



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

July 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in July 2012, as well as all outstanding complaints against Service Providers as at July 31, 2012.

Status	Jul '11	Jul '12	Aug '11 - Jul '12		
Number of complaints received	166	381	3,225		
Number of complaints resolved	106	197	2,669		
Number of complaints unresolved	60	143	506		
Number of complaints withdrawn	0	41	50		
Resolution rate for complaints received	63.9%	57.9%	84.1%		
No. of outstanding complaints resolved	117	118	90		
Total number of complaints resolved	223	315	2,759		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$2,069,994	WASA	\$1388952
				T&TEC	\$681042

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, '12	No & % of Complaints Received in Jul '12	No & % of Total Jul '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '12
Billing Query	273	18 5.5%	0 0.0%	9	282 42.7%
Inadequate Supply	191	246 75.7%	165 50.8%	52	220 33.3%
Leaks	43	43 13.2%	16 4.9%	27	43 6.5%
Request for Service	33	1 0.3%	1 0.3%	2	31 4.7%
Road Restoration	27	10 3.1%	0 0.0%	4	33 5.0%
Other	46	7 2.2%	2 0.6%	0	51 7.7%
Total	613	325	184 56.6%	94	660

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, '12	No & % of Complaints Received in Jul '12	No & % of Total Jul '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '12
Billing Query	5	2 3.6%	0 0.0%	0	7 4.7%
Damage Appliances	39	7 12.5%	0 0.0%	1	45 30.0%
High / Low Voltage	8	4 7.1%	0 0.0%	1	11 7.3%
Power Outages	7	4 7.1%	0 0.0%	4	7 4.7%
Request for Service	10	4 7.1%	0 0.0%	3	11 7.3%
Street Lights / Poles	38	23 41.1%	7 12.5%	10	44 29.3%
Other	24	12 21.4%	6 10.7%	5	25 16.7%
Total	131	56	13 23.2%	24	150

2.0 Complaints Analysis

Monthly	Jul '11	Jul '12	Jun '12
Number of complaints received	166	381	325
Number of complaints resolved	106	197	131
Number of complaints unresolved	60	143	160
Resolution rate for complaints received	63.9%	57.9%	45.0%
No. of outstanding complaints resolved	117	118	90
Total number of complaints resolved	223	315	221

The total number of complaints received in July 2012 increased by 56 or 17% when compared to June 2012. Using the same comparative period, the resolution rate for July 2012 increased by 29% percentage points. The number of complaints resolved for the current month increased by 66 or 50% and from a previous period (unresolved from Jan '07 to Jun '12) increased by 28 or 31%. The total number of complaints resolved overall increased by 94 or 43%.

Cumulative	Jan '11 - Jul '11	Jan '12 - Jul '12	Aug '11 - Jul '12
Number of complaints received	1,223	2,144	3,225
Number of complaints resolved	1,025	1,620	2,669
Number of complaints unresolved	179	483	506
Number of complaints withdrawn	19	41	50
Resolution rate	85.1%	77.0%	84.1%

The cumulative number of complaints received and resolved from January 2012 - July 2012 increased by 921 or 75% and by 595 or 58% 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 381 complaints recorded for July 2012 were reported by 278 customers of which 143 or 51% were new customers. Table 3 shows the frequency of complaints where 199 customers made only one complaint whilst cumulatively 79 or 28% of our customers made more than one complaint. For the period January 2012 - July 2012, 1274 customers made 2144 complaints to the RIC of which 698 or 55% were new customers.

