



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

June 2010

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in June 2010, as well as all outstanding complaints Service Providers as at June 30, 2010.

Status	Jun '09	June '10	Jul '09 - Jun '10		
Number of complaints received	422	270	5,658		
Number of complaints resolved	198	132	4,639		
Number of complaints unresolved	224	138	836		
Number of complaints withdrawn	0	0	178		
<b>Resolution rate for complaints received</b>	<b>47%</b>	<b>49%</b>	<b>85%</b>		
No. of outstanding complaints resolved	105	590	238		
Total number of complaints resolved	<b>303</b>	<b>722</b>	<b>4,877</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$980</b>	<b>TT\$59,834</b>	<b>TT\$651,158</b>	WASA	\$325
				T&TEC	\$321

**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 May 31, '10	No & % of Complaints Received in Jun '10	No & % of June '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '10
Billing Query	309	7 (3%)	1 (0%)	26	289 (23%)
Inadequate Supply	1130	178 (80%)	106 (48%)	443	759 (61%)
Leaks	87	28 (13%)	11 (5%)	55	49 (4%)
Request for Service	51	1 (0%)	0 (0%)	10	42 (3%)
Road Restoration	31	3 (1%)	0 (0%)	9	25 (2%)
Other	90	6 (3%)	0 (0%)	11	85 (7%)
<b>Total</b>	<b>1698</b>	<b>223</b>	<b>118 (53%)</b>	<b>554</b>	<b>1249</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 May 31, '10	No & % of Complaints Received in Jun '10	No & % of June '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '10
Billing Query	28	8 (17%)	3 (6%)	6	27 (11%)
Damage Appliances	103	6 (13%)	0 (0%)	7	102 (42%)
High / Low Voltage	14	8 (17%)	3 (6%)	4	15 (6%)
Power Outages	8	2 (4%)	1 (2%)	0	9 (4%)
Request for Service	12	4 (9%)	1 (2%)	2	13 (5%)
Street Lights / Poles	51	16 (34%)	5 (11%)	13	49 (20%)
Other	31	3 (6%)	1 (2%)	4	29 (12%)
<b>Total</b>	<b>247</b>	<b>47</b>	<b>14 (30%)</b>	<b>36</b>	<b>244</b>

## 2.0 Complaints Analysis

Monthly	Jun '09	June '10	May '10
Number of complaints received	422	270	572
Number of complaints resolved	198	132	371
Number of complaints unresolved	224	138	201
Resolution rate for complaints received	47%	49%	65%
No. of outstanding complaints resolved	105	590	238
Total number of complaints resolved	303	722	609

The total number of complaints received in June 2010 decreased by 302 or 53% when compared to May '10. Using the same comparative period, the resolution rate for June 2010 decreased by 25%. The number of complaints resolved for the current month decreased by 239 or 64% and from a previous period (unresolved from Jan '03 to May '10) increased by 352 or 148%. The total number of complaints resolved overall increased by 113 or 19%.

Cumulative	Jan '09 - Jun '09	Jan '10 - Jun '10	Jul '09 - Jun '10
Number of complaints received	1,960	3,272	5,658
Number of complaints resolved	1,273	2,598	4,639
Number of complaints unresolved	687	564	836
Number of complaints withdrawn	28	110	178
Resolution rate	66%	82%	85%

The cumulative number of complaints received and resolved from Jan '10 - Jun '10 increased by 1312 or 46% and by 1325 or 104% 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 270 complaints recorded for June 2010 were reported by 197 customers of which 91 or 46% were new customers. Table 3 shows the frequency of complaints where 133 customers made only one complaint whilst cumulatively 64 or 66% of our customers made more than one complaint. For the period Jan '10 - Jun '10, 1653 customers made 3272 complaints to the RIC of which 1097 or 79% were new customers.

