



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

July 2009

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in July 2009, as well as all outstanding complaints Service Providers as at July 31, 2009.

Status	Jul '08	July '09	Aug '08 - Jul '09		
Number of complaints received	316	392	3,853		
Number of complaints resolved	134	185	2,964		
Number of complaints unresolved	182	207	799		
Number of complaints withdrawn	0	0	90		
<b>Resolution rate for complaints received</b>	<b>42%</b>	<b>47%</b>	<b>79%</b>		
No. of outstanding complaints resolved	108	276	105		
Total number of complaints resolved	<b>242</b>	<b>461</b>	<b>3,069</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$0</b>	<b>TT\$584,647</b>	WASA	\$287
				T&TEC	\$297

**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, '09	No & % of Complaints Received in Jul '09	No & % of July '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '09
Billing Query	292	13 (4%)	0 (0%)	3	302 (25%)
Inadequate Supply	788	325 (90%)	176 (49%)	196	741 (61%)
Leaks	48	13 (4%)	2 (1%)	20	39 (3%)
Request for Service	32	6 (2%)	0 (0%)	0	38 (3%)
Road Restoration	25	0 (0%)	0 (0%)	5	20 (2%)
Other	67	5 (1%)	1 (0%)	4	67 (6%)
<b>Total</b>	<b>1252</b>	<b>362</b>	<b>179 (49%)</b>	<b>228</b>	<b>1207</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, '09	No & % of Complaints Received in Jul '09	No & % of July '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '09
Billing Query	40	11 (37%)	2 (7%)	12	37 (15%)
Damage Appliances	128	1 (3%)	0 (0%)	13	116 (46%)
High / Low Voltage	6	1 (3%)	0 (0%)	2	5 (2%)
Power Outages	9	3 (10%)	0 (0%)	1	11 (4%)
Request for Service	10	4 (13%)	1 (3%)	3	10 (4%)
Street Lights / Poles	54	9 (30%)	3 (10%)	9	51 (20%)
Other	27	1 (3%)	0 (0%)	8	20 (8%)
<b>Total</b>	<b>274</b>	<b>30</b>	<b>6 (20%)</b>	<b>48</b>	<b>250</b>

## 2.0 Complaints Analysis

Monthly	Jul '08	July '09	Jun '09
Number of complaints received	316	392	422
Number of complaints resolved	134	185	198
Number of complaints unresolved	182	207	224
Resolution rate for complaints received	42%	47%	47%
No. of outstanding complaints resolved	108	276	105
Total number of complaints resolved	242	461	303

The total number of complaints received in July 2009 decreased by 30 or 7% when compared to June 2009. The number of complaints resolved for the current month decreased by 13 or 7% and from a previous period (unresolved from Jan '04 to Jun '09) increased by 171 or 163%. This was attributed to an increase in the number of responses from WASA. The total number of complaints resolved overall increased by 158 or 52%.

Cumulative	Jan '08 - Jul '08	Jan '09 - Jul '09	Aug '08 - Jul '09
Number of complaints received	2,371	2,352	3,853
Number of complaints resolved	1,654	1,692	2,964
Number of complaints unresolved	717	620	799
Number of complaints withdrawn	44	40	90
Resolution rate	71%	73%	79%

The cumulative number of complaints received and resolved from Jan '09 - Jul '09 decreased by 19 or 52% and increased by 38 or 2% respectively when compared to Jan '08 - Jul '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 392 complaints recorded for July '09 were reported by 248 customers of which 100 or 40% were new customers. Table 3 shows the frequency of complaints where 141 customers made only one complaint whilst cumulatively 107 or 57% of our customers made more than one complaint. For the period Jan '09-Jul '09, 1087 customers made 2352 complaints to the RIC of which 618 or 79% were new customers.

