



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report  
July 2007

**1.0 Overview of Complaints**

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

Status	Jul '06	Jul '07	Aug '06 - Jul '07		
Number of complaints received	308	289	4,532		
Number of complaints resolved	192	144	3,774		
Number of complaints unresolved	116	145	751		
Number of complaints withdrawn	0	0	97		
<b>Resolution rate for complaints received</b>	<b>62%</b>	<b>50%</b>	<b>85%</b>		
No. of outstanding complaints resolved	174	51	39		
Total number of complaints resolved	<b>366</b>	<b>195</b>	<b>3,813</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$361,439</b>	WASA T&TEC	\$297160 \$64279

**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, 2007	No & % of Complaints Received in Jul '07	No & % of Jul '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '07
Billing Query	237	15 (6%)	2 (1%)	0	250 (34%)
Inadequate Supply	324	187 (79%)	125 (53%)	16	370 (50%)
Leaks	20	27 (11%)	12 (5%)	2	33 (4%)
Request for Service	27	1 (0%)	0 (0%)	0	28 (4%)
Road Restoration	20	2 (1%)	0 (0%)	2	20 (3%)
Other	40	6 (3%)	0 (0%)	2	44 (6%)
<b>Total</b>	<b>668</b>	<b>238</b>	<b>139(58%)</b>	<b>22</b>	<b>745</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, 2007	No & % of Complaints Received in Jul '07	No & % of Jul '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '07
Billing Query	29	8 (16%)	0 (0%)	0	37 (12%)
Damage Appliances	120	7 (14%)	0 (0%)	1	126 (40%)
High / Low Voltage	15	7 (14%)	0 (0%)	1	21 (7%)
Power Outages	10	3 (6%)	0 (0%)	1	12 (4%)
Request for Service	9	3 (6%)	0 (0%)	1	11 (4%)
Street Lights / Poles	96	19 (37%)	5 (10%)	25	85 (27%)
Other	18	4 (8%)	0 (0%)	0	22 (7%)
<b>Total</b>	<b>297</b>	<b>51</b>	<b>5 (10%)</b>	<b>29</b>	<b>314</b>

## 2.0 Complaints Analysis

Monthly	Jul '06	Jul '07	Jun '07
Number of complaints received	308	289	346
Number of complaints resolved	192	144	169
Number of complaints unresolved	116	145	177
Resolution rate for complaints received	62%	50%	49%
No. of outstanding complaints resolved	174	51	218
Total number of complaints resolved	366	195	387

The total number of complaints received in July 2007 decreased by 57 or 16% when compared to Jun '07. Using the same comparative period, the resolution rate for July 2007 increased by 2%. The number of complaints resolved for the current month decreased by 25 or 15% and from a previous period (unresolved from Jan '03 to Jun '07) decreased by 167 or 77%. The total number of complaints resolved overall decreased by 192 or 50%.

Cumulative	Jan - Jul '06	Jan - Jul '07	Aug '06 - Jul '07
Number of complaints received	2,435	2,962	4,532
Number of complaints resolved	1,827	2,341	3,774
Number of complaints unresolved	608	619	751
Number of complaints withdrawn	44	77	97
Resolution rate	76%	81%	85%

The cumulative number of complaints received and resolved from Jan - Jul '07 increased by 527 or 50% and increased by 514 or 28% respectively when compared to Jan - Jul '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 289 complaints recorded for Jul '07 were reported by 213 customers of which 106 or 50% were new customers. Table 3 shows the frequency of complaints where 151 customers made only one complaint whilst cumulatively 62 or 29% of our customers made more than one complaint. For the period Jan - Jul '07, 1257 customers made 2962 complaints to the RIC of which 847 or 67% were new customers.

