



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**July 2011**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in July 2011, as well as all outstanding complaints against Service Providers as at July 31, 2011.

Status	Jul '10	July '11	Aug '10 - Jul '11		
Number of complaints received	194	166	2,314		
Number of complaints resolved	74	106	2,068		
Number of complaints unresolved	120	60	208		
Number of complaints withdrawn	0	0	38		
<b>Resolution rate for complaints received</b>	<b>38%</b>	<b>64%</b>	<b>91%</b>		
No. of outstanding complaints resolved	259	62	117		
Total number of complaints resolved	<b>333</b>	<b>168</b>	<b>2,185</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$626</b>	<b>TT\$1,865,034</b>	WASA	\$773677
				T&TEC	\$1091357

**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 June 30, '11	No & % of Complaints Received in July '11	No & % of July '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at July 31, '11
Billing Query	252	2 (2%)	0 (0%)	6	248 (46%)
Inadequate Supply	196	96 (75%)	71 (55%)	27	194 (36%)
Leaks	14	22 (17%)	16 (13%)	6	14 (3%)
Request for Service	26	2 (2%)	1 (1%)	0	27 (5%)
Road Restoration	8	3 (2%)	1 (1%)	2	8 (1%)
Other	50	3 (2%)	1 (1%)	3	49 (9%)
<b>Total</b>	<b>546</b>	<b>128</b>	<b>90 (70%)</b>	<b>44</b>	<b>540</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 June 30, '11	No & % of Complaints Received in July '11	No & % of July '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at July 31, '11
Billing Query	2	3 (8%)	3 (8%)	2	0 (0%)
Damage Appliances	44	3 (8%)	1 (3%)	2	44 (37%)
High / Low Voltage	1	5 (13%)	2 (5%)	0	4 (3%)
Power Outages	14	9 (24%)	5 (13%)	6	12 (10%)
Request for Service	6	0 (0%)	0 (0%)	2	4 (3%)
Street Lights / Poles	26	15 (39%)	5 (13%)	2	34 (29%)
Other	21	3 (8%)	0 (0%)	4	20 (17%)
<b>Total</b>	<b>114</b>	<b>38</b>	<b>16 (42%)</b>	<b>18</b>	<b>118</b>

## 2.0 Complaints Analysis

Monthly	Jul '10	July '11	Jun '11
Number of complaints received	194	166	171
Number of complaints resolved	74	106	112
Number of complaints unresolved	120	60	59
<b>Resolution rate for complaints received</b>	<b>38%</b>	<b>64%</b>	<b>65%</b>
No. of outstanding complaints resolved	259	62	117
Total number of complaints resolved	333	168	229

The total number of complaints received in July 2011 decreased by 5 or 3% when compared to June 2011. Using the same comparative period, the resolution rate for July 2011 decreased by 3%. The number of complaints resolved for the current month decreased by 6 or 5% and from a previous period (unresolved from Jan '09 to Jun '11) decreased by 55 or 47%. The total number of complaints resolved overall decreased by 61 or 27%.

Cumulative	Jan '10 - Jul '10	Jan '11 - Jul '11	Aug '10 - Jul '11
Number of complaints received	3,466	1,223	2,314
Number of complaints resolved	2,801	1,025	2,068
Number of complaints unresolved	552	179	208
Number of complaints withdrawn	113	19	38
Resolution rate	84%	85%	91%

The cumulative number of complaints received and resolved from Jan '11 - Jul '11 decreased by 2243 or 65% and decreased by 1776 or 63% 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 166 complaints recorded for July 2011 were reported by 132 customers of which 51 or 39% were new customers. Table 3 shows the frequency of complaints where 104 customers made only one complaint whilst cumulatively 28 or 21% of our customers made more than one complaint. For the period Jan '11 to Jul '11, 702 customers made 1223 complaints to the RIC of which 347 or 49% were new customers.