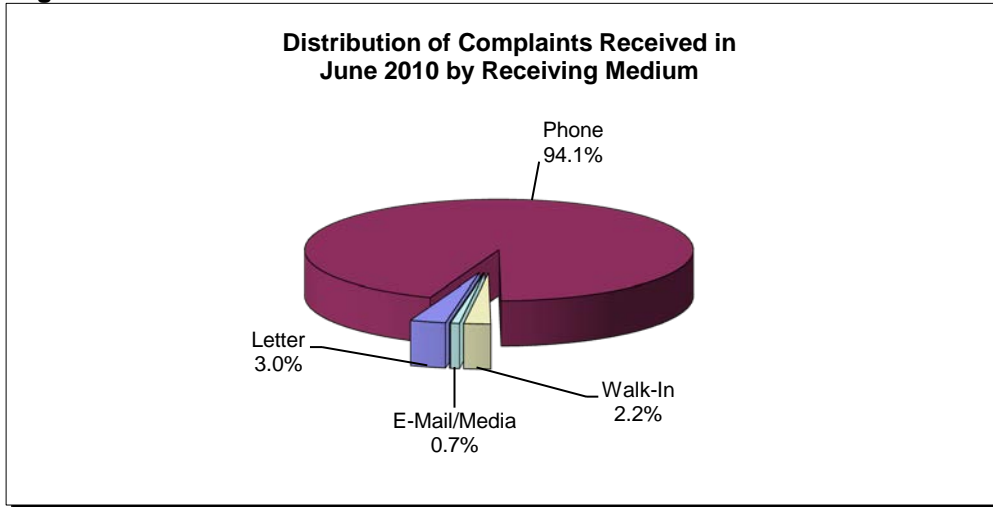
**Table 3: Frequency of Complaints**

No. of Complaints	No. of June '10 Customers	% of Repeat Customers for June '10	No. of Customers from Jan '10 - Jun '10	% of Repeat Customers from Jan '10 - Jun '10
1	133	0	815	0
2	56	28	502	30
3	7	4	147	9
4	1	1	81	5
5	0	0	44	3
>6	0	0	64	4
	<b>197</b>		<b>1653</b>	

#### 4.0 Receiving Medium

Figure 1 shows the distribution of complaints recorded in June 2010 by receiving medium. The number of complaints received by Letter decreased by 2 or 20%, Telephone decreased by 294 or 54%, Walk in decreased by 1 or 14%, and e-mail/Media decreased by 5 or 71% when compared to May '10.

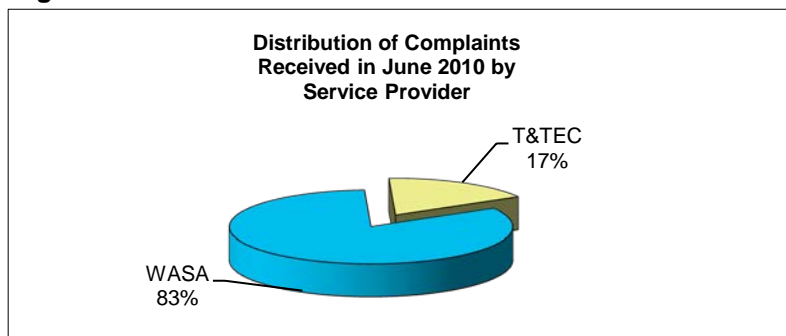
**Fig. 1**



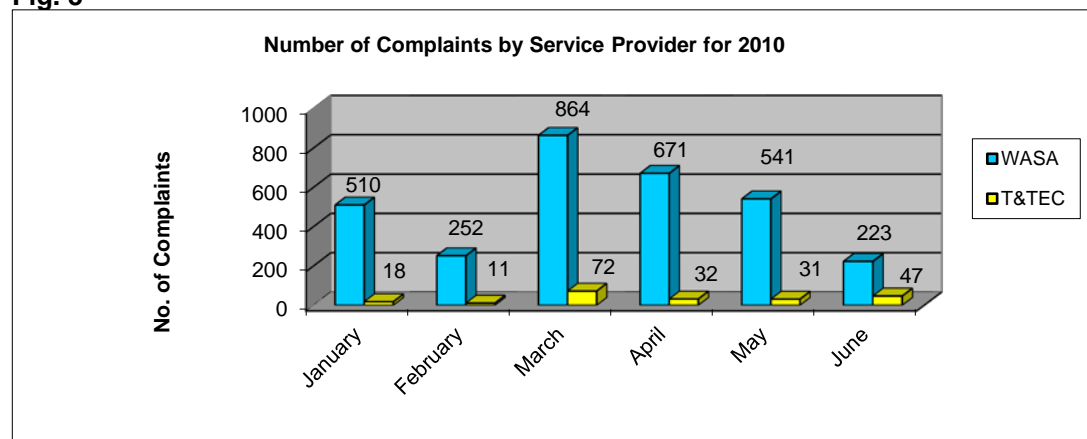
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the distribution of complaints received in June 2010 by Service Provider. The number of complaints filed against WASA have decreased by 318 or 59% and those filed against T&TEC have increased by 16 or 52% when compared to May '10.