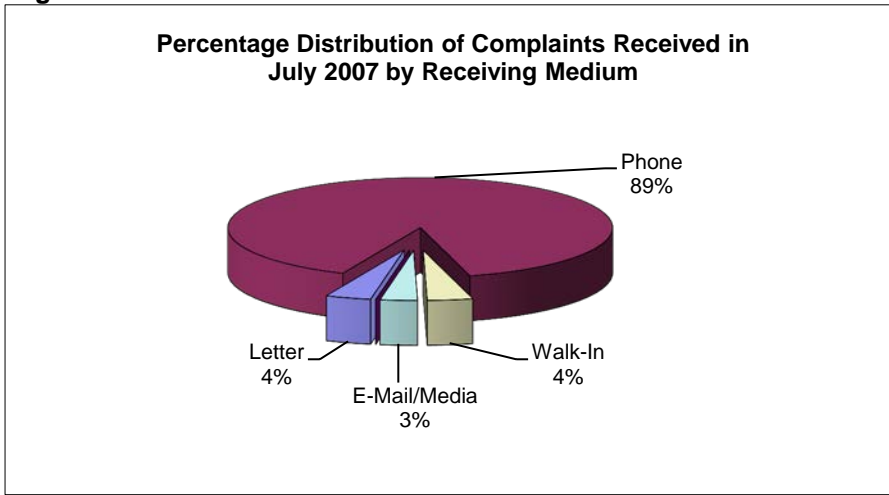
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Jul '07 Customers	% of Repeated Customers Jul '07	No. of Customers Jan - Jul '07	% of Repeated Customers Jan - Jul '07
1	151	0	606	48
2	51	24	309	25
3	9	4	100	8
4	2	1	77	6
5	0	0	42	3
>6	0	0	123	10
0	213		1257	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2007 by receiving medium. The number of complaints received by Letter increased by 6 or 120%, Telephone decreased by 9 or 3%, Walk in increased by 3 or 38%, and e-mail/Media increased by 9 or 900% when compared to Jun '07.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2007 by Service Provider. The number of complaints filed against WASA have decreased by 60 or 20% and those filed against T&TEC increased by 3 or 6% when compared to Jun '07.

Fig. 2

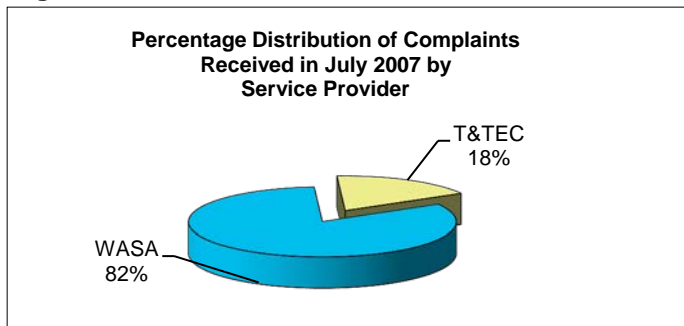
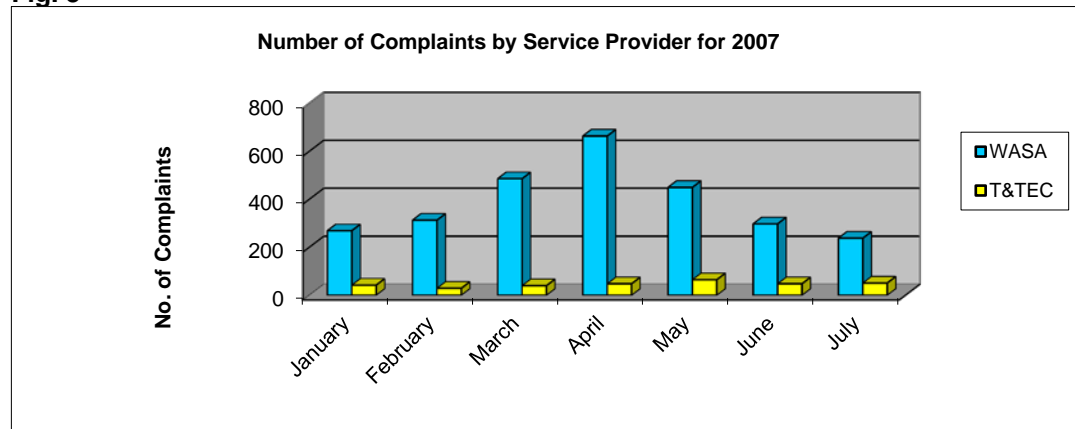