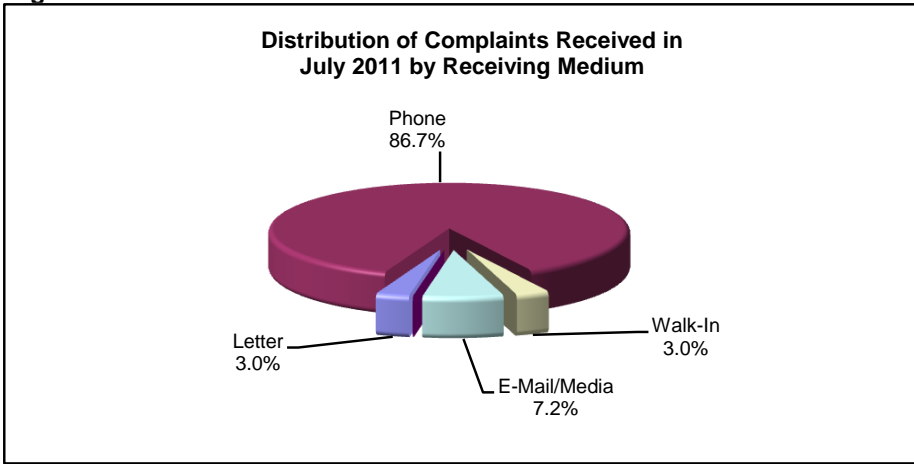
**Table 3: Frequency of Complaints**

No. of Complaints	No. of July '11 Customers	% of Repeat Customers for July '11	No. of Customers from Jan '11-Jul '11	% of Repeat Customers from Jan '11-Jul '11
1	104	0	442	0
2	21	16	151	22
3	4	3	47	7
4	2	2	31	4
5	0	0	13	2
>6	1	1	18	3
	<b>132</b>		<b>702</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2011 by receiving medium. The number of complaints received by Letter increased by 1 or 25%, Telephone decreased by 19 or 12%, Walk in increased by 3 or 150%, and e-mail/Media increased by 10 or 500% when compared to June 2011.

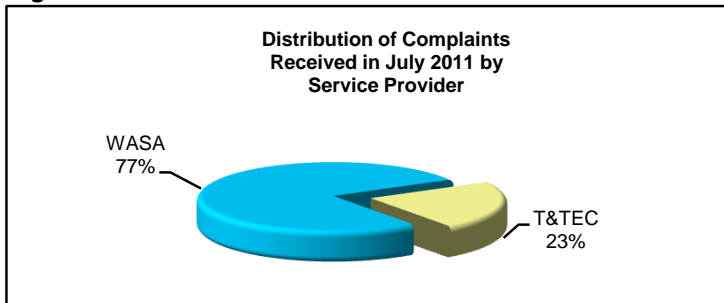
**Fig. 1**



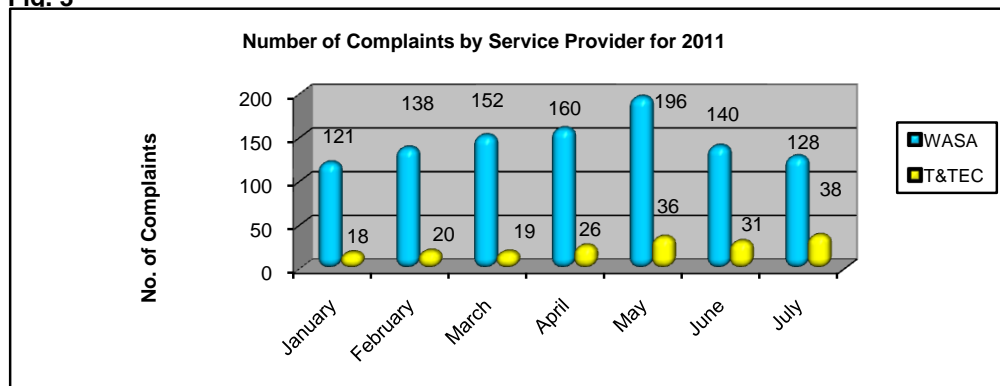
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2011 by Service Provider. The number of complaints filed against WASA have decreased by 12 or 9% and those filed against T&TEC have increased by 7 or 23% when compared to June 2011. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.