**Fig. 2**



**Fig. 3**



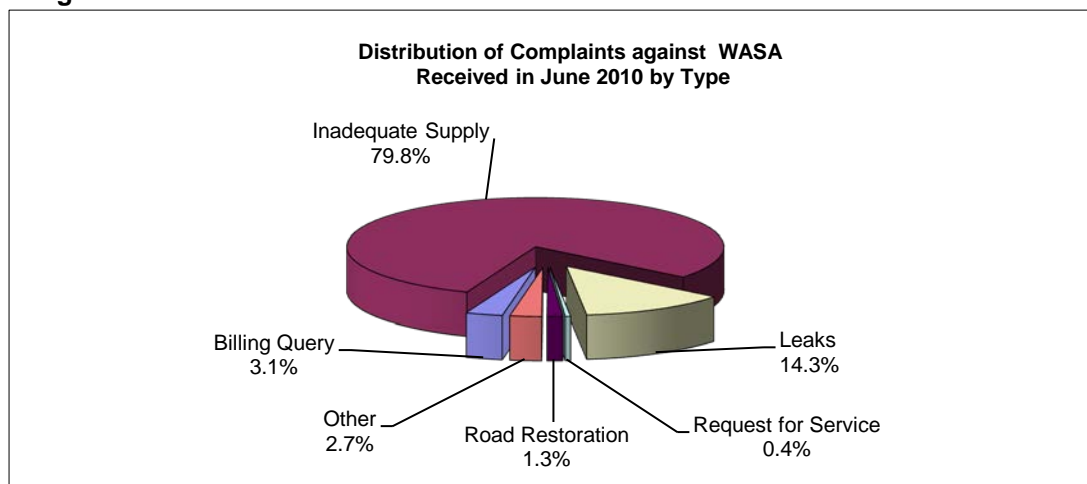
### 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the distribution of the complaints received in June 2010 by type. When compared to May '10 the number of complaints related to Billing Queries decreased by 7 or 50%, Inadequate Supply decreased by 314 or 64%, Leaks increased by 3 or 12%, Request for Service decreased by 3 or 75% and the category Other increased by 3 or 100%.

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

Complaint Category	Total Unresolved Complaints as at May 31, '10	No of Complaints Received in June '10	No of June '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '10
Billing Query	309	7	1	26	289 (23%)
Inadequate Supply	1130	178	106	443	759 (61%)
Leaks	87	28	11	55	49 (4%)
Request for Service	51	1	0	10	42 (3%)
Road Restoration	31	3	0	9	25 (2%)
Other	90	6	0	11	85 (7%)
<b>Total</b>	<b>1698</b>	<b>223</b>	<b>118</b>	<b>554</b>	<b>1249</b>

**Fig. 4**



Cumulative	Jan '10 - Jun '10	Jul '09 - Jun '10
Number of complaints received	3,061	5,293
Number of complaints resolved	2,482	4,385
Number of complaints unresolved	469	725
Number of complaints withdrawn	110	178
Resolution rate	84%	86%