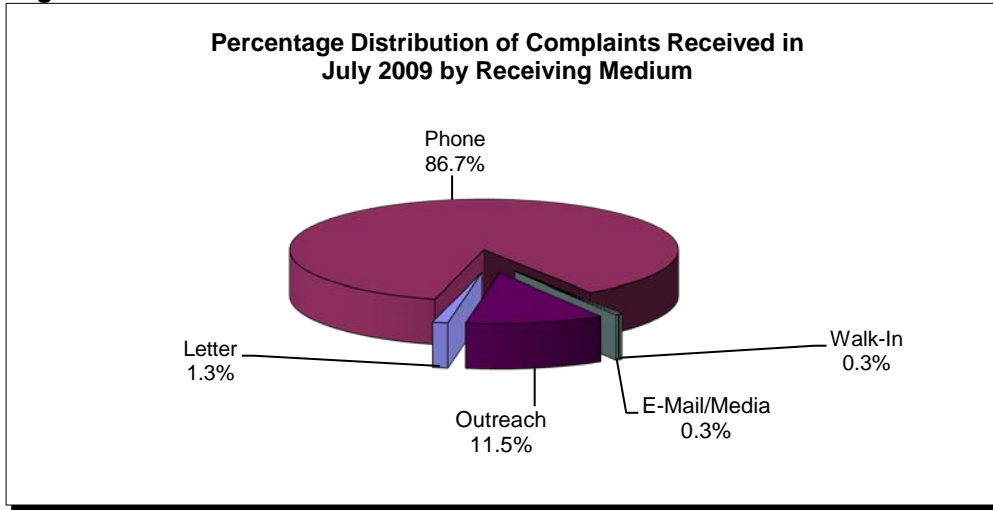
**Table 3: Frequency of Complaints**

No. of Complaints	No. of July '09 Customers	% of Repeat Customers for July '09	No. of Customers from Jan '09-Jul '09	% of Repeat Customers from Jan '09-Jul '09
1	141	0	550	0
2	79	32	282	26
3	20	8	88	8
4	6	2	63	6
5	2	1	31	3
>6	0	0	73	7
	<b>248</b>		<b>1087</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2009 by receiving medium. The number of complaints received by Letter decreased by 8 or 62%, Telephone decreased by 40 or 11%, Walk in decreased by 4 or 80%, Outreach increased by 24 or 114% and e-mail/Media decreased by 2 or 67% when compared to Jun '09.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2009 by Service Provider. The number of complaints filed against WASA have decreased by 26 or 7% and those filed against T&TEC decreased by 4 or 12% when compared to Jun '09.

Fig. 2

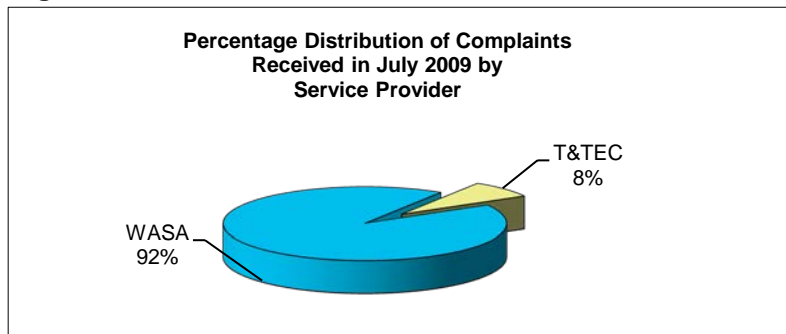
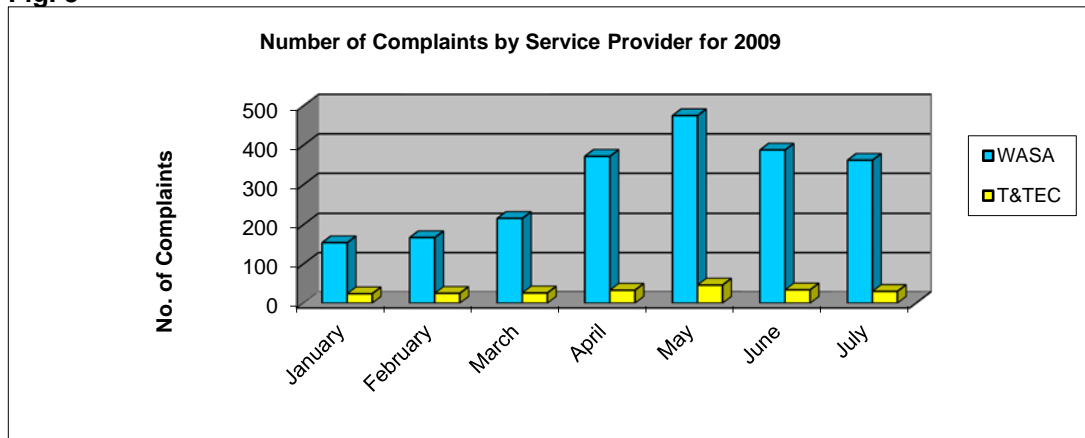