**Fig. 2**



**Fig. 3**



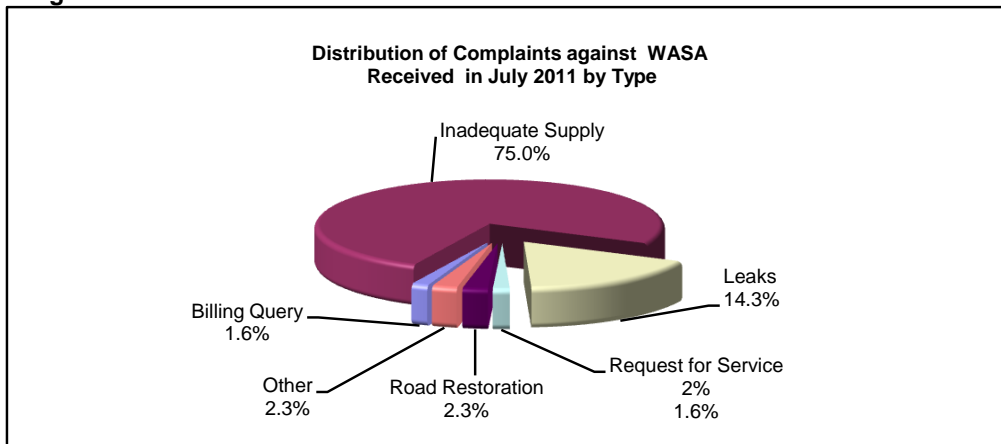
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2011 by type. When compared to June 2011 the number of complaints related to Billing Queries decreased by 1 or 33%, Inadequate Supply decreased by 19 or 17%, Leaks increased by 3 or 16%, Request for Service increased by 2 or 200%, Road Restoration increased by 2 or 200% and the category Other increased by 1 or 50%.

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

Complaint Category	Total Unresolved Complaints as at June 30, '11	No of Complaints Received in July '11	No of July '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at July 31, '11
Billing Query	252	2	0	6	248 (46%)
Inadequate Supply	196	96	71	27	194 (36%)
Leaks	14	22	16	6	14 (3%)
Request for Service	26	2	1	0	27 (5%)
Road Restoration	8	3	1	2	8 (1%)
Other	50	3	1	3	49 (9%)
<b>Total</b>	<b>546</b>	<b>128</b>	<b>90</b>	<b>44</b>	<b>540</b>

**Fig. 4**



Cumulative	Jan '11- Jul '11	Aug '10 - Jul '11
Number of complaints received	1,035	1,952
Number of complaints resolved	892	1,773
Number of complaints unresolved	124	143
Number of complaints withdrawn	19	36
Resolution rate	88%	93%

