



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

July 2008

1.0 Overview of Complaints

This report provides an analysis of all complaints received in July 2008, as well as all outstanding con Service Providers as at July 31, 2008.

Status	Jul '07	Jul '08	Aug '07 - Jul '08	
Number of complaints received	289	316	3,734	
Number of complaints resolved	144	134	2,955	
Number of complaints unresolved	145	182	672	
Number of complaints withdrawn	0	0	104	
Resolution rate for complaints received	50%	42%	81%	
No. of outstanding complaints resolved	51	108	39	
Total number of complaints resolved	195	242	2,994	
Rebate/compensation awarded to customers		TT\$0	TT\$555,588	WASA T&TEC

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, 2008	No & % of Complaints Received in Jul '08	No & % of Jul '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '08
Billing Query	262	15 (6%)	3 (1%)	10	264 (28%)
Inadequate Supply	488	224 (82%)	117 (43%)	76	519 (56%)
Leaks	29	25 (9%)	7 (3%)	8	39 (4%)
Request for Service	37	2 (1%)	0 (0%)	0	39 (4%)
Road Restoration	19	2 (1%)	0 (0%)	1	20 (2%)
Other	45	4 (1%)	0 (0%)	1	48 (5%)
Total	880	272	127(47%)	96	929

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, 2008	No & % of Complaints Received in Jul '08	No & % of Jul '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '08
Billing Query	23	3 (7%)	0 (0%)	1	25 (10%)
Damage Appliances	115	5 (11%)	0 (0%)	1	119 (45%)
High / Low Voltage	5	0 (0%)	0 (0%)	1	4 (2%)
Power Outages	13	17 (39%)	2 (5%)	1	27 (10%)
Request for Service	9	3 (7%)	0 (0%)	0	12 (5%)
Street Lights / Poles	53	9 (20%)	3 (7%)	3	56 (21%)
Other	20	7 (16%)	2 (5%)	5	20 (8%)
Total	238	44	7 (16%)	12	263

2.0 Complaints Analysis

Monthly	Jul '07	Jul '08	Jun '08
Number of complaints received	289	316	434
Number of complaints resolved	144	134	246
Number of complaints unresolved	145	182	188
Resolution rate for complaints received	50%	42%	57%
No. of outstanding complaints resolved	51	108	164
Total number of complaints resolved	195	242	410

The total number of complaints received in July 2008 decreased by 118 or 27% when compared to Jun '08. Using the same comparative period, the resolution rate for July 2008 decreased by 25%. The number of complaints resolved for the current month decreased by 112 or 46% and from a previous period (unresolved from Jan '03 to Jun '08) decreased by 56 or 34%. The total number of complaints resolved overall decreased by 168 or 41%.

Cumulative	Jan - Jul '07	Jan - Jul '08	Aug '07 - Jul '08
Number of complaints received	2,962	2,371	3,734
Number of complaints resolved	2,341	1,654	2,955
Number of complaints unresolved	621	673	672
Number of complaints withdrawn	77	44	104
Resolution rate	81%	71%	81%

The cumulative number of complaints received and resolved from Jan - Jul '08 decreased by 591 or 44% and by 687 or 29% respectively when compared to Jan - Jul '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 316 complaints recorded for Jul '08 were reported by 224 customers of which 99 or 44% were new customers. Table 3 shows the frequency of complaints where 145 customers made only one complaint whilst cumulatively 79 or 58% of our customers made more than one complaint. For the period Jan - Jul '08, 1098 customers made 2371 complaints to the RIC of which 639 or 79% were new customers.