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

**Fig. 5**

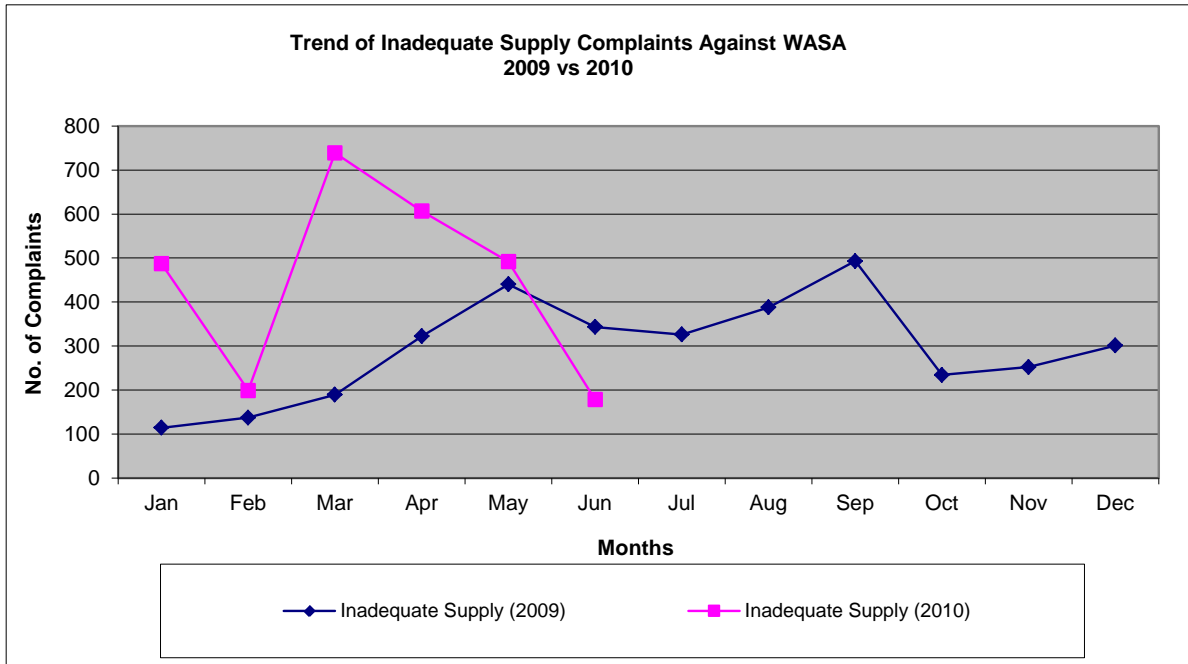
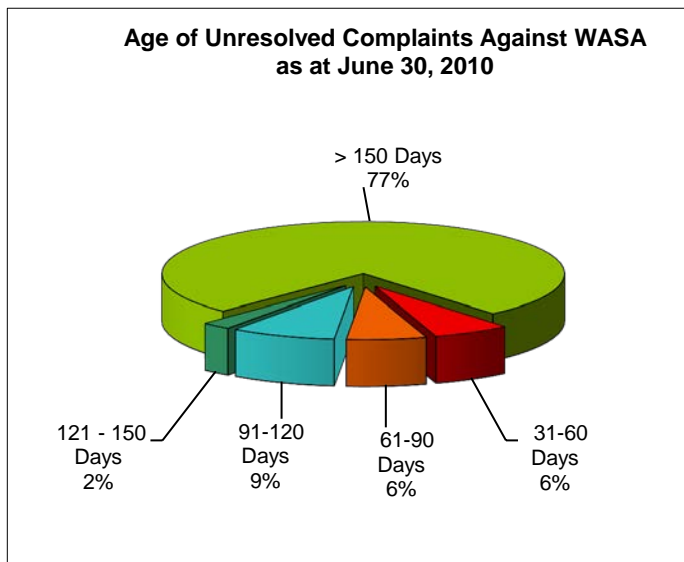


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	June '10	May '10	% Change May
31-60 Days	77	192	-60
61-90 Days	79	256	-69
91-120 Days	104	79	32
121 - 150 Days	29	124	-77
> 150 Days	948	1032	-8

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	121-150	> 150	
Billing Query	12 (16%)	11 (14%)	5 (5%)	5 (17%)	256 (27%)	289
Inadequate Supply	49 (64%)	58 (73%)	78 (75%)	16 (55%)	547 (58%)	748
Leaks	10 (13%)	4 (5%)	12 (12%)	3 (10%)	19 (2%)	48
Other	2 (3%)	3 (4%)	5 (5%)	3 (10%)	72 (8%)	85
Request for Service	1 (1%)	0 (0%)	3 (3%)	2 (7%)	36 (4%)	42
Road Restoration	3 (4%)	3 (4%)	1 (1%)	0 (0%)	18 (2%)	25
	<b>77</b>	<b>79</b>	<b>104</b>	<b>29</b>	<b>948</b>	<b>1237</b>

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

Complaint Type	Jul '09 - Jun '10	Jan '10 - Jun '10	June '10
Billing Classification	55,864.00	-	-
Billing Query	234,876.00	67,432.00	-
Damage to Property	20,000.00	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	-	-
	<b>\$ 329,370.00</b>	<b>\$ 67,432.00</b>	<b>\$ -</b>

