6	24.0%	41	18.7%
Central	27	13.9%	2	8.0%	29	13.2%
South	115	59.3%	9	36.0%	124	56.6%
Tobago	1	0.5%	1	4.0%	2	0.9%
Total	194		25		219	

Fig. 10



When compared to December 2011, the number of complaints received in January 2012 from the Central region increased by 5 or 21%. Complaints from the North East decreased by 6 or 21%, while those from the North West decreased by 7 or 15%. Complaints from the South region decreased by 11 or 8%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January 1-31, 2012.

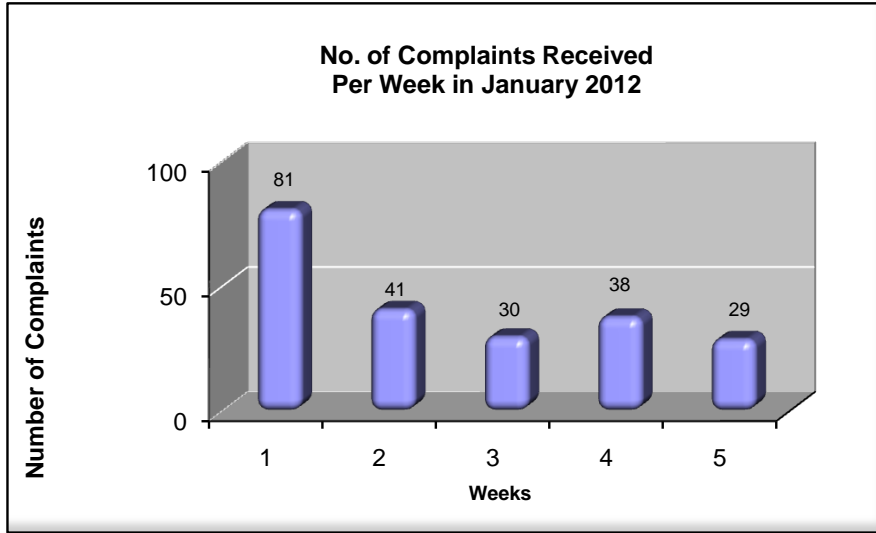
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Las Lomas No.	8
			Cunupia	7
			Chase Village	2
		North East	Arima	2
			St. Joseph	2
			Champ Fleurs	1
		North West	Diego Martin	4
			Maraval	4
			Santa Cruz	4
			Penal	24
		South	Princes Town	17
			Barrackpore	10
			Moruga	6
T&TEC	Street Lights / Poles	South	Penal	2
	Street Lights / Poles	South	Barrackpore	2
	Other	North West	Carenage	1
	Billing Query	North West	Diego Martin	1

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in January 2012

Fig. 11



Week	Number of Work Days
1	4
2	5
3	5
4	5
5	2

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 1-31, 2012.

Fig. 12