Fig. 3



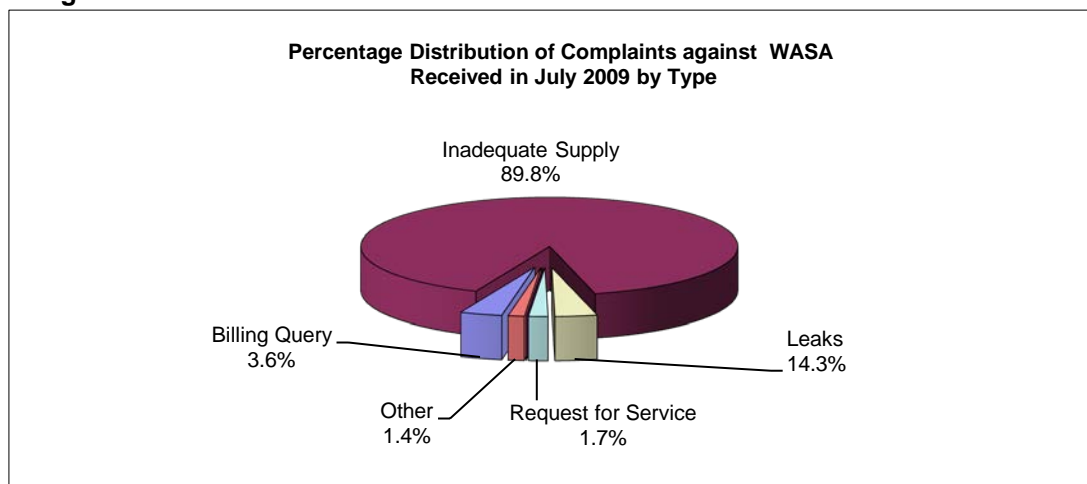
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2009 by type. When compared to Jun '09 the number of complaints related to Billing Queries decreased by 6 or 32%, Inadequate Supply decreased by 19 or 6%, Leaks decreased by 4 or 24%, Road Restoration increased by 6 or 600%, and the category Other decreased by 3 or 100%.

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

Complaint Category	Total Unresolved Complaints as at Jun 30, '09	No & % of Complaints Received in Jul '09	No & % of July '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '09
Billing Query	292	13	0	3	302 (25%)
Inadequate Supply	788	325	176	196	741 (61%)
Leaks	48	13	2	20	39 (3%)
Request for Service	32	6	0	0	38 (3%)
Road Restoration	25	0	0	5	20 (2%)
Other	67	5	1	4	67 (6%)
<b>Total</b>	<b>1252</b>	<b>362</b>	<b>179</b>	<b>228</b>	<b>1207</b>

**Fig. 4**



Cumulative	Jan '09- Jul '09	Aug '08 - Jul '09
Number of complaints received	2,134	3,456
Number of complaints resolved	1,558	2,684
Number of complaints unresolved	537	686
Number of complaints withdrawn	39	86
Resolution rate	74%	80%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