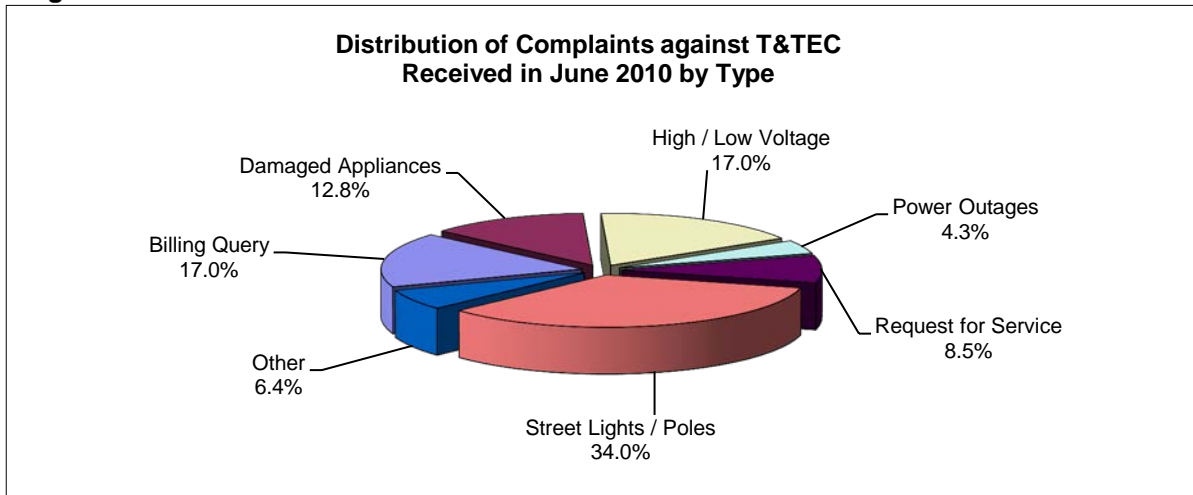
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in June 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the distribution of the complaints received in June 2010 by type. When compared to May '10, the number of complaints related to Billing Queries increased by 5 or 167%, Damage Appliances increased by 1 or 20%, High/ Low Voltage increased by 6 or 300%, Power Outages increased by 2 or 200%, Request for Service decreased by 2 or 33%, Street Lights/Poles increased by 6 or 60%, and the category Other decreased by 2 or 40% .

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

Complaint Type	Total Unresolved Complaints as at May 31, '10	No of Complaints Received in June '10	No of June '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '10
Billing Query	28	8	3	6	27 (11%)
Damaged Appliances	103	6	0	7	102 (42%)
High / Low Voltage	14	8	3	4	15 (6%)
Power Outages	8	2	1	0	9 (4%)
Request for Service	12	4	1	2	13 (5%)
Street Lights / Poles	51	16	5	13	49 (20%)
Other	31	3	1	4	29 (12%)
<b>Total</b>	<b>247</b>	<b>47</b>	<b>14</b>	<b>36</b>	<b>244</b>

**Fig. 7**



Cumulative	Jan '10 - Jun '10	Jul '09 - Jun '10
Number of complaints received	211	365
Number of complaints resolved	116	254
Number of complaints unresolved	95	111
Number of complaints withdrawn	0	0
Resolution rate	55%	70%