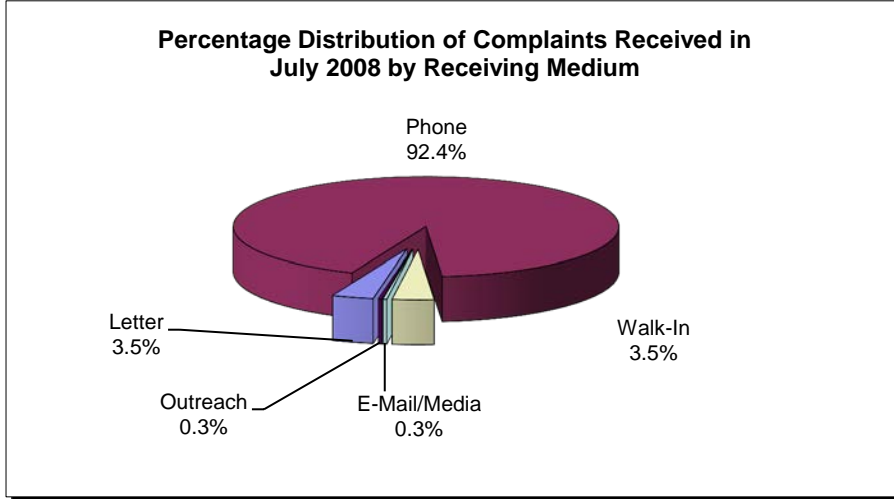
Table 3: Frequency of Complaints

No. of Complaints	No. of Jul '08 Customers	% of Repeated Customers Jul '08	No. of Customers Jan - Jul '08	% of Repeated Customers Jan - Jul '08
1	145	0	557	0
2	68	30	291	27
3	9	4	96	9
4	2	1	53	5
5	0	0	31	3
>6	0	0	70	6
0	224		1098	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2008 by receiving medium. The number of complaints received by Letter decreased by 1 or 8%, Telephone decreased by 110 or 27%, Walk in increased by 6 or 120%, Outreach decreased by 11 or 92% and e-mail/Media decreased by 2 or 67% when compared to Jun '08.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2008 by Service Provider. The number of complaints filed against WASA have decreased by 135 or 33% and those filed against T&TEC increased by 17 or 63% when compared to Jun '08.

Fig. 2

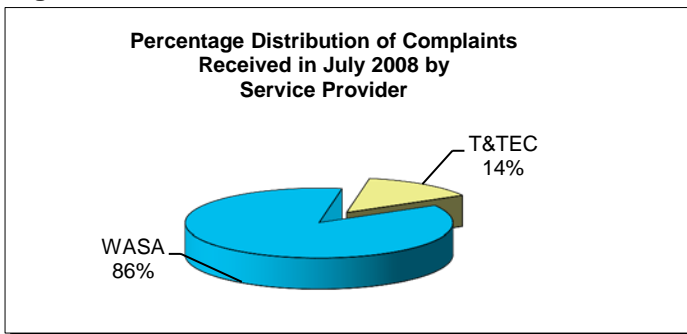
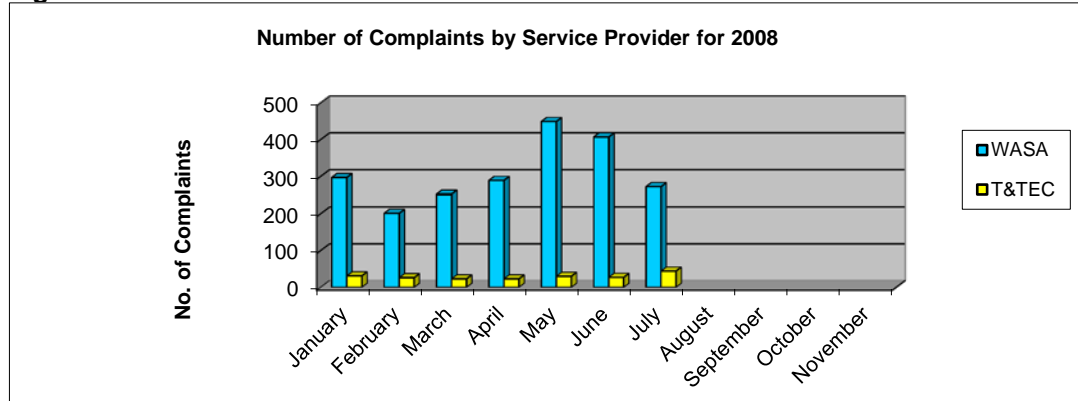