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

**Fig. 5**

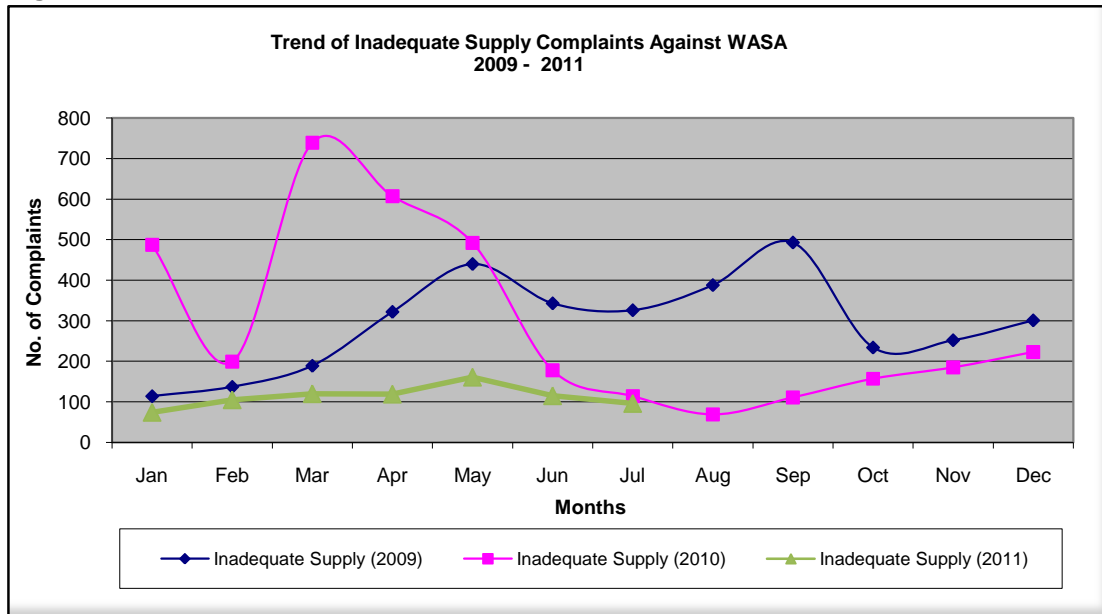
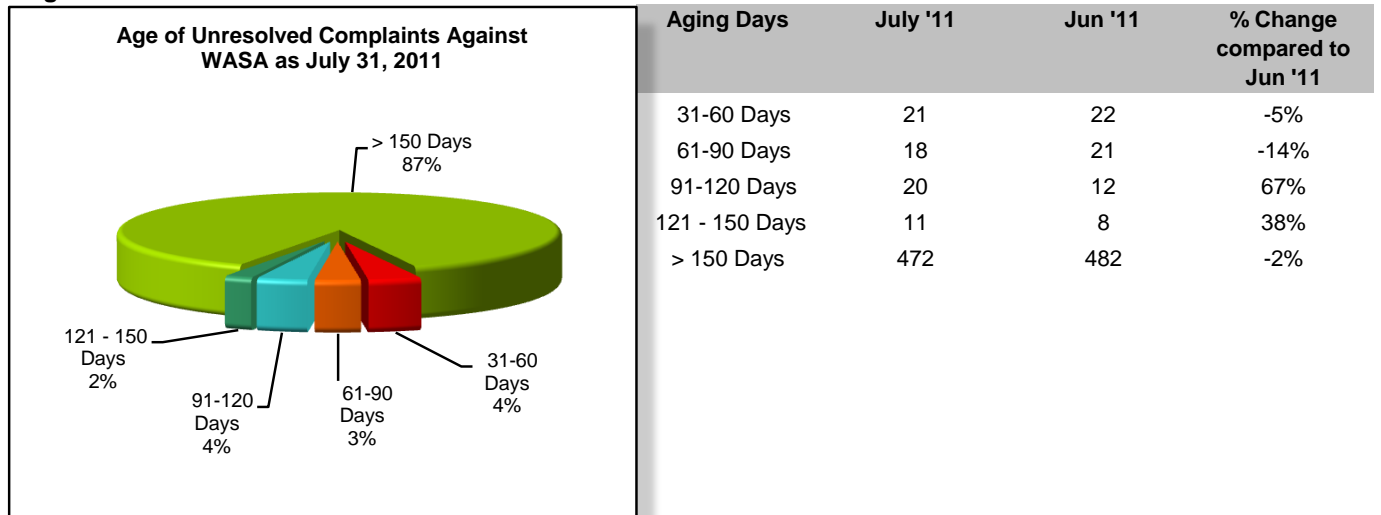


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	July '11	Jun '11	% Change compared to Jun '11
31-60 Days	21	22	-5%
61-90 Days	18	21	-14%
91-120 Days	20	12	67%
121 - 150 Days	11	8	38%
> 150 Days	472	482	-2%

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					Total
	31-60	61-90	91-120	121-150	> 150	
Billing Query	3 (14%)	3 (17%)	2 (10%)	2 (18%)	238 (50%)	248 (46%)
Inadequate Supply	17 (81%)	11 (61%)	7 (35%)	8 (73%)	151 (32%)	194 (36%)
Leaks	0 (0%)	0 (0%)	3 (15%)	0 (0%)	11 (2%)	14 (3%)
Other	1 (5%)	3 (17%)	3 (15%)	1 (9%)	41 (9%)	49 (9%)
Request for Service	0 (0%)	0 (0%)	1 (5%)	0 (0%)	28 (6%)	29 (5%)
Road Restoration	0 (0%)	1 (6%)	4 (20%)	0 (0%)	3 (1%)	8 (1%)
	<b>21</b>	<b>18</b>	<b>20</b>	<b>11</b>	<b>472</b>	<b>542</b>

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

Complaint Type	Aug '10 - Jul '11	Jan '11- Jul '11	July '11
Billing Classification	7,413.00	1,755.00	-
Billing Query	314,996.00	265,728.00	-
Damage to Property	395,735.00	390,235.00	-
Disconnection / Reconnection	-	-	-
Other Claims	55,533.00	55,533.00	-
	<b>\$ 773,677.00</b>	<b>\$ 713,251.00</b>	<b>\$ -</b>

