



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

July 2006

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in July 2006, as well as all outstanding complaints against Service Providers as at July 31, 2006.

Status	Jul '05	Jul '06	Aug '05 - Jul '06
Number of complaints received	315	308	3,873
Number of complaints resolved	150	192	3,247
Number of complaints unresolved	165	116	615
Number of complaints withdrawn	0	0	95
<b>Resolution rate for complaints received</b>	<b>48%</b>	<b>62%</b>	<b>86%</b>
No. of outstanding complaints resolved	82	174	39
Total number of complaints resolved	<b>232</b>	<b>366</b>	<b>3,286</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$566,087</b>

**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 Jun 30, 2006	No & % of Complaints Received in Jul '06	No & % of Jul '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '06
Billing Query	192	20 (8%)	2 (1%)	10	200 (38%)
Inadequate Supply	255	215 (83%)	173 (67%)	62	235 (45%)
Leaks	21	16 (6%)	7 (3%)	11	19 (4%)
Request for Service	21	1 (0%)	0 (0%)	1	21 (4%)
Road Restoration	7	2 (1%)	0 (0%)	0	9 (2%)
Other	34	6 (2%)	1 (0%)	3	36 (7%)
<b>Total</b>	<b>530</b>	<b>260</b>	<b>183(70%)</b>	<b>87</b>	<b>520</b>

**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 Jun 30, 2006	No & % of Complaints Received in Jul '06	No & % of Jul '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '06
Billing Query	18	11 (23%)	1 (2%)	7	21 (7%)
Damage Appliances	133	6 (13%)	0 (0%)	18	121 (40%)
High / Low Voltage	32	5 (10%)	1 (2%)	6	30 (10%)
Power Outages	27	1 (2%)	1 (2%)	7	20 (7%)
Request for Service	19	0 (0%)	1 (2%)	7	11 (4%)
Street Lights / Poles	101	20 (42%)	3 (6%)	36	82 (27%)
Other	20	5 (10%)	2 (4%)	6	17 (6%)
<b>Total</b>	<b>350</b>	<b>48</b>	<b>9 (19%)</b>	<b>87</b>	<b>302</b>

## 2.0 Complaints Analysis

Monthly	Jul '05	Jul '06	Jun '06
Number of complaints received	315	308	289
Number of complaints resolved	150	192	174
Number of complaints unresolved	165	116	115
<b>Resolution rate for complaints received</b>	<b>48%</b>	<b>62%</b>	<b>60%</b>
No. of outstanding complaints resolved	82	174	224
Total number of complaints resolved	232	366	398

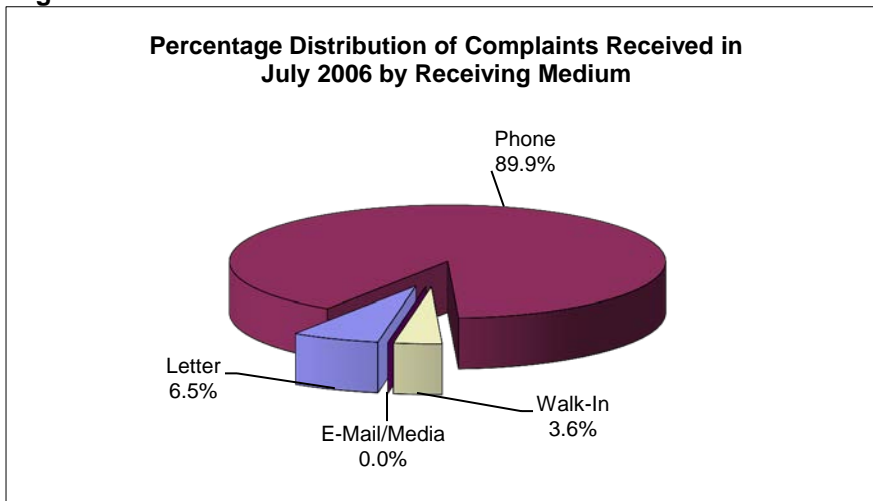
The total number of complaints received in July 2006 increased by 19 or 7% when compared to Jun '06. Using the same comparative period, the resolution rate for July 2006 increased by 4%. The number of complaints resolved for the current month increased by 18 or 10% and from a previous period (unresolved from Jan '03 to June '06) decreased by 50 or 22%. The total number of complaints resolved overall decreased by 32 or 8%. The cumulative number of complaints received and resolved from Jan - Jul '06 increased by 1069 or 78% and by 883 or 94% respectively when compared to Jan - Jul '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Jul '05	Jan - Jul '06	Aug '05 - Jul '06
Number of complaints received	1,366	2,435	3,873
Number of complaints resolved	944	1,827	3,247
Number of complaints unresolved	422	602	615
Number of complaints withdrawn	9	44	95
Resolution rate	70%	76%	86%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2006 by receiving medium. The number of complaints received by Letter increased by 14 or 233% and Telephone increased by 4 or 1%, Walk in increased by 3 or 38% when compared to Jun '06.