Fig. 3



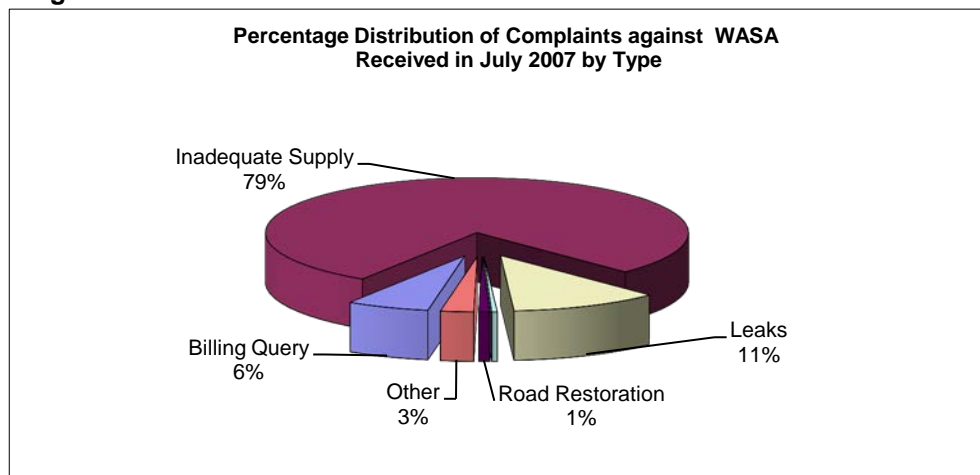
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2007 by type. When compared to Jun '07 the number of complaints related to Billing Queries decreased by 20 or 57%, Inadequate Supply decreased by 49 or 21%, Leaks increased by 7 or 35%, and the category Other decreased by 2 or 50%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jun 30, 2007	No of Complaints Received in Jul '07	No of Jul '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '07
Billing Query	237	15	2	0	250 (34%)
Inadequate Supply	324	187	125	16	370 (50%)
Leaks	20	27	12	2	33 (4%)
Request for Service	27	1	0	0	28 (4%)
Road Restoration	20	2	0	2	20 (3%)
Other	40	6	0	2	44 (6%)
<b>Total</b>	<b>668</b>	<b>238</b>	<b>139</b>	<b>22</b>	<b>745</b>

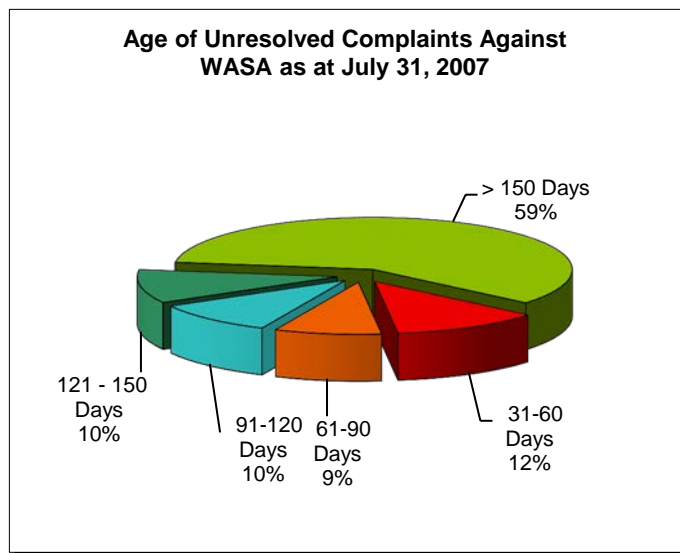
**Fig. 4**



Cumulative	Jan - Jul '07	Aug '06 - Jul '07
Number of complaints received	2,641	4,005
Number of complaints resolved	2,176	3,452
Number of complaints unresolved	465	553
Number of complaints withdrawn	75	90
Resolution rate	85%	88%

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	June 30, 2007	Jun '07	% Change compared to Jun '07
31-60 Days	89	68	31%
61-90 Days	64	82	-22%
91-120 Days	74	82	-10%
121 - 150 Days	77	39	97%
> 150 Days	436	511	-15%