Fig. 3





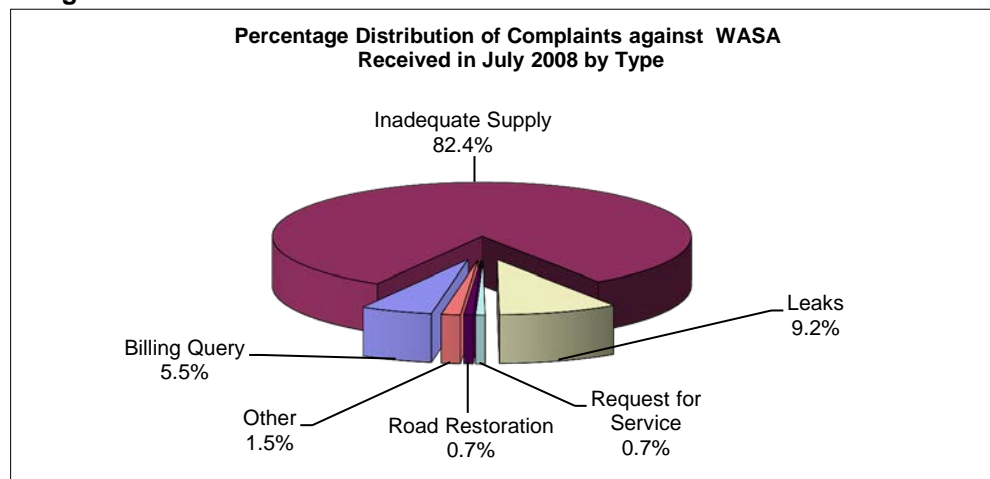
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2008 by type. When compared to Jun '08 the number of complaints related to Billing Queries increased by 2 or 15%, Inadequate Supply decreased by 145 or 39%, Leaks increased by 8 or 47%, Road Restoration increased by 1 or 100%, and the category Other decreased by 1 or 33%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jun 30, 2008	No of Complaints Received in Jul '08	No of Jul '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '08
Billing Query	262	15	3	10	264 (28%)
Inadequate Supply	488	224	117	76	519 (56%)
Leaks	29	25	7	8	39 (4%)
Request for Service	37	2	0	0	39 (4%)
Road Restoration	19	2	0	1	20 (2%)
Other	45	4	0	1	48 (5%)
Total	880	272	127	96	929