Fig. 1



## 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2006 by Service Provider. The number of complaints filed against WASA have increased by 34 or 15% and those filed against T&TEC decreased by 15 or 24% when compared to Jun '06.

Fig. 2

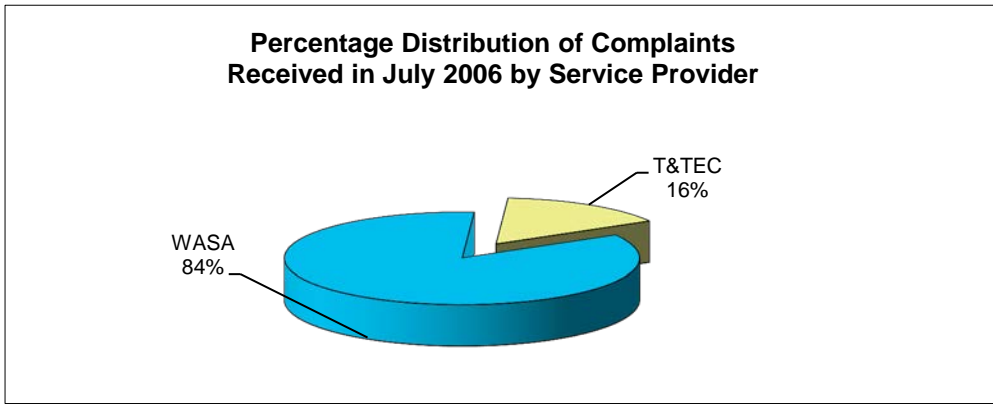
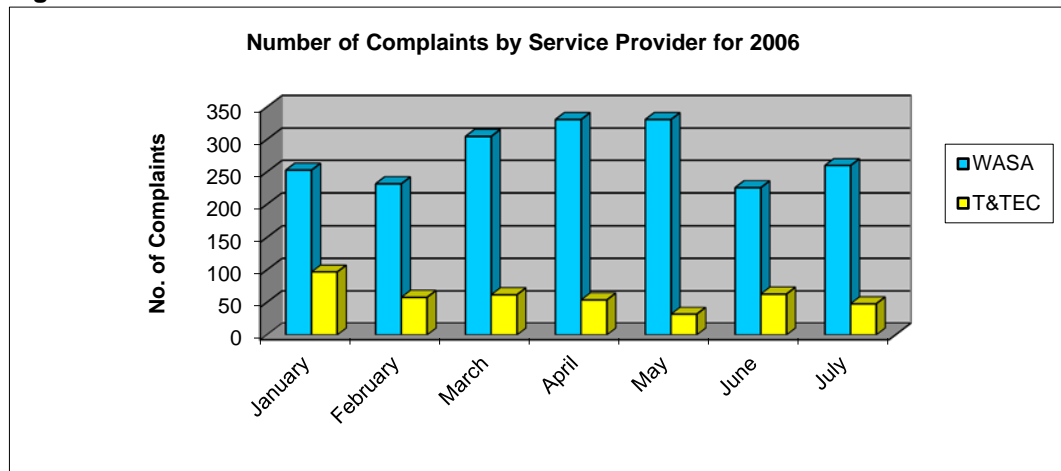