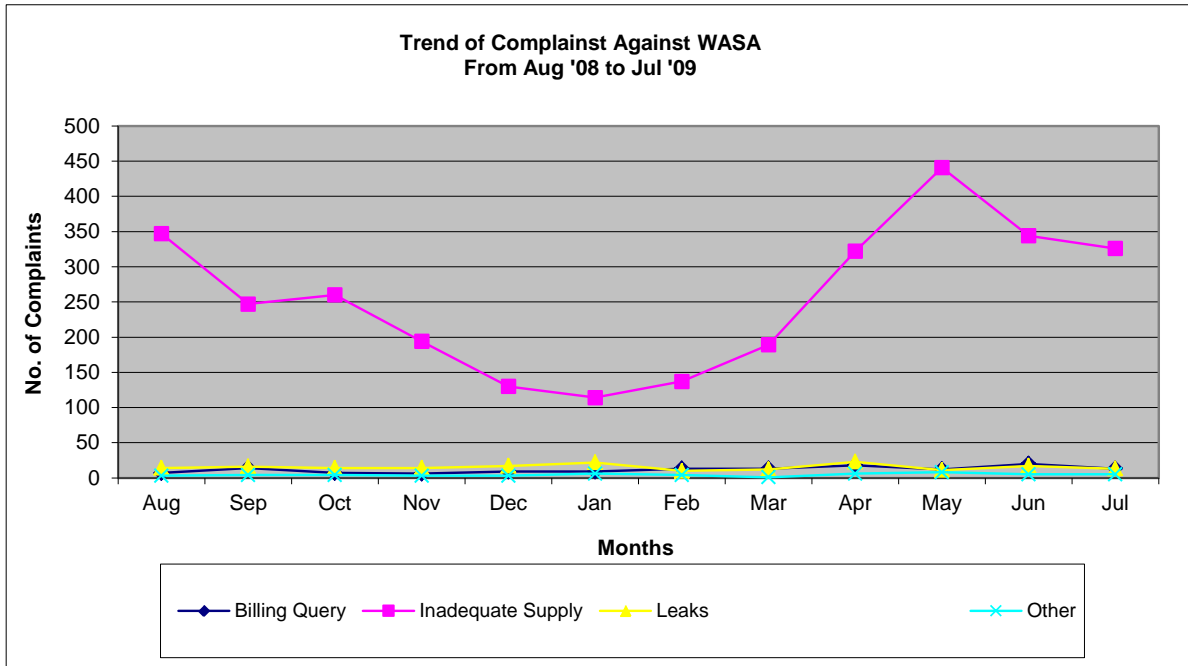
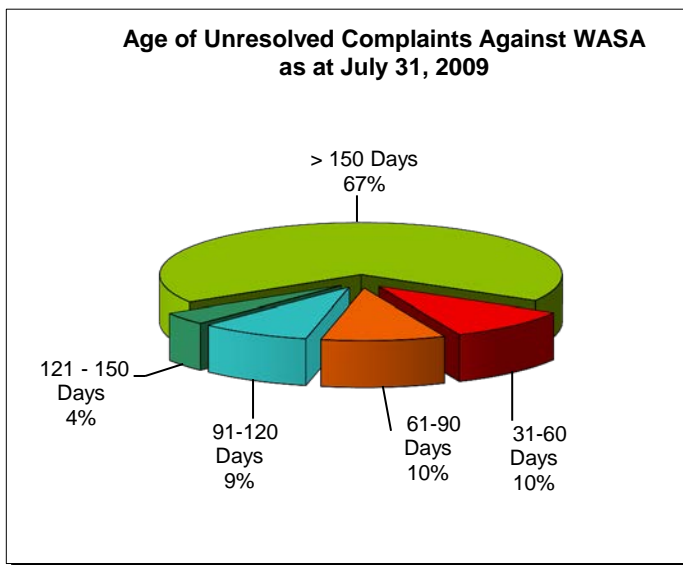


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jul '09	Jun '09	% Ch comp: Jun
31-60 Days	109	141	-23
61-90 Days	107	129	-17
91-120 Days	95	52	83
121 - 150 Days	42	49	-14
> 150 Days	722	875	-17

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					To
	31-60	61-90	91-120	91-120	> 150	
Billing Query	20 (18%)	11 (10%)	16 (17%)	9 (21%)	233 (32%)	292
Inadequate Supply	81 (74%)	86 (80%)	64 (67%)	28 (67%)	388 (54%)	781
Leaks	4 (4%)	4 (4%)	7 (7%)	1 (2%)	8 (1%)	49
Other	3 (3%)	4 (4%)	6 (6%)	1 (2%)	49 (7%)	67
Request for Service	0 (0%)	0 (0%)	0 (0%)	3 (7%)	29 (4%)	32
Road Restoration	1 (1%)	2 (2%)	2 (2%)	0 (0%)	15 (2%)	25
	<b>109</b>	<b>107</b>	<b>95</b>	<b>42</b>	<b>722</b>	<b>1246</b>