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

**Fig. 8**

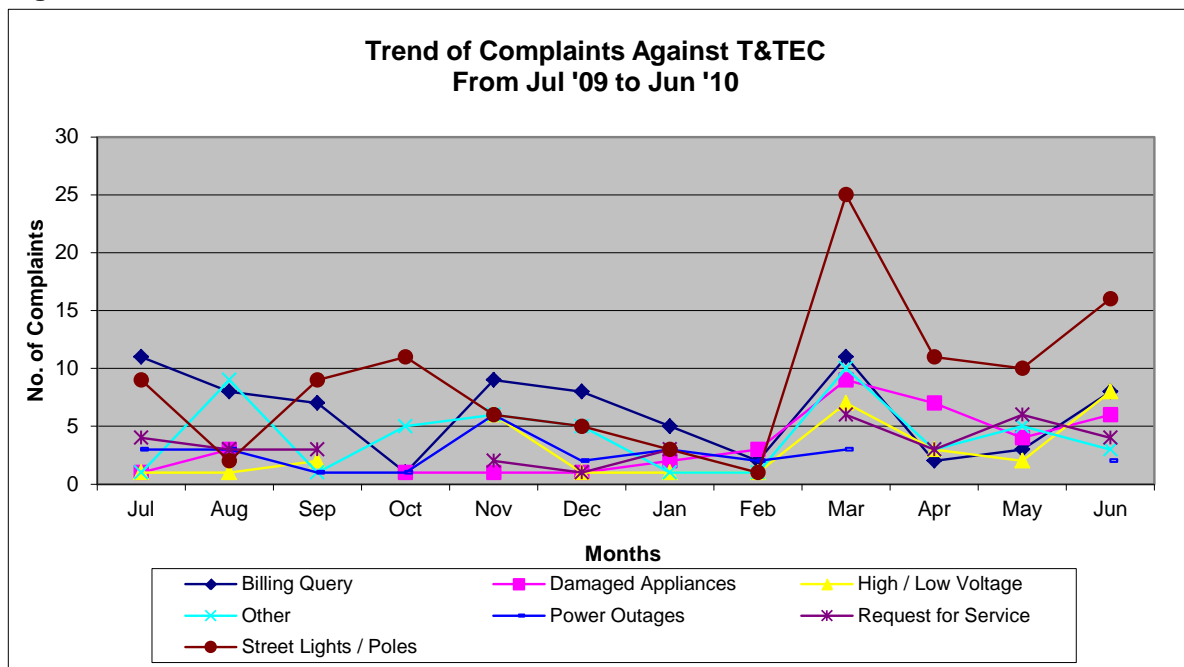
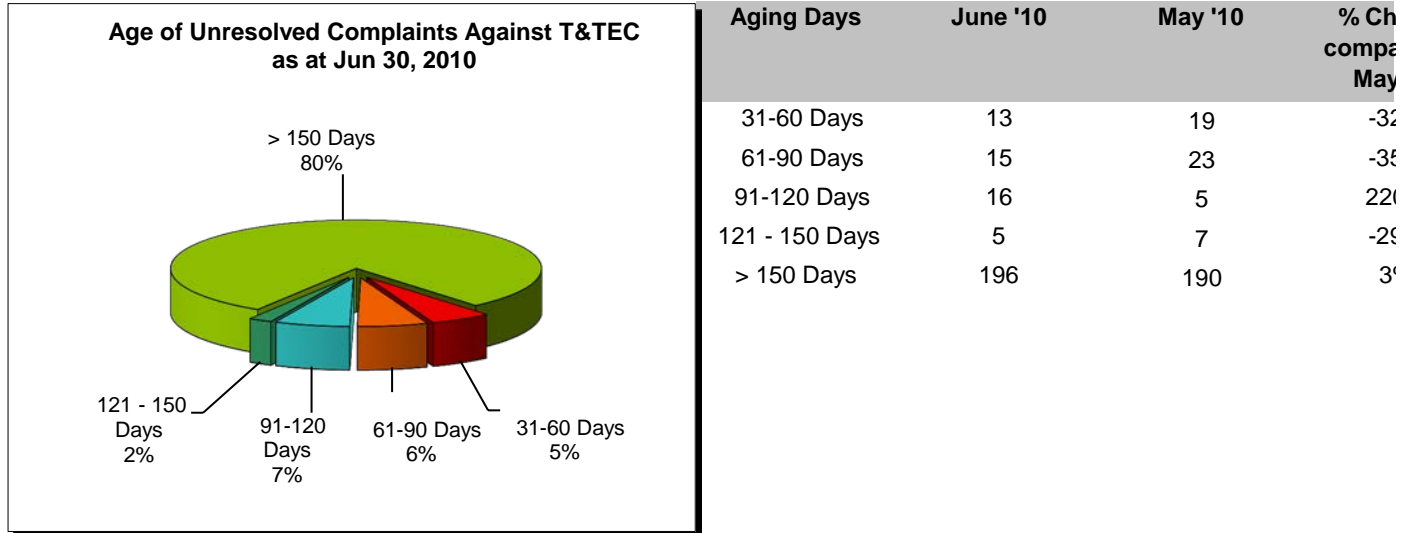


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	June '10	May '10	% Change May
31-60 Days	13	19	-32%
61-90 Days	15	23	-35%
91-120 Days	16	5	221%
121 - 150 Days	5	7	-29%
> 150 Days	196	190	3%