Fig. 3



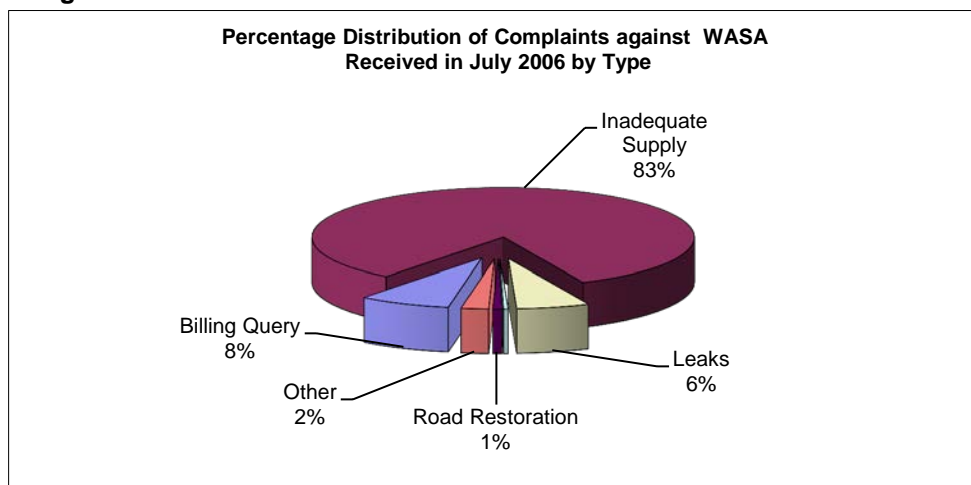
## 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in July 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2006 by type. When compared to Jun '06 the number of complaints related to Billing Queries increased by 14 or 233%, Inadequate Supply increased by 14 or 7%, Leaks increased by 3 or 23%, and the category Other increased by 1 or 100%.

**Table 3: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jun 30, 2006	No of Complaints Received in Jul '06	No of Jul '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '06
Billing Query	192	20	2	10	200 (38%)
Inadequate Supply	255	215	173	62	235 (45%)
Leaks	21	16	7	11	19 (4%)
Request for Service	21	1	0	1	21 (4%)
Road Restoration	7	2	0	0	9 (2%)
Other	34	6	1	3	36 (7%)
<b>Total</b>	<b>530</b>	<b>260</b>	<b>183</b>	<b>87</b>	<b>520</b>

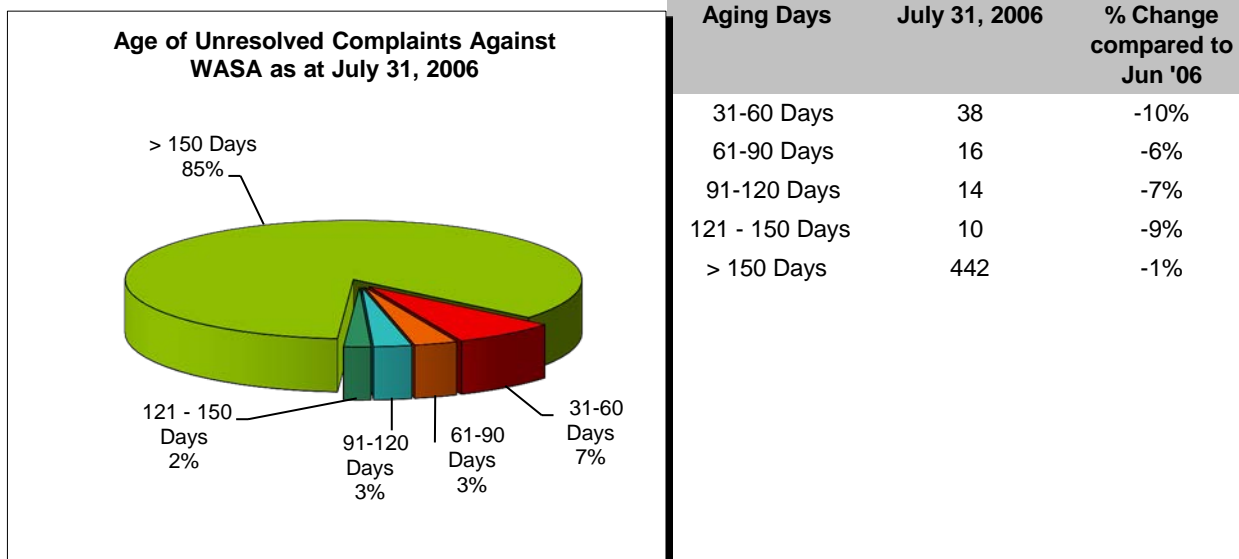
**Fig. 4**



Cumulative	Jan - Jul '06	Aug '05 - Jul '06
Number of complaints received	1,917	3,189
Number of complaints resolved	1,579	2,784
Number of complaints unresolved	338	405
Number of complaints withdrawn	38	84
Resolution rate	84%	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**



The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as shown in Table 4.