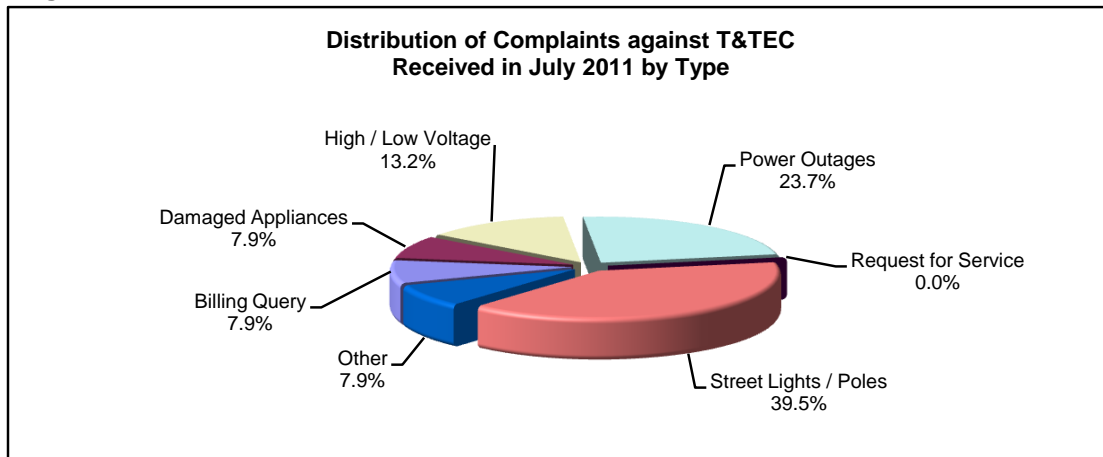
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in July 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in July 2011 by type. When compared to June 2011, the number of complaints related to Billing Queries increased by 1 or 50%, High/ Low Voltage increased by 2 or 67%, Power Outages decreased by 1 or 10%, Request for Service decreased by 2 or 100%, Street Lights/Poles increased by 8 or 114%, and the category Other decreased by 1 or 25% .

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at June 30, '11	No of Complaints Received in July '11	No of July '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at July 31, '11
Billing Query	2	3	3	2	0 (0%)
Damaged Appliances	44	3	1	2	44 (37%)
High / Low Voltage	1	5	2	0	4 (3%)
Power Outages	14	9	5	6	12 (10%)
Request for Service	6	0	0	2	4 (3%)
Street Lights / Poles	26	15	5	2	34 (29%)
Other	21	3	0	4	20 (17%)
<b>Total</b>	<b>114</b>	<b>38</b>	<b>16</b>	<b>18</b>	<b>118</b>

**Fig. 7**



<b>Cumulative</b>	<i>Jan '11- Jul '11</i>	<i>Aug '10 - Jul '11</i>
Number of complaints received	188	362
Number of complaints resolved	133	295
Number of complaints unresolved	55	65
Number of complaints withdrawn	0	2
Resolution rate	71%	82%