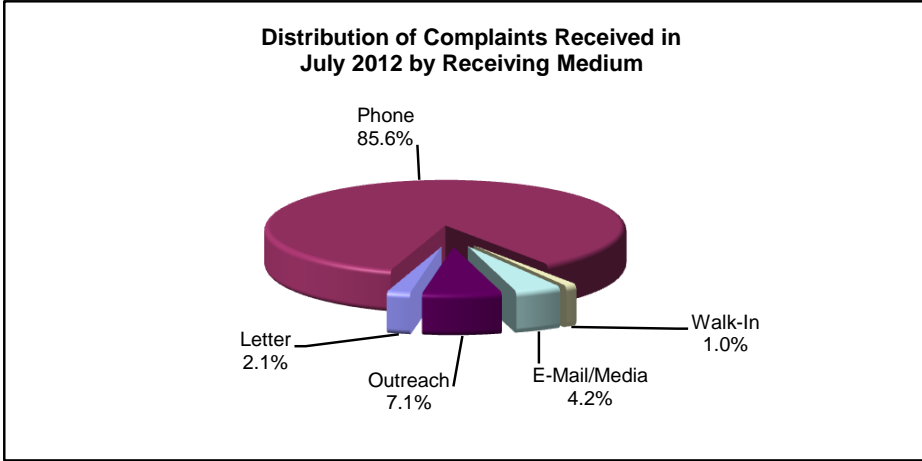
Table 3: Frequency of Complaints

No. of Complaints	No. of Jul '12 Customers	% of Repeat Customers for Jul '12	No. of Customers from Jan '12 - Jul '12	% of Repeat Customers from Jan '12 - Jul '12
1	199	0	803	0
2	65	23	295	23
3	11	4	83	7
4	2	1	45	4
5	1	0	17	1
>6	0	0	31	2
	278		1274	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2012 by receiving medium. The number of complaints received by Letter increased by 4 or 100%, Telephone increased by 45 or 16%, Walk in decreased by 3 or 43%, Outreach increased by 6 or 29% and e-mail/Media increased by 4 or 33% when compared to June 2012.

Fig. 1



Receiving Medium

	Jun '12	Jul '12
Letter	4	8
Telephone	281	326
Walk-In	7	4
Email/Media	12	16
Outreach	21	27

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2012 by Service Provider. The number of complaints filed against WASA have increased by 42 or 15% and those filed against T&TEC have increased by 14 or 33% when compared to June 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2012.