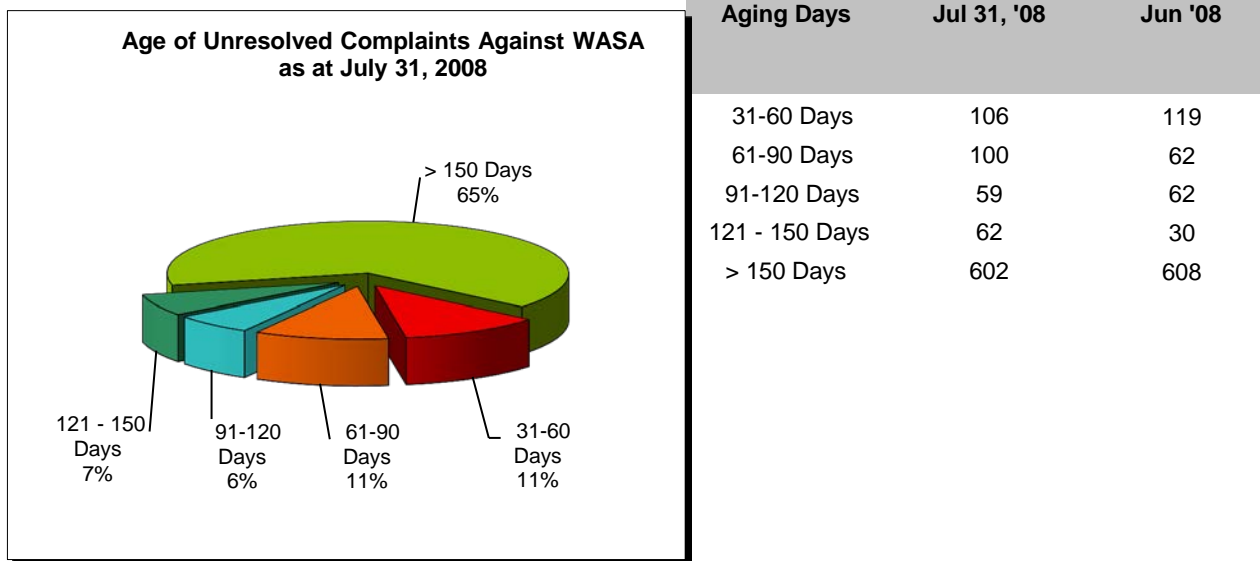
Fig. 4



Cumulative	Jan - Jul '08	Aug '07 - Jul '08
Number of complaints received	2,167	3,321
Number of complaints resolved	1,536	2,652
Number of complaints unresolved	588	568
Number of complaints withdrawn	43	98
Resolution rate	72%	82%

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	Jul 31, '08	Jun '08
31-60 Days	106	119
61-90 Days	100	62
91-120 Days	59	62
121 - 150 Days	62	30
> 150 Days	602	608

The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries. 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
Billing Query	7 (7%)	4 (4%)	10 (17%)	8 (13%)	235 (39%)
Inadequate Supply	89 (84%)	83 (83%)	36 (61%)	42 (68%)	268 (45%)
Leaks	6 (6%)	7 (7%)	6 (10%)	3 (5%)	17 (3%)
Other	2 (2%)	2 (2%)	5 (8%)	4 (6%)	35 (6%)
Request for Service	1 (1%)	2 (2%)	2 (3%)	3 (5%)	32 (5%)
Road Restoration	1 (1%)	2 (2%)	(0%)	2 (3%)	15 (2%)
	106	100	59	62	602

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

Complaint Type	Aug '07 - Jul '08	Jan - Jul '08	Jul '08
Billing Classification	9,740.00	76.00	-
Billing Query	280,043.00	122,002.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	15,437.00	13,137.00	-
	\$ 305,220.00	\$135,215.00	\$ -

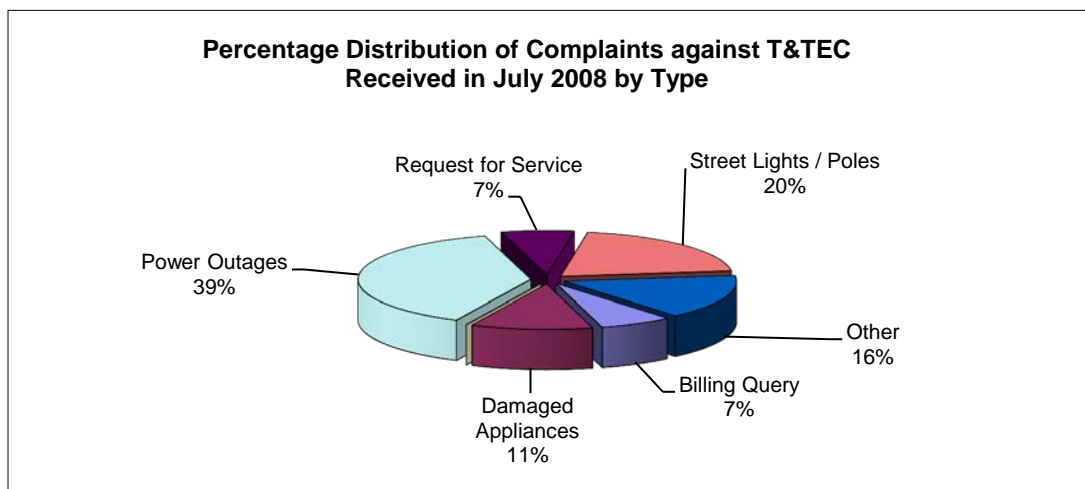
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in July 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in July 2008 by type. When compared to Jun '08, the number of complaints related to Billing Queries decreased by 2 or 40%, Damage Appliances increased by 2 or 67%, High/ Low Voltage decreased by 3 or 100%, Power Outages increased by 10 or 143%, Request for Service increased by 3 or 300%, Street Lights/Poles increased by 2 or 29%, and the category Other increased by 5 or 250% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jun 30, 2008	No of Complaints Received in Jul '08	No of Jul '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '08
Billing Query	23	3	0	1	25 (10%)
Damaged Appliances	115	5	0	1	119 (45%)
High / Low Voltage	5	0	0	1	4 (2%)
Power Outages	13	17	2	1	27 (10%)
Request for Service	9	3	0	0	12 (5%)
Street Lights / Poles	53	9	3	3	56 (21%)
Other	20	7	2	5	20 (8%)
Total	238	44	7	12	263