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	31 (35%)	14 (22%)	7 (9%)	15 (19%)	199 (46%)	270 (36%)
Inadequate Supply	43 (48%)	30 (47%)	57 (77%)	51 (66%)	175 (40%)	388 (48%)
Leaks	8 (9%)	4 (6%)	2 (3%)	8 (10%)	5 (1%)	31 (4%)
Other	3 (3%)	4 (6%)	4 (5%)	1 (1%)	29 (7%)	42 (6%)
Request for Service	(0%)	3 (5%)	4 (5%)	1 (1%)	19 (4%)	27 (4%)
Road Restoration	4 (4%)	9 (14%)	(0%)	1 (1%)	9 (2%)	24 (3%)
	<b>89</b>	<b>64</b>	<b>74</b>	<b>77</b>	<b>436</b>	<b>782</b>

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

Complaint Type	Aug '06 - Jul '07	Jan - Jul '07	Jul '07
Billing Classification	15,015.00	13,629.00	-
Billing Query	201,522.00	129,215.00	-
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	<b>\$ 297,160.00</b>	<b>\$223,467.00</b>	<b>\$ -</b>

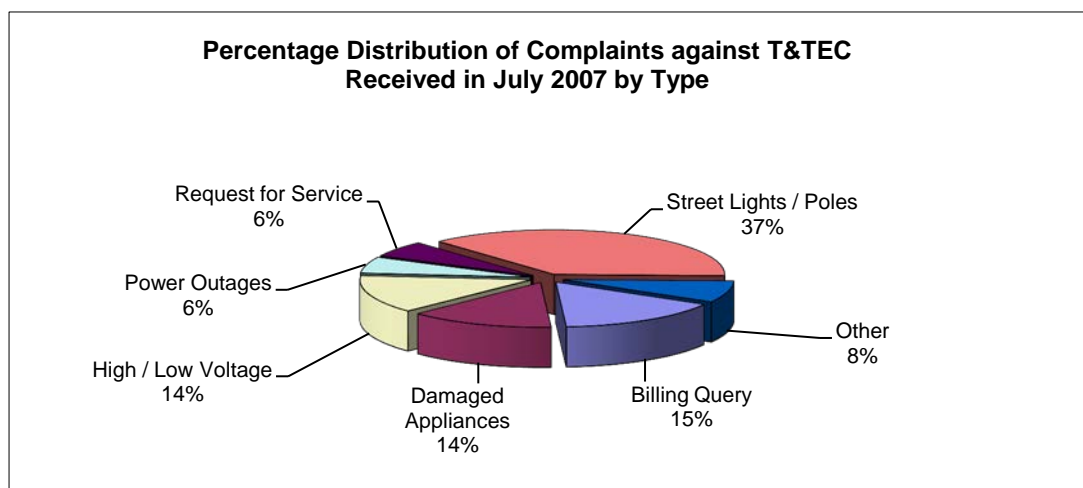
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in July 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in July 2007 by type. When compared to Jun '07, the number of complaints related to Billing Queries decreased by 2 or 20%, Damage Appliances increased by 4 or 133%, Street Lights/Poles increased by 6 or 46%, and the category Other decreased by 4 or 50% .

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

Complaint Type	Total Unresolved Complaints as at Jun 30, 2007	No of Complaints Received in Jul '07	No of Jul '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '07
Billing Query	29	8	0	0	37 (12%)
Damaged Appliances	120	7	0	1	126 (40%)
High / Low Voltage	15	7	0	1	21 (7%)
Power Outages	10	3	0	1	12 (4%)
Request for Service	9	3	0	1	11 (4%)
Street Lights / Poles	96	19	5	25	85 (27%)
Other	18	4	0	0	22 (7%)
<b>Total</b>	<b>297</b>	<b>51</b>	<b>5</b>	<b>29</b>	<b>314</b>