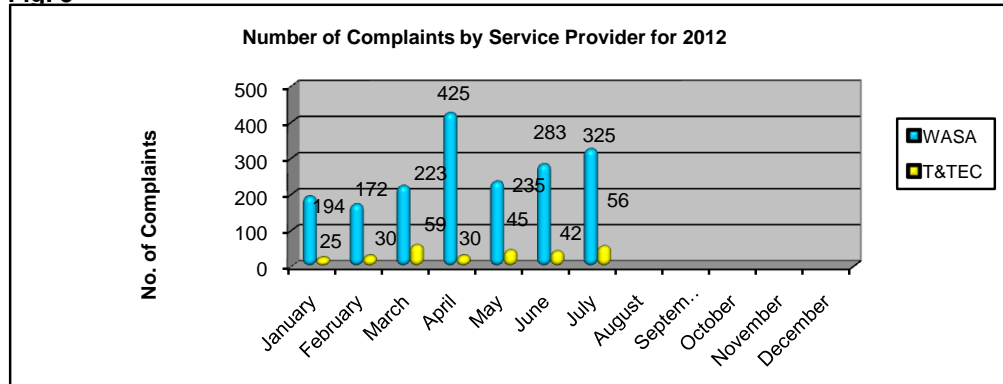
Fig. 2



Service Providers

	Jun '12	Jul '12
WASA	283	325
T&TEC	42	56

Fig. 3



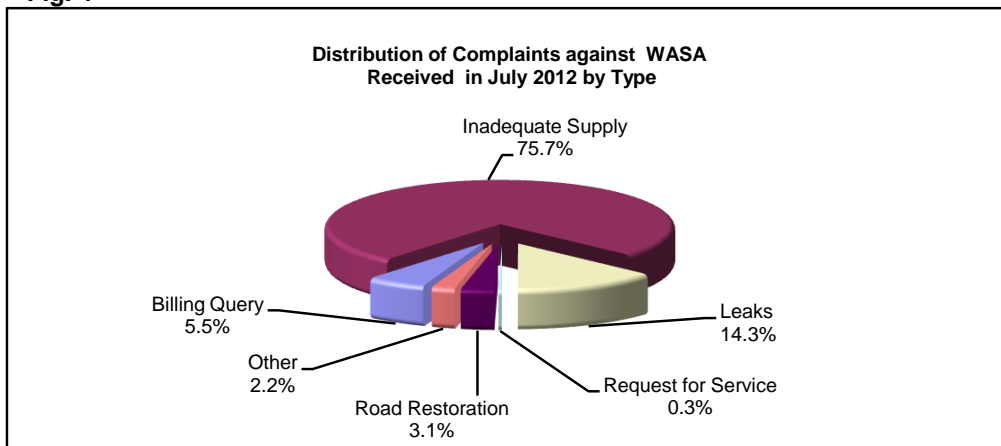
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2012 by type. When compared to June 2012 the number of complaints related to Billing Queries decreased by 5 or 22%, Inadequate Supply increased by 48 or 24%, Leaks decreased by 3 or 7%, Road Restoration decreased by 2 or 17% and the category Other increased by 4 or 133%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jun 30, '12	No of Complaints Received		No of Jul '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '12
		Jun '12	Jul '12			
Billing Query	273	23	18	0	9	282 42.7%
Inadequate Supply	191	198	246	165	52	220 33.3%
Leaks	43	46	43	16	27	43 6.5%
Request for Service	33	1	1	1	2	31 4.7%
Road Restoration	27	12	10	0	4	33 5.0%
Other	46	3	7	2	0	51 7.7%
Total	613	283	325	184	94	660

Fig. 4



Cumulative	Jan '12 - Jul '12	Aug '11 - Jul '12
Number of complaints received	1,857	2,810
Number of complaints resolved	1,439	2,372
Number of complaints unresolved	381	393
Number of complaints withdrawn	37	45
Resolution rate	79.1%	85.8%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative. Problems at Desalcott, Caroni and North Oropouche Water Treatment Plants resulted in production shortfalls which negatively impacted on customers' supply.