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

Complaint Type	Aug '08 - Jul '09	Jan '09- Jul '09	July '09
Billing Classification	567.00	567.00	-
Billing Query	248,037.00	226,097.00	-
Damage to Property	20,000.00	20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	18,630.00	-
	<b>\$ 287,234.00</b>	<b>\$ 265,294.00</b>	<b>\$ -</b>

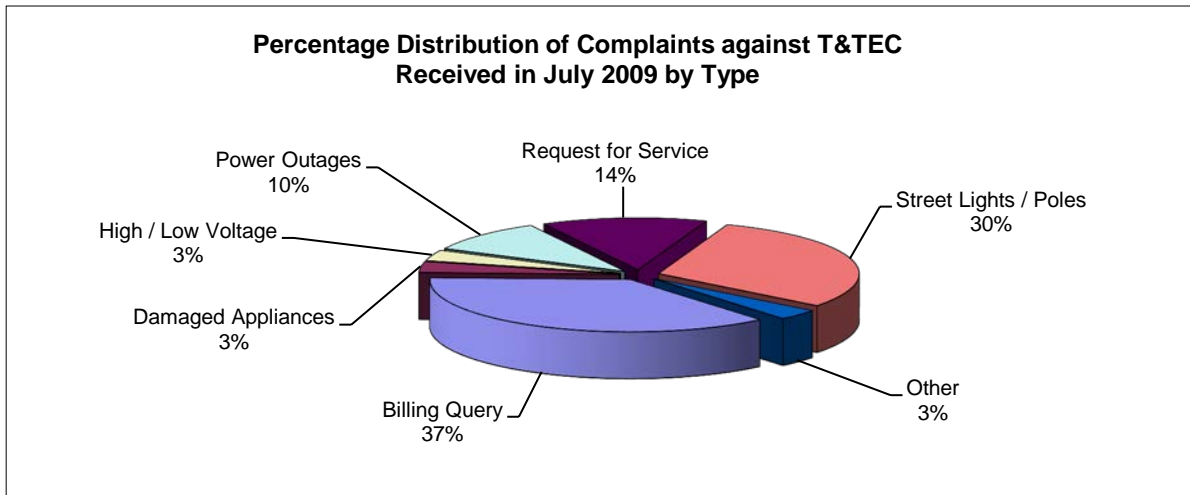
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in July 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in July 2009 by type. When compared to Jun '09, the number of complaints related to Billing Queries increased by 5 or 83%, Damage Appliances decreased by 4 or 80%, High/ Low Voltage decreased by 1 or 50%, Power Outages increased by 1 or 50%, Request for Service decreased by 1 or 20% and the category Other decreased by 4 or 80%.

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

Complaint Type	Total Unresolved Complaints as at Jun 30, '09	No & % of Complaints Received in Jul '09	No & % of July '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '09
Billing Query	40	11	2	12	37 (15%)
Damaged Appliances	128	1	0	13	116 (46%)
High / Low Voltage	6	1	0	2	5 (2%)
Power Outages	9	3	0	1	11 (4%)
Request for Service	10	4	1	3	10 (4%)
Street Lights / Poles	54	9	3	9	51 (20%)
Other	27	1	0	8	20 (8%)
<b>Total</b>	<b>274</b>	<b>30</b>	<b>6</b>	<b>48</b>	<b>250</b>

**Fig. 7**



<b>Cumulative</b>	<i>Jan '09- Jul '09</i>	<i>Aug '08 - Jul '09</i>
Number of complaints received	218	397
Number of complaints resolved	134	280
Number of complaints unresolved	83	113
Number of complaints withdrawn	1	4
Resolution rate	62%	71%