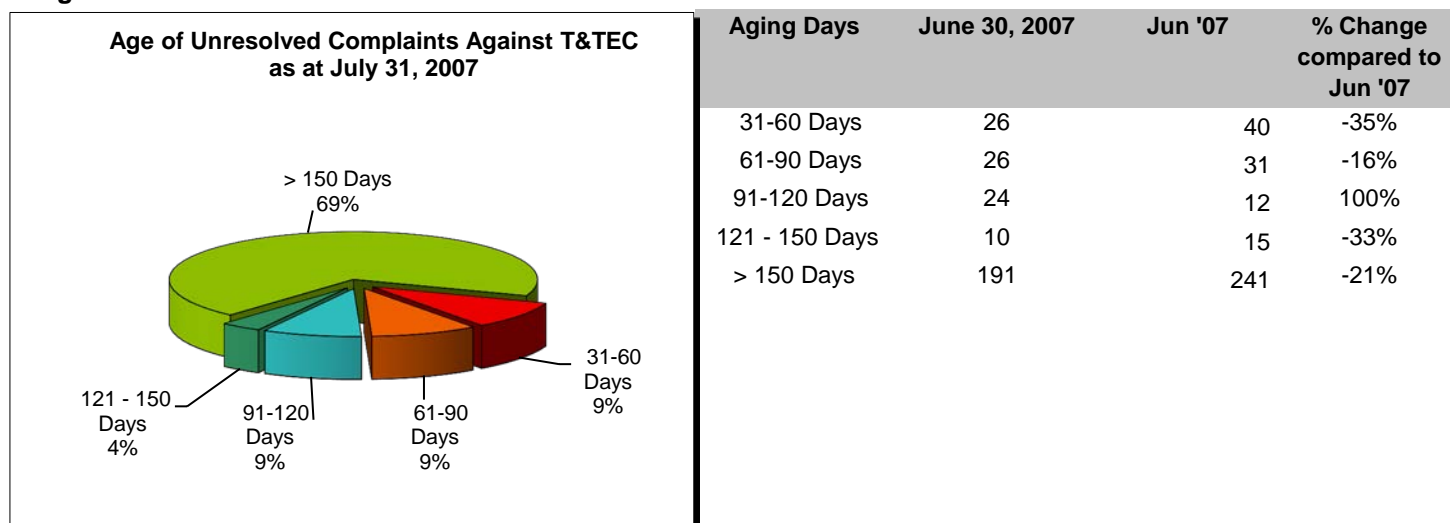
**Fig. 6**



Cumulative	Jan - Jul '07	Aug '06 - Jul '07
Number of complaints received	321	527
Number of complaints resolved	165	322
Number of complaints unresolved	154	198
Number of complaints withdrawn	2	7
Resolution rate	52%	62%

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	June 30, 2007	Jun '07	% Change compared to Jun '07
31-60 Days	26	40	-35%
61-90 Days	26	31	-16%
91-120 Days	24	12	100%
121 - 150 Days	10	15	-33%
> 150 Days	191	241	-21%

The majority of complaints that are over 150 days relates to damaged appliances and Street Lights/Poles 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 (23%)	5 (19%)	4 (17%)	1 (10%)	13 (7%)	29 (10%)
Damaged Appliances	3 (12%)	2 (8%)	5 (21%)	4 (40%)	107 (56%)	121 (44%)
High / Low Voltage	5 (19%)	5 (19%)	4 (17%)	(0%)	4 (2%)	18 (6%)
Other	4 (15%)	2 (8%)	1 (4%)	2 (20%)	13 (7%)	22 (8%)
Power Outages	1 (4%)	(0%)	1 (4%)	(0%)	7 (4%)	9 (3%)
Request for Service	3 (12%)	2 (8%)	3 (13%)	(0%)	2 (1%)	10 (4%)
Street Lights / Poles	4 (15%)	10 (38%)	6 (25%)	3 (30%)	45 (24%)	68 (25%)
<b>Totals</b>	<b>26</b>	<b>26</b>	<b>24</b>	<b>10</b>	<b>191</b>	<b>277</b>

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

Complaint Type	Aug '06 - Jul '07	Jan - Jul '07	Jul '07
Billing Query	12,264.00	661.00	-
Damaged Appliance	52,015.00	7,702.00	-
Request for Service	-	-	-
	<b>\$ 64,279.00</b>	<b>\$ 8,363.00</b>	<b>\$ -</b>