Fig. 5

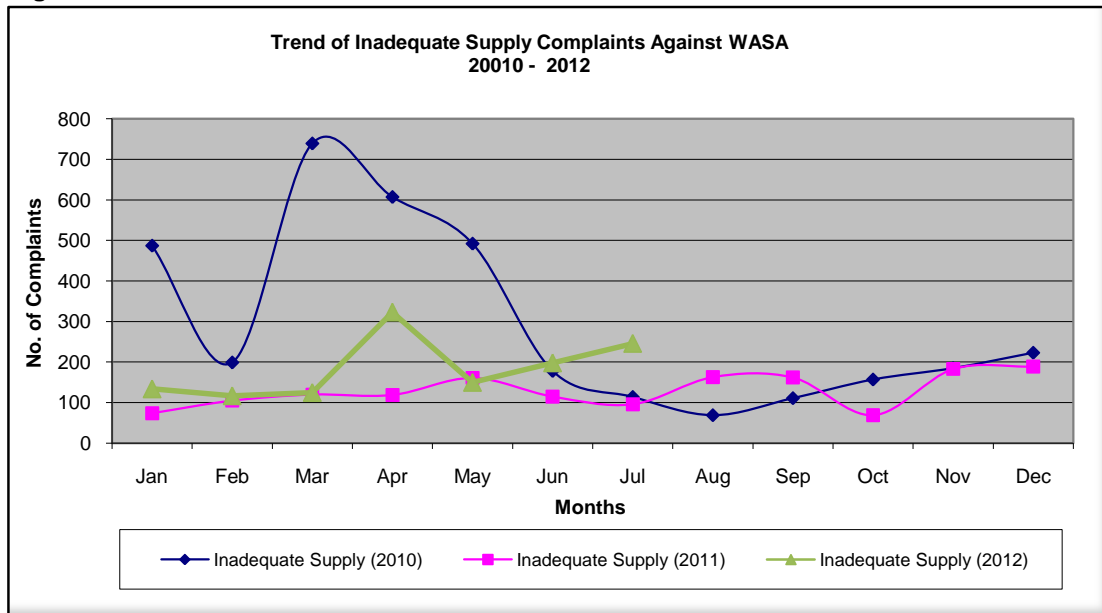
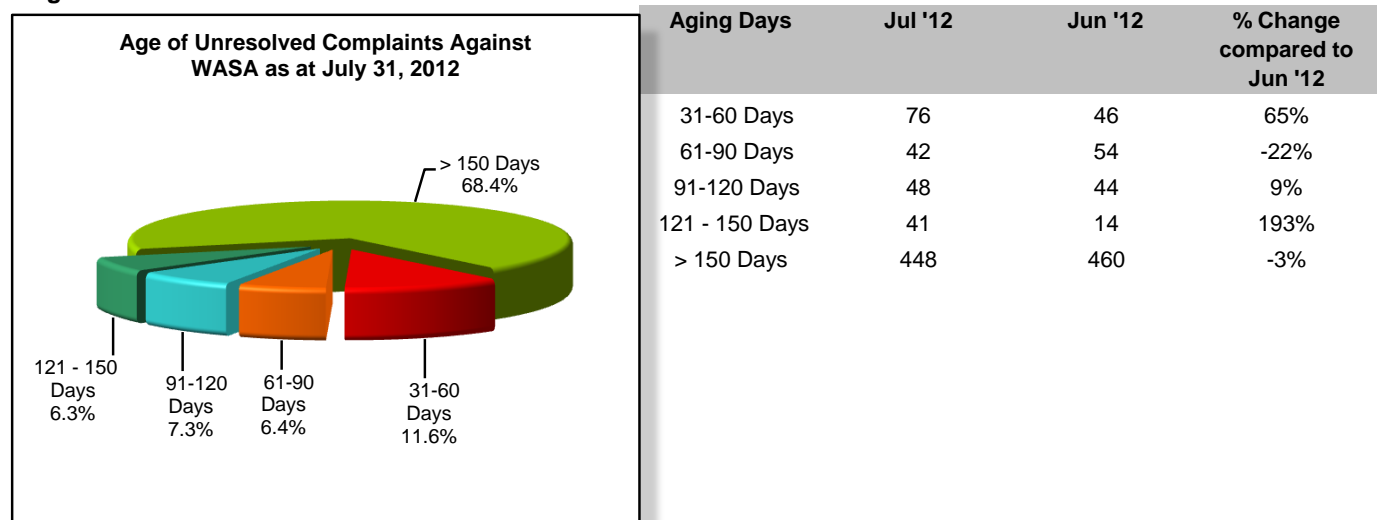


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jul '12	Jun '12	% Change compared to Jun '12
31-60 Days	76	46	65%
61-90 Days	42	54	-22%
91-120 Days	48	44	9%
121 - 150 Days	41	14	193%
> 150 Days	448	460	-3%

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											
	31-60		61-90		91-120		121-150		> 150		Total	
Billing Query	18	23.7%	13	31.0%	22	45.8%	13	31.7%	216	48.2%	282	43.1%
Inadequate Supply	36	47.4%	15	35.7%	17	35.4%	16	39.0%	127	28.3%	211	32.2%
Leaks	9	11.8%	3	7.1%	3	6.3%	3	7.3%	29	6.5%	47	7.2%
Other	2	2.6%	5	11.9%	2	4.2%	4	9.8%	38	8.5%	51	7.8%
Request for Service	1	1.3%	3	7.1%	0	0.0%	1	2.4%	26	5.8%	31	4.7%
Road Restoration	10	13.2%	3	7.1%	4	8.3%	4	9.8%	12	2.7%	33	5.0%
	76		42		48		41		448		655	

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

Complaint Type	Aug '11 - Jul '12	Jan '12 - Jul '12	Jul '12
Billing Classification	2,155.00	-	-
Billing Query	287,397.00	165,329.00	-
Damage to Property	1,099,400.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,388,952.00	\$ 750,329.00	\$ -