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

**Fig. 8**

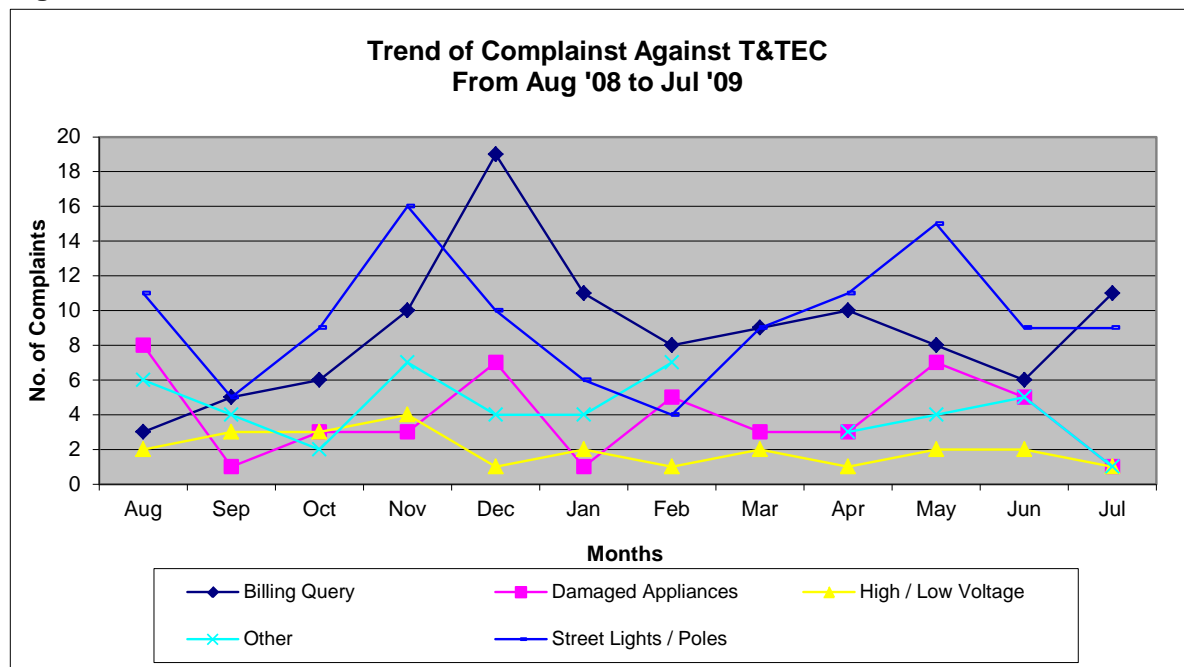
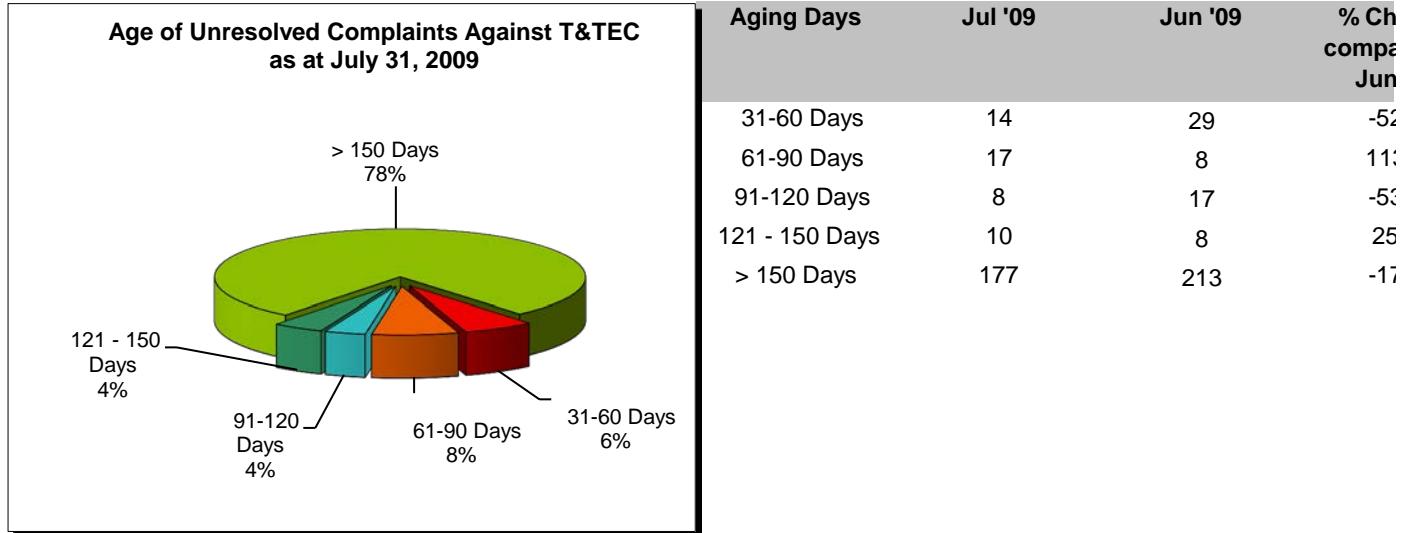