**Table 4: Analysis of Complaints Against WASA by Category & Age**

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	22 (58%)	3 (19%)	4 (29%)	0 (0%)	171 (39%)	200
Inadequate Supply	14 (37%)	7 (44%)	6 (43%)	9 (90%)	199 (45%)	235
Leaks	0 (0%)	2 (13%)	3 (21%)	0 (0%)	14 (3%)	19
Other	2 (5%)	2 (13%)	0 (0%)	1 (10%)	31 (7%)	36
Request for Service	0 (0%)	0 (0%)	1 (7%)	0 (0%)	20 (5%)	21
Road Restoration	0 (0%)	2 (13%)	0 (0%)	0 (0%)	7 (2%)	9
	<b>38</b>	<b>16</b>	<b>14</b>	<b>10</b>	<b>442</b>	<b>520</b>

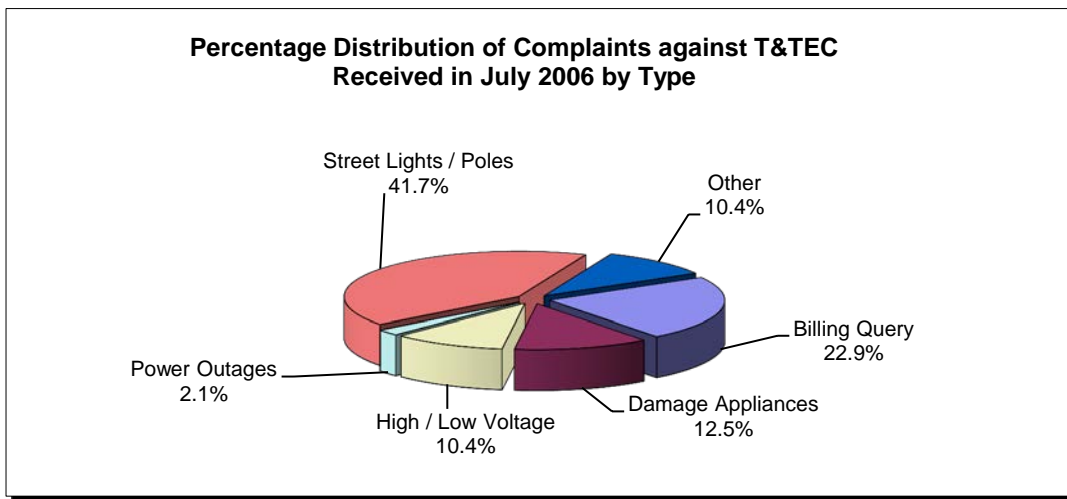
#### 4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in July 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in July 2006 by type. When compared to Jun '06, the number of complaints related to Billing Queries increased by 5 or 83%, High/ Low Voltage decreased by 4 or 44%, Power Outages decreased by 4 or 80%, Request for Service decreased by 7 or 100%, Street Lights/Poles decreased by 10 or 33%, and the category Other increased by 4 or 400% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jun 30, 2006	No of Complaints Received in Jul '06	No of Jul '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '06
Billing Query	18	11	1	7	21 (7%)
Damage Appliances	133	6	0	18	121 (40%)
High / Low Voltage	32	5	1	6	30 (10%)
Power Outages	27	1	1	7	20 (7%)
Request for Service	19	0	1	7	11 (4%)
Street Lights / Poles	101	20	3	36	82 (27%)
Other	20	5	2	6	17 (6%)
<b>Total</b>	<b>350</b>	<b>48</b>	<b>9</b>	<b>87</b>	<b>302</b>