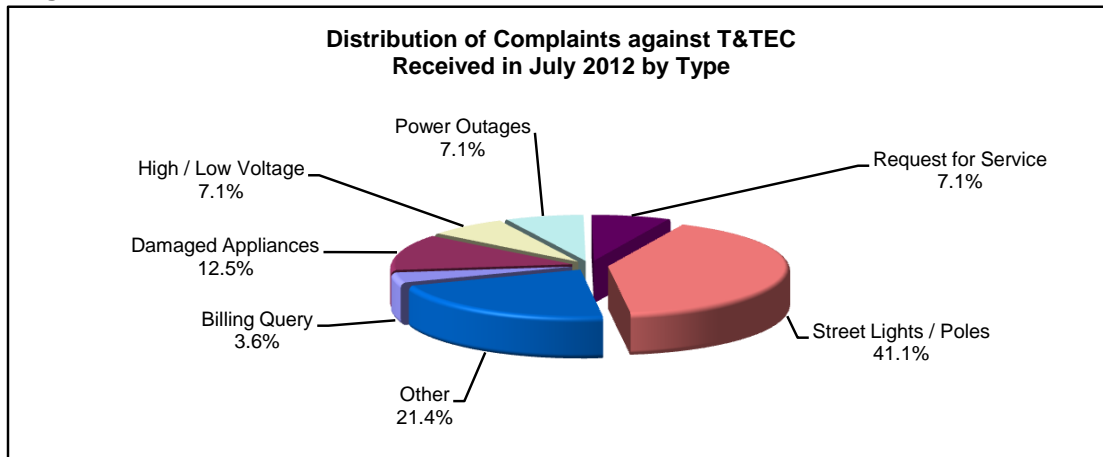
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in July 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in July 2012 by type. When compared to June 2012, the number of complaints related to Damaged Appliances increased by 3 or 75%, High/ Low Voltage decreased by 3 or 43%, Power Outages decreased by 2 or 33%, Street Lights/Poles increased by 9 or 64%, and the category Other increased by 6 or 100% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jun 30, '12	No of Complaints Received		No of Jul '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '12	
		Jun '12	Jul '12				
Billing Query	5	1	2	0	0	7	4.7%
Damaged Appliances	39	4	7	0	1	45	30.0%
High / Low Voltage	8	7	4	0	1	11	7.3%
Power Outages	7	6	4	0	4	7	4.7%
Request for Service	10	4	4	0	3	11	7.3%
Street Lights / Poles	38	14	23	7	10	44	29.3%
Other	24	6	12	6	5	25	16.7%
Total	131	42	56	13	24	150	

Fig. 7



Cumulative	<i>Jan '12 - Jul '12</i>	<i>Aug '11 - Jul '12</i>
Number of complaints received	287	415
Number of complaints resolved	181	297
Number of complaints unresolved	102	113
Number of complaints withdrawn	4	5
Resolution rate	64.0%	72.4%