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Jul '09	Jun '09	% Change Jun
31-60 Days	14	29	-52%
61-90 Days	17	8	113%
91-120 Days	8	17	-53%
121 - 150 Days	10	8	25%
> 150 Days	177	213	-17%

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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	1 (7%)	2 (12%)	0 (0%)	2 (20%)	23 (13%)	28
Damaged Appliances	2 (14%)	5 (29%)	2 (25%)	2 (20%)	104 (59%)	115
High / Low Voltage	1 (7%)	0 (0%)	0 (0%)	2 (20%)	1 (1%)	4
Other	3 (21%)	1 (6%)	1 (13%)	0 (0%)	14 (8%)	19
Power Outages	0 (0%)	2 (12%)	0 (0%)	0 (0%)	6 (3%)	8
Request for Service	3 (21%)	1 (6%)	1 (13%)	1 (10%)	2 (1%)	8
Street Lights / Poles	4 (29%)	6 (35%)	4 (50%)	3 (30%)	27 (15%)	44
<b>Totals</b>	<b>14</b>	<b>17</b>	<b>8</b>	<b>10</b>	<b>177</b>	<b>226</b>

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

Complaint Type	Aug '08 - Jul '09	Jan '09- Jul '09	July '09
Billing Query	65,165.00	48,660.00	-
Damaged Appliance	31,098.00	29,409.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	59,358.00	39,358.00	-
	<b>\$ 297,413.00</b>	<b>\$ 259,219.00</b>	<b>\$ -</b>



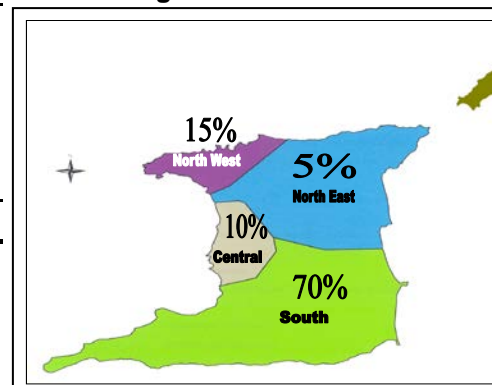
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in July 2009 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	17 (5%)	4 (13%)	21 (5%)
North West	54 (15%)	4 (13%)	58 (15%)
Central	38 (10%)	2 (7%)	40 (10%)
South	253 (70%)	20 (67%)	273 (70%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>362</b>	<b>30</b>	<b>392</b>

**Fig. 10**



When compared to Jun '09, the number of complaints from the Central region decreased by 27 or 40%, from the North East decreased by 18 or 46%, from the North West decreased by 11 or 16% and complaints from the South region increased by 26 or 11%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Jul '09 .