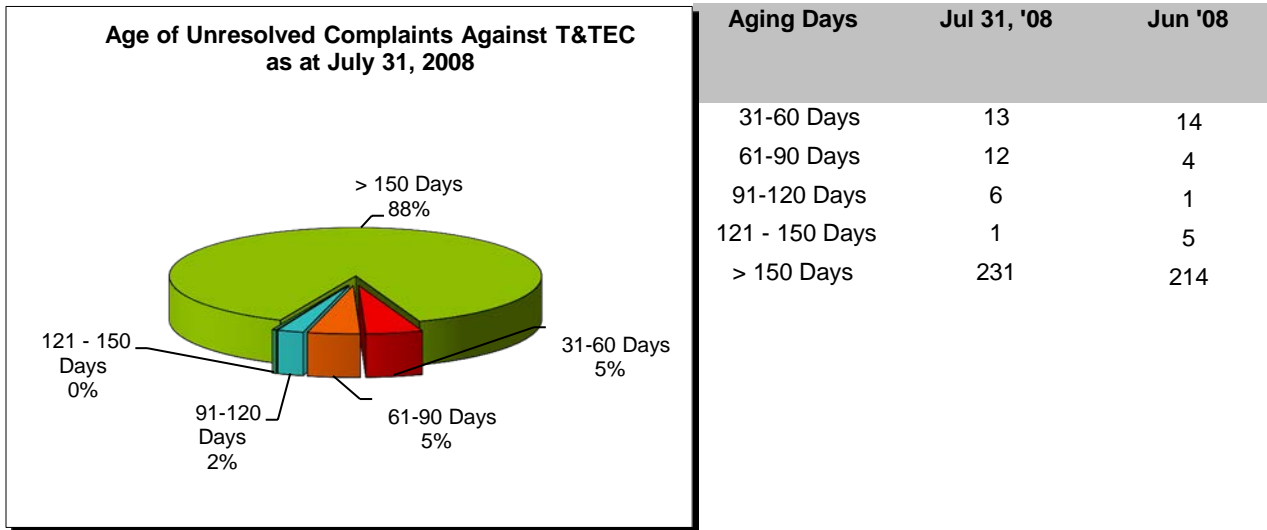
Fig. 6



Cumulative	Jan - Jul '08	Aug '07 - Jul '08
Number of complaints received	204	413
Number of complaints resolved	118	303
Number of complaints unresolved	85	104
Number of complaints withdrawn	1	6
Resolution rate	58%	74%

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	Jul 31, '08	Jun '08
31-60 Days	13	14
61-90 Days	12	4
91-120 Days	6	1
121 - 150 Days	1	5
> 150 Days	231	214

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	1 (8%)	1 (8%)	1 (17%)	(0%)	22 (10%)
Damaged Appliances	2 (15%)	(0%)	2 (33%)	1 (100%)	114 (49%)
High / Low Voltage	1 (8%)	(0%)	(0%)	(0%)	3 (1%)
Other	1 (8%)	2 (17%)	(0%)	(0%)	17 (7%)
Power Outages	6 (46%)	2 (17%)	1 (17%)	(0%)	18 (8%)
Request for Service	(0%)	2 (17%)	(0%)	(0%)	10 (4%)
Street Lights / Poles	2 (15%)	5 (42%)	2 (33%)	(0%)	47 (20%)
Totals	13	12	6	1	231