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

**Fig. 8**

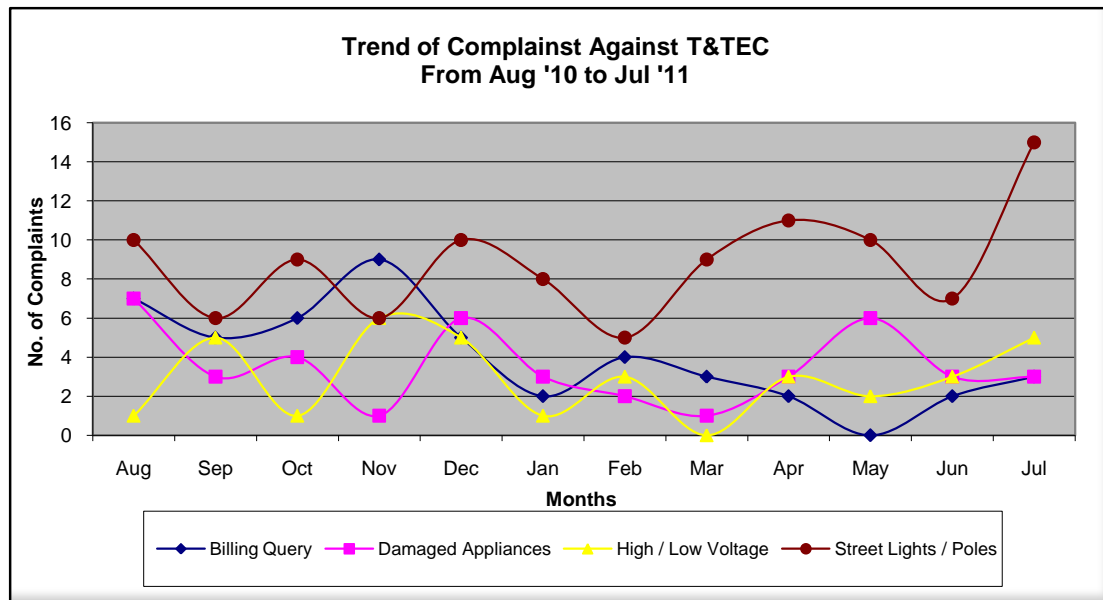
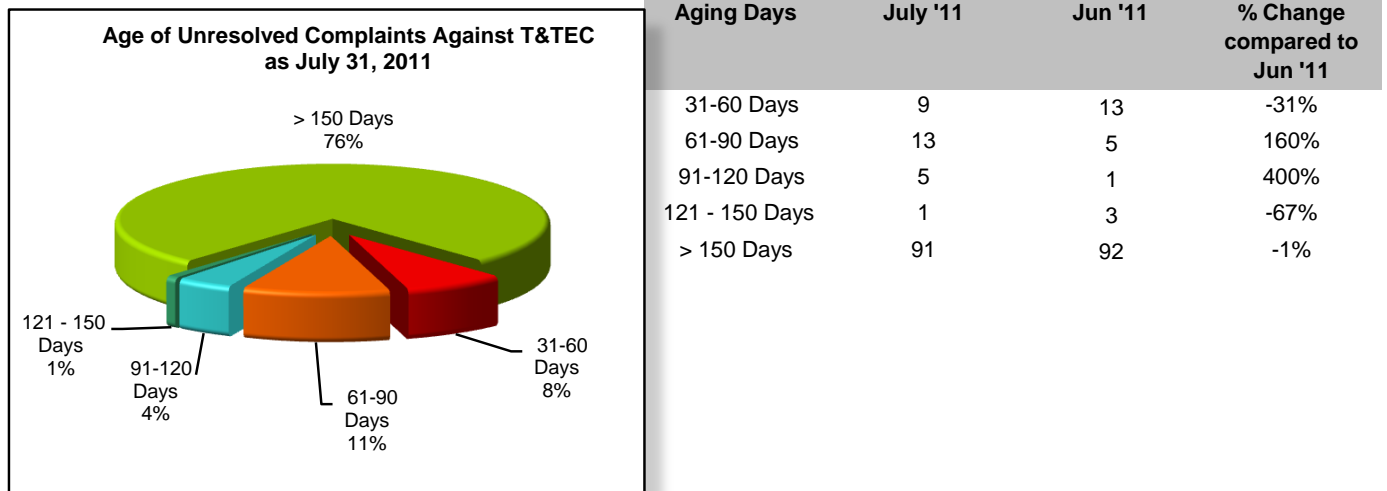


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	July '11	Jun '11	% Change compared to Jun '11
31-60 Days	9	13	-31%
61-90 Days	13	5	160%
91-120 Days	5	1	400%
121 - 150 Days	1	3	-67%
> 150 Days	91	92	-1%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (2%)	2 (2%)
Damaged Appliances	2 (22%)	5 (38%)	3 (60%)	0 (0%)	33 (36%)	43 (36%)
High / Low Voltage	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (4%)	4 (3%)
Other	1 (11%)	1 (8%)	0 (0%)	1 (100%)	17 (19%)	20 (17%)
Power Outages	2 (22%)	5 (38%)	0 (0%)	0 (0%)	5 (5%)	12 (10%)
Request for Service	0 (0%)	0 (0%)	1 (20%)	0 (0%)	3 (3%)	4 (3%)
Street Lights / Poles	4 (44%)	2 (15%)	1 (20%)	0 (0%)	27 (30%)	34 (29%)
<b>Totals</b>	<b>9</b>	<b>13</b>	<b>5</b>	<b>1</b>	<b>91</b>	<b>119</b>