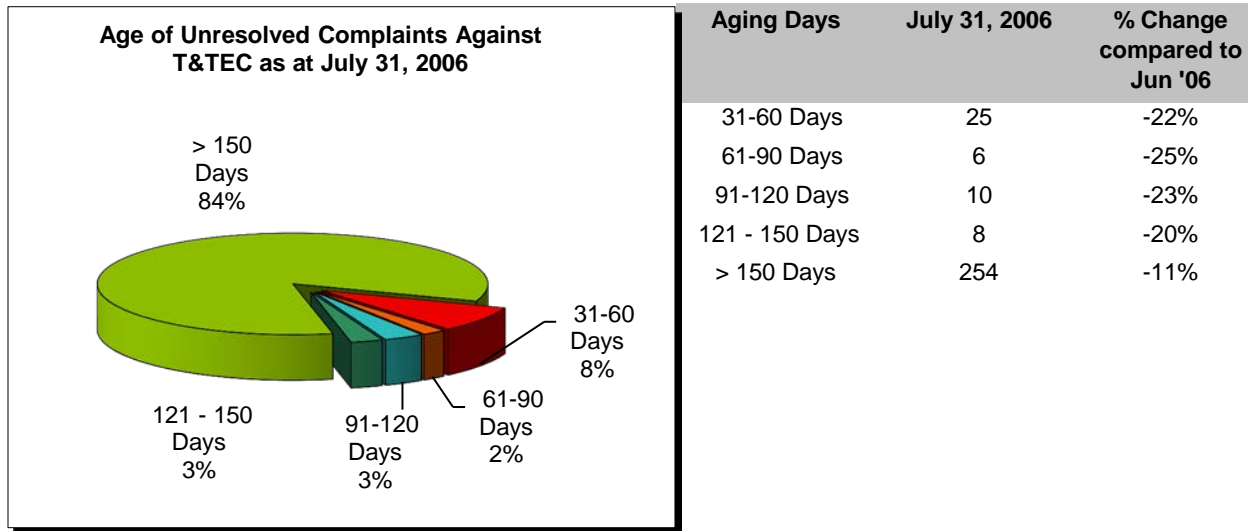
**Fig. 6**



Cumulative	Jan - Jul '06	Aug '05 - Jul '06
Number of complaints received	518	684
Number of complaints resolved	248	463
Number of complaints unresolved	264	210
Number of complaints withdrawn	6	11
Resolution rate	48%	69%

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**



The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

**Table 6: 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%)	2 (20%)	1 (13%)	19 (7%)	22
Damage Appliances	9 (36%)	2 (33%)	4 (40%)	2 (25%)	104 (41%)	121
High / Low Voltage	4 (16%)	1 (17%)	1 (10%)	0 (0%)	24 (9%)	30
Other	1 (4%)	0 (0%)	1 (10%)	1 (13%)	14 (6%)	17
Power Outages	2 (8%)	1 (17%)	1 (10%)	3 (38%)	13 (5%)	20
Request for Service	0 (0%)	0 (0%)	0 (0%)	1 (13%)	10 (4%)	11
Street Lights / Poles	9 (36%)	2 (33%)	1 (10%)	0 (0%)	70 (28%)	82
<b>Totals</b>	<b>25</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>254</b>	<b>303</b>