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

Fig. 8

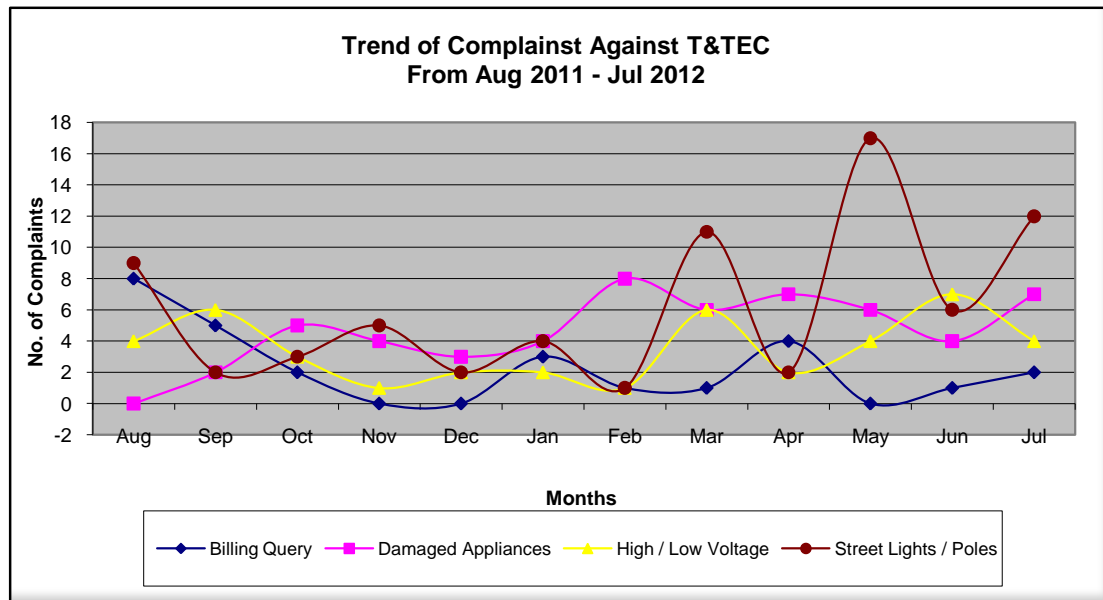
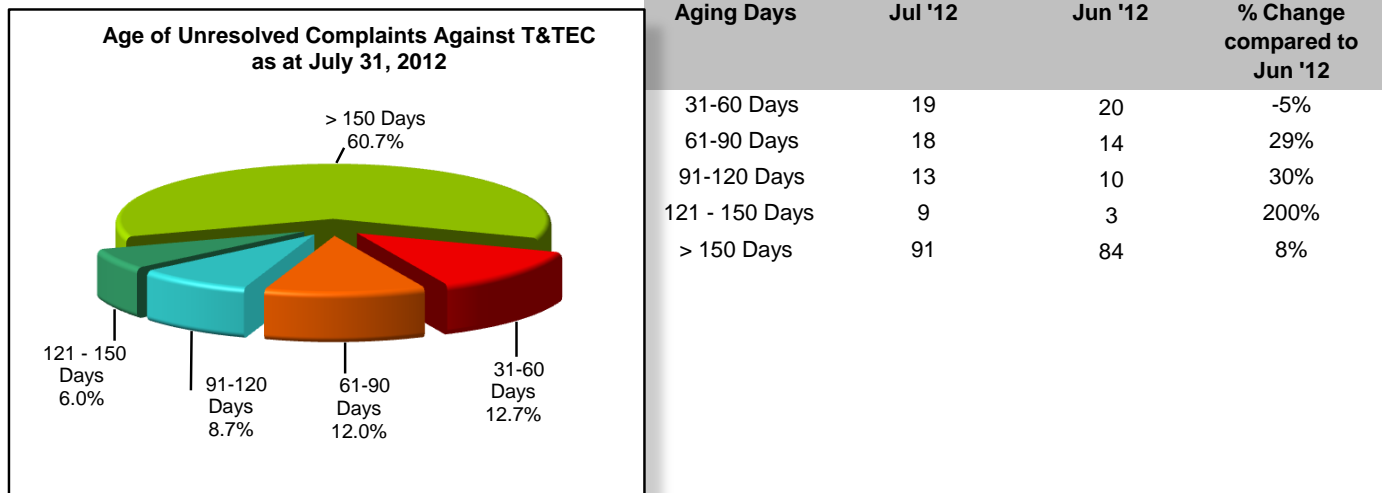


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

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	1	5.3%	0	0.0%	2	15.4%	0	0.0%	4	4.4%	7	4.7%
Damaged Appliances	3	15.8%	4	22.2%	5	38.5%	1	11.1%	32	35.2%	45	30.0%
High / Low Voltage	4	21.1%	3	16.7%	0	0.0%	0	0.0%	4	4.4%	11	7.3%
Other	3	15.8%	0	0.0%	2	15.4%	4	44.4%	16	17.6%	25	16.7%
Power Outages	3	15.8%	0	0.0%	0	0.0%	0	0.0%	4	4.4%	7	4.7%
Request for Service	1	5.3%	2	11.1%	2	15.4%	0	0.0%	6	6.6%	11	7.3%
Street Lights / Poles	4	21.1%	9	50.0%	2	15.4%	4	44.4%	25	27.5%	44	29.3%
Totals	19		18		13		9		91		150	