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

Complaint Type	Aug '07 - Jul '08	Jan - Jul '08	Jul '08
Billing Query	205,045.00	120,413.00	-
Damaged Appliance	45,323.00	35,504.00	-
Request for Service	-	-	-
	\$ 250,368.00	\$ 155,917.00	\$ -

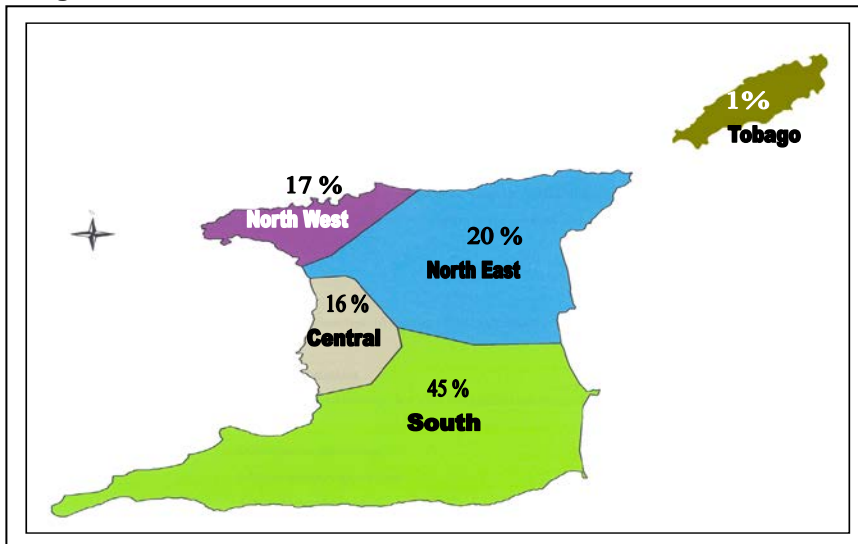
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 July 2008 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	47 (17%)	16 (36%)	63 (20%)
North West	43 (16%)	11 (25%)	54 (17%)
Central	52 (19%)	0 (0%)	52 (16%)
South	128 (47%)	15 (34%)	143 (45%)
Tobago	2 (1%)	2 (5%)	4 (1%)
Total	272	44	316

Fig. 8



When compared to Jun '08, the number of complaints from the Central region decreased by 10 or 16%, from the North East decreased by 15 or 19%, from the North West increased by 17 or 46%, complaints from the South region decreased by 112 or 44% while those from Tobago increased by 2 or 100%.

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 '08 .

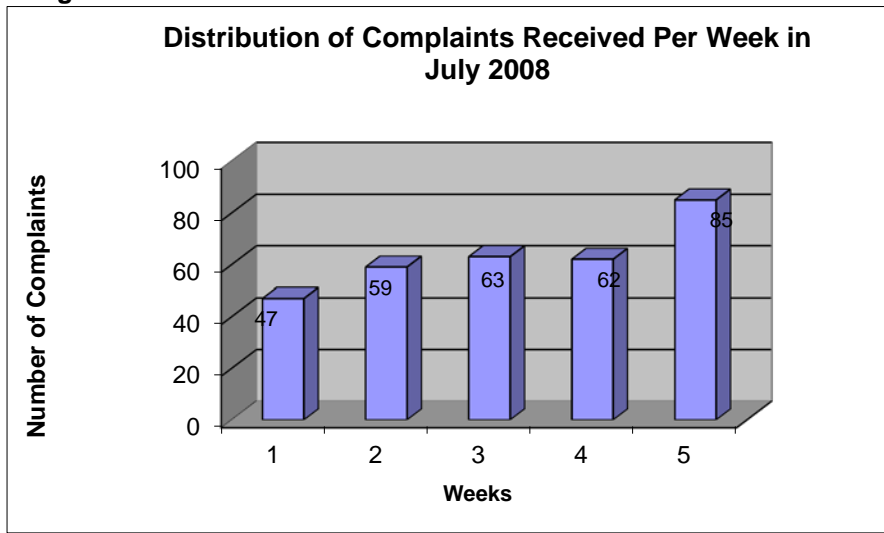
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Longdenville	7
			Tortuga	4
			Brazil	4
		North East	Arima	61
			D'Abadie	26
			St. Joseph	13
		North West	Glencoe	58
			Diego Martin	41
			Santa Cruz	21
		South	Barrackpore	294
			Penal	235
			Princes Town	152
			Siparia	81
T&TEC	Street Lights / Poles	South	Barrackpore	11
	Street Lights / Poles	South	Princes Town	8
	Street Lights / Poles	South	Penal	7
	Power Outages	South	Barrackpore	5