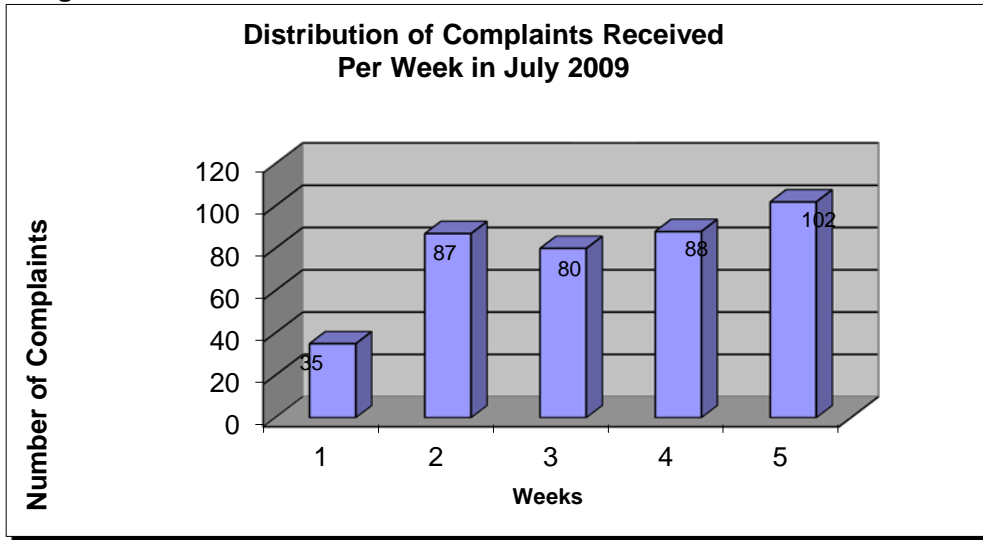
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	46
			Cunupia	40
			Las Lomas No.	31
		North East	Talparo	12
			Arima	10
			Manzanilla	10
		North West	Diego Martin	46
			Glencoe	42
			Port of Spain	29
			South	Penal
		South	Barrackpore	198
			Princes Town	165
			Siparia	107
T&TEC	Street Lights / Poles		North East	Arima
Billing Query	South	Princes Town	6	
Street Lights / Poles	South	Princes Town	6	
Street Lights / Poles	South	Barrackpore	5	

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in July 2009

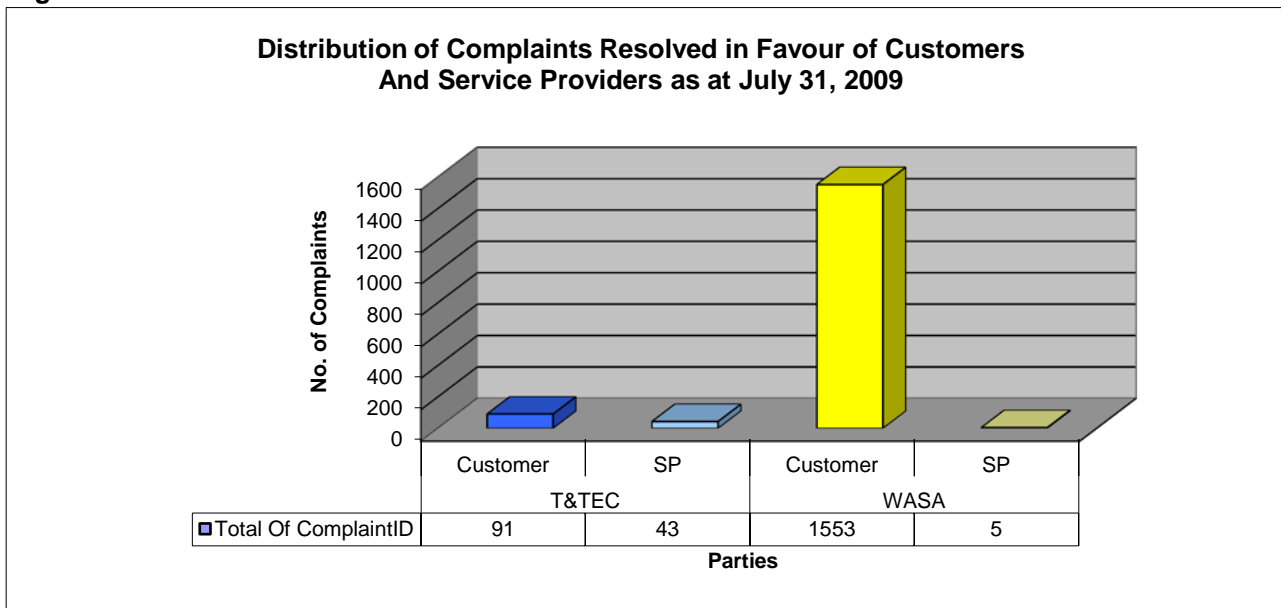
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Jul '09

Fig. 12



against

7234  
7413







Change  
compared to  
2009

3%

7%

1%

4%

7%

<b>tal</b>
(27%)
(60%)
(2%)
(6%)
(3%)
(2%)





Change  
Compared to  
'09

2%

3%

3%

1%

7%

Total
(12%)
(51%)
(2%)
(8%)
(4%)
(4%)
(19%)