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

Complaint Type	Aug '11 - Jul '12	Jan '12 - Jul '12	Jul '12
Billing Query	2,964.00	243.00	-
Damaged Appliance	74,652.00	27,690.00	-
KVA Reduction	-	-	-
Other Claims	603,426.00	602,198.00	-
	\$ 681,042.00	\$ 630,131.00	\$ -

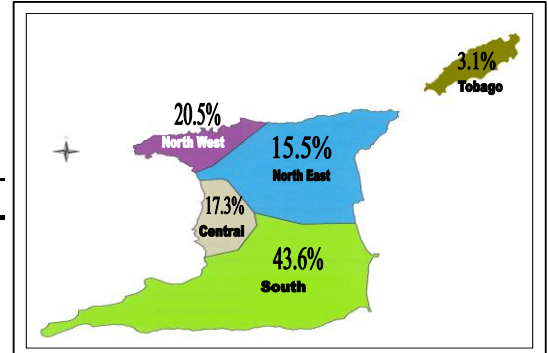
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in July 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	47 14.5%	12 21.4%	59 15.5%
North West	64 19.7%	14 25.0%	78 20.5%
Central	57 17.5%	9 16.1%	66 17.3%
South	151 46.5%	15 26.8%	166 43.6%
Tobago	6 1.8%	6 10.7%	12 3.1%
Total	325	56	381

Fig. 10



When compared to June 2012, the number of complaints received in July 2012 from the Central region increased by 14 or 27%. Complaints from the North East increased by 25 or 74%, and those from the North West decreased by 2 or 3%. Complaints reported from the South region increased by 13 or 8% while those from Tobago increased by 6 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 '12 - Jul '12 .

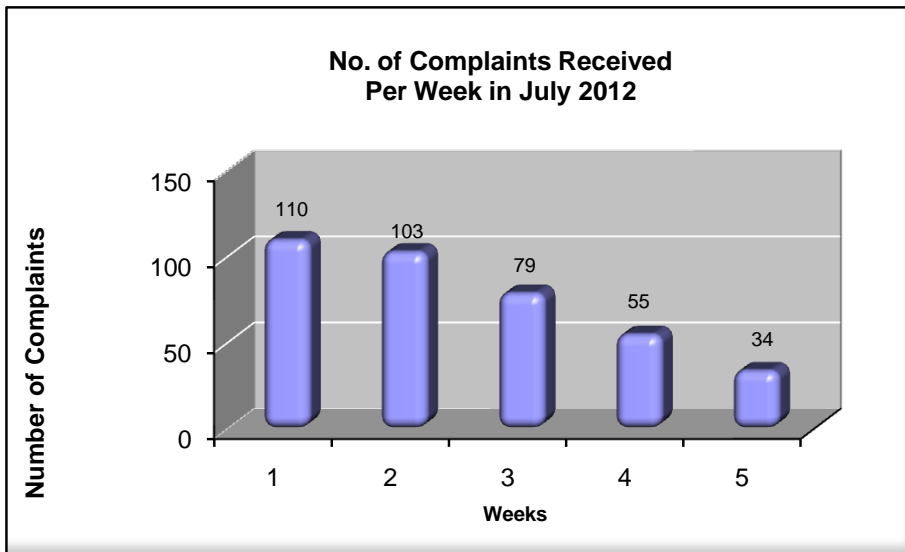
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	34
			Freeport	30
			Chaguanas	17
		North East	Arima	21
			D'Abadie	14
			Talparo	7
		North West	Diego Martin	54
			Morvant	42
			Santa Cruz	24
			South	Penal
		South	Gasparillo	138
			Princes Town	88
			Debe	62
T&TEC	Street Lights / Poles		South	Penal
		Tobago	Tobago	9
		South	Princes Town	8
		South	penal	5

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in July 2012

Fig. 11



Week	Number of Work Days
1	5
2	5
3	5
4	5
5	2

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2012 - July 2012.

Fig. 12