7.0 Distribution of Complaints Received Per Week

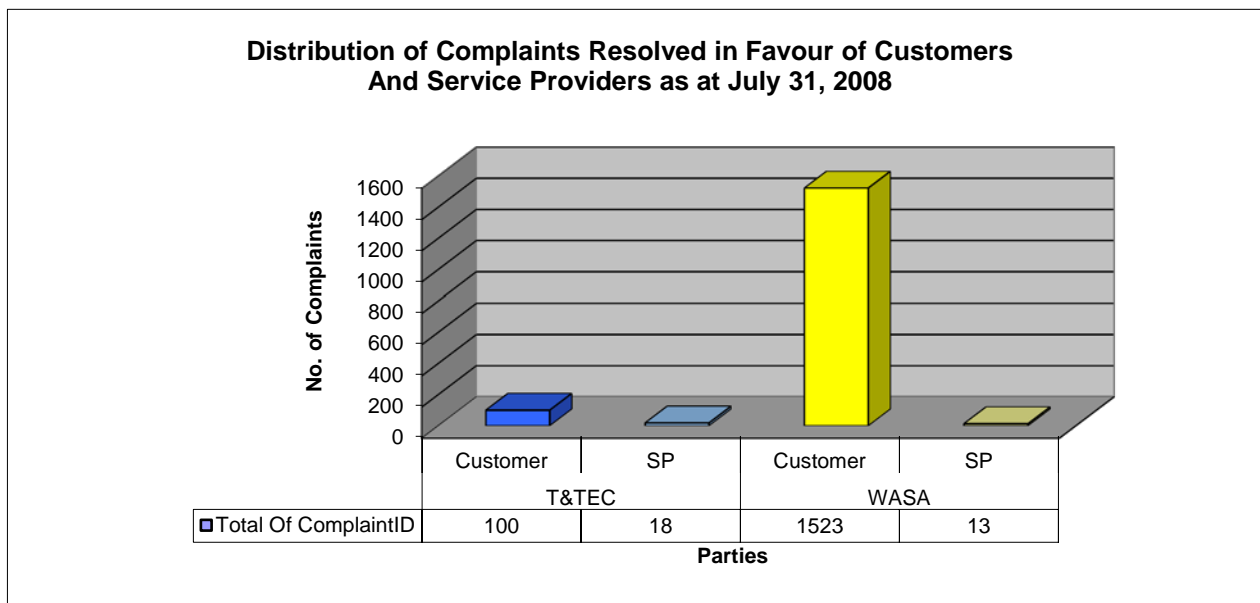
Figure 9 shows the distribution of the complaints received in July 2008

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 '08



plaints against

\$305220
\$250368

**% Change
compared to
Jun '08**

-11%
61%
-5%
107%
-1%

s as shown in

Total
262 (28%)
489 (56%)
29 (4%)
45 (5%)
37 (4%)
19 (2%)
881

**% Change
compared to
Jun '08**

-7%
200%
500%
-80%
8%

Total
25 (10%)
119 (45%)
4 (2%)
20 (8%)
27 (10%)
12 (5%)
56 (21%)
263