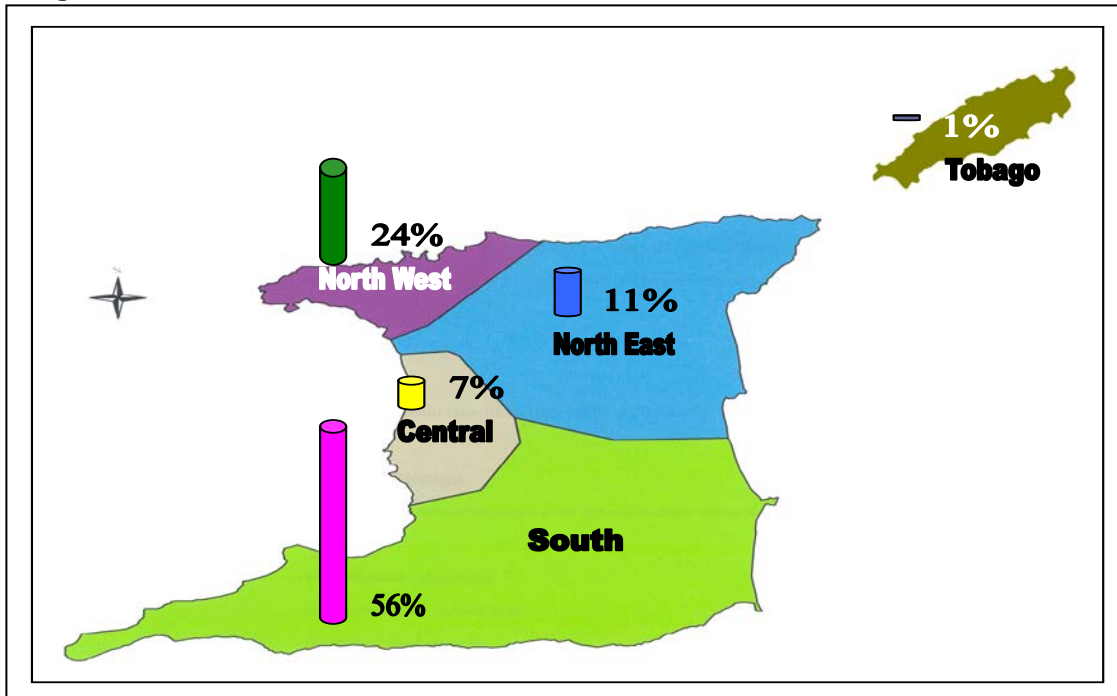
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 July 2006 by geographic regions.

**Table 7: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	24 (9%)	11 (23%)	35 (11%)
North West	63 (24%)	12 (25%)	75 (24%)
Central	19 (7%)	4 (8%)	23 (7%)
South	152 (58%)	20 (42%)	172 (56%)
Tobago	2 (1%)	1 (2%)	3 (1%)
<b>Total</b>	<b>260</b>	<b>48</b>	<b>308</b>

**Fig. 8**



When compared to Jun '06, the number of complaints from the Central region increased by 6 or 35%, from the North East decreased by 5 or 13%, from the North West decreased by 20 or 21%, complaints from the South region increased by 38 or 28%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Jul '06 .

**Table 8: Problematic Areas**

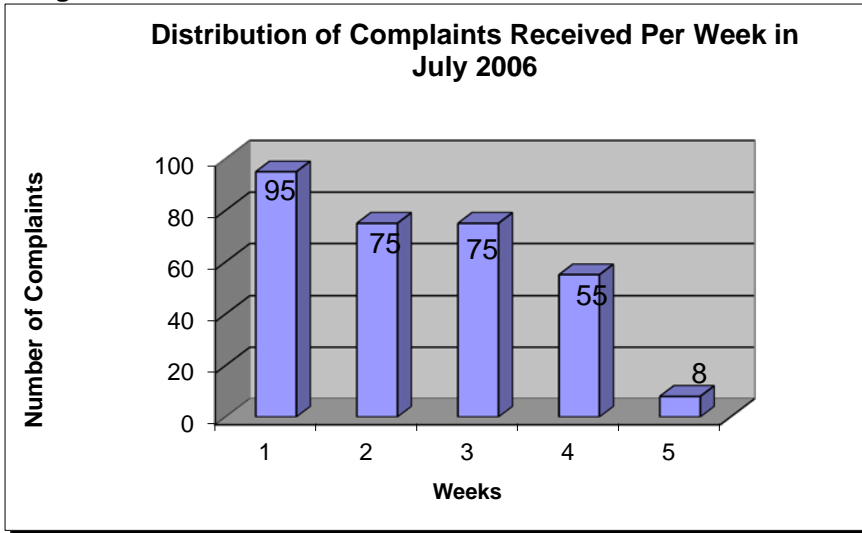
Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	307
		South	Barrackpore	198
	"	South	Princes Town	180
	"	South	San Fernando	76
	"	North West	St. James	48
	"	North West	Diego Martin	40
	"	South	Williamsville	38
	"	North West	St. Anns	35
	Billing Query	South	Barrackpore	53
	Billing Query	South	Princes Town	25
	Leaks	South	San Fernando	19
	T&TEC	Street Lights / Poles	South	Barrackpore
Street Lights / Poles		Tobago	Tobago	18
Damage Appliances		Tobago	Tobago	8
High / Low Voltage		Tobago	Tobago	7



## 6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in July 2006

Fig. 9



## 7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Jul '06