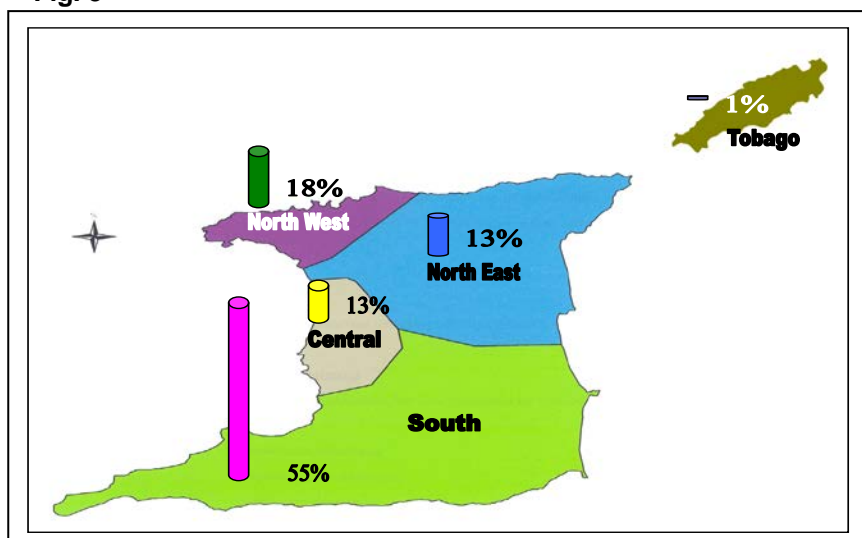
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 July 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	25 (11%)	14 (27%)	39 (13%)
North West	41 (17%)	12 (24%)	53 (18%)
Central	33 (14%)	4 (8%)	37 (13%)
South	139 (58%)	19 (37%)	158 (55%)
Tobago	0 (0%)	2 (4%)	2 (1%)
<b>Total</b>	<b>238</b>	<b>51</b>	<b>289</b>

**Fig. 8**



When compared to Jun '07, the number of complaints from the Central region decreased by 15 or 29%, those from the North West increased by 11 or 26%, and complaints from the South region decreased by 53 or 25%.



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

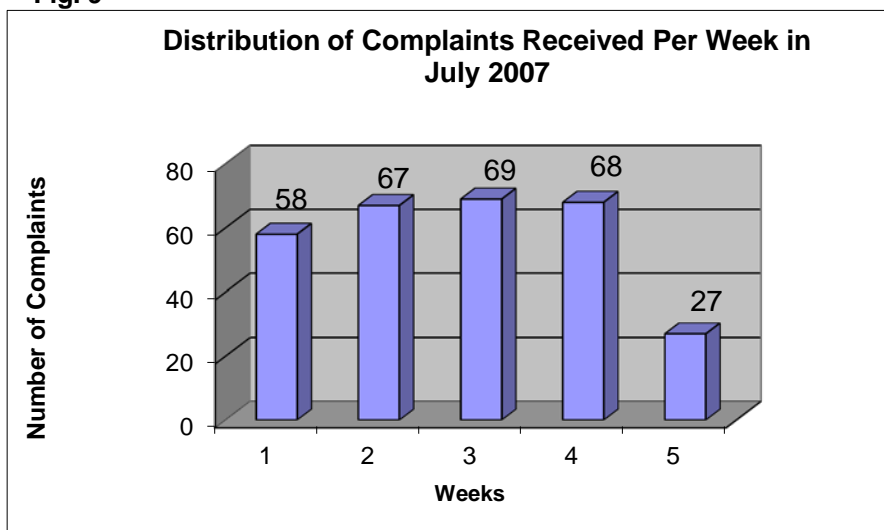
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	635
	"	South	Barrackpore	265
	"	South	Princes Town	173
	"	South	San Fernando	107
	"	South	Debe	79
	"	South	Gasparillo	59
	"	South	Santa Flora	58
	"	North West	Glencoe	47
	Billing Query	North West	Laventille	46
	Billing Query	Central	Flanagin Town	40
Leaks	South	Penal	28	
T&TEC	Street Lights / Poles	South	Princes Town	15
	Street Lights / Poles	South	Barrackpore	11
	Street Lights / Poles	North East	Sangre Grande	5
	Street Lights / Poles	North West	Diego Martin	5

## 7.0 Distribution of Complaints Received Per Week

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

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 - Jul '07