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

Complaint Type	Aug '10 - Jul '11	Jan '11- Jul '11	July '11
Billing Query	1,050,019.00	144,388.00	626.00
Damaged Appliance	38,270.00	19,899.00	-
KVA Reduction	-	-	-
Other Claims	3,068.00	3,068.00	-
	<b>\$ 1,091,357.00</b>	<b>\$ 167,355.00</b>	<b>\$ 626.00</b>



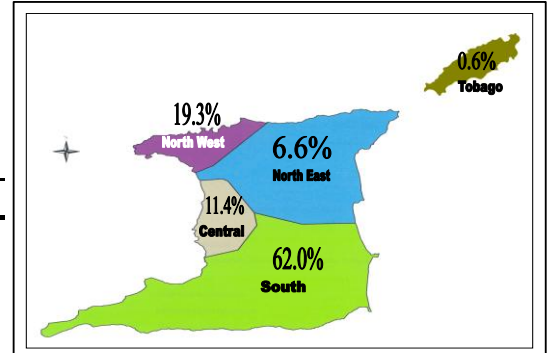
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2011 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	6 (5%)	5 (13%)	11 (7%)
North West	21 (16%)	11 (29%)	32 (19%)
Central	12 (9%)	7 (18%)	19 (11%)
South	89 (70%)	14 (37%)	103 (62%)
Tobago	0 (0%)	1 (3%)	1 (1%)
<b>Total</b>	<b>128</b>	<b>38</b>	<b>166</b>

**Fig. 10**



When compared to June 2011, the number of complaints received in July 2011 from the Central region decreased by 4 or 17%, those from the North East decreased by 2 or 15%, those from the North West increased by 7 or 28%, and complaints from the South region decreased by 6 or 6% .

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '11- Jul '11 .

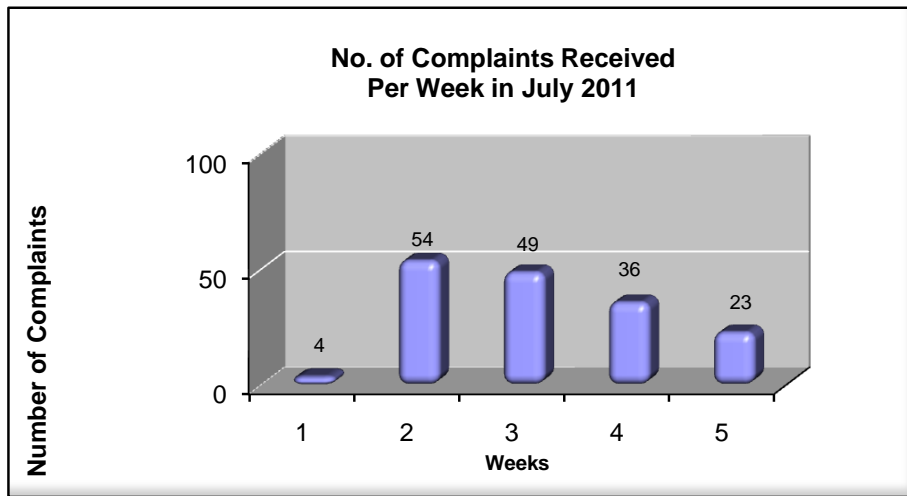
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	13
			Freeport	11
			Cunupia	9
		North East	Champ Fleurs	14
			D'Abadie	5
			Valsayn	5
		North West	Santa Cruz	25
			Diego Martin	21
			Glencoe	18
			Barrackpore	168
		South	Princes Town	109
			Penal	59
			Gasparillo	35
T&TEC	Street Lights / Poles	South	Penal	9
	Power Outages	South	Penal	7
	Street Lights / Poles	North West	Diego Martin	4
	Street Lights / Poles	Central	Chaguanas	3

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in July 2011

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 January 2011 to July 2011.

Fig. 12