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	121 - 150	> 150	
Billing Query	1 (8%)	1 (7%)	2 (13%)	1 (20%)	22 (11%)	27
Damaged Appliances	3 (23%)	5 (33%)	5 (31%)	1 (20%)	88 (45%)	102
High / Low Voltage	1 (8%)	2 (13%)	4 (25%)	0 (0%)	8 (4%)	15
Other	4 (31%)	1 (7%)	0 (0%)	0 (0%)	24 (12%)	29
Power Outages	0 (0%)	0 (0%)	1 (6%)	2 (40%)	7 (4%)	10
Request for Service	2 (15%)	2 (13%)	0 (0%)	0 (0%)	9 (5%)	13
Street Lights / Poles	2 (15%)	4 (27%)	4 (25%)	1 (20%)	38 (19%)	49
<b>Totals</b>	<b>13</b>	<b>15</b>	<b>16</b>	<b>5</b>	<b>196</b>	<b>245</b>

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

Complaint Type	Jul '09 - Jun '10	Jan '10 - Jun '10	June '10
Billing Query	147,313.00	48,666.00	59,834.00
Damaged Appliance	55,783.00	8,330.00	-
KVA Reduction	-	-	-
Other Claims	118,692.00	4,500.00	-
	<b>\$ 321,788.00</b>	<b>\$ 61,496.00</b>	<b>\$ 59,834.00</b>



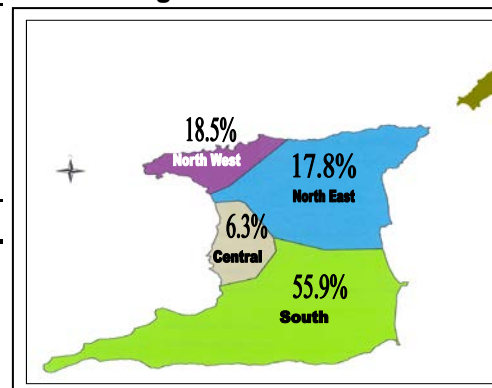
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 June 2010 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	38 (17%)	10 (21%)	48 (18%)
North West	39 (17%)	11 (23%)	50 (19%)
Central	12 (5%)	5 (11%)	17 (6%)
South	132 (59%)	19 (40%)	151 (56%)
Tobago	2 (1%)	2 (4%)	4 (1%)
<b>Total</b>	<b>223</b>	<b>47</b>	<b>270</b>

**Fig. 10**



When compared to May '10, the number of complaints received in June 2010 from the Central region decreased by 31 or 65%, from the North East decreased by 52 or 52%, from the North West increased by 4 or 9%, complaints from the South region decreased by 225 or 60% 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 '10 - Jun '10 .

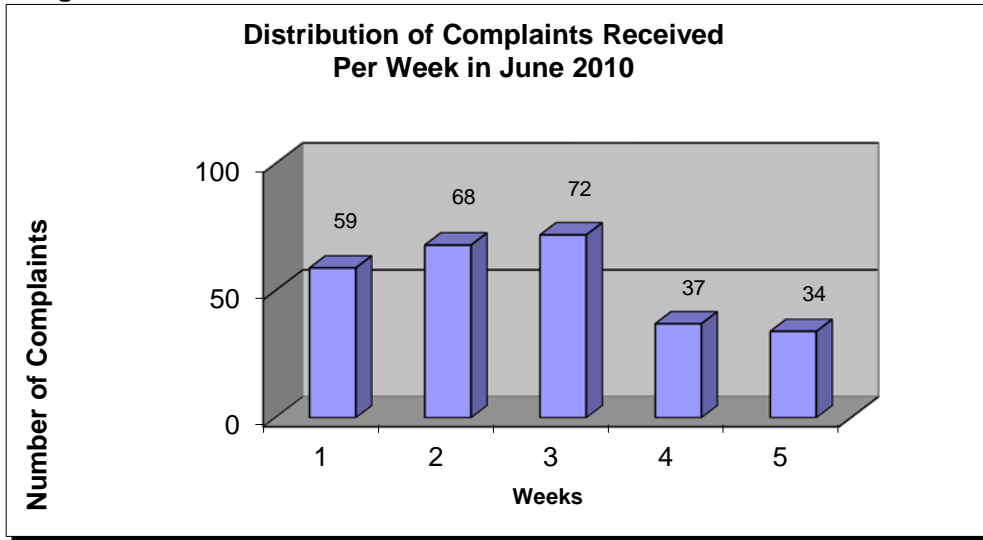
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	136
			Claxton Bay	72
			Cunupia	34
		North East	Arima	147
			Talparo	51
			D'Abadie	27
		North West	San Juan	49
			Santa Cruz	24
			Port of Spain	17
		South	Penal	425
			Barrackpore	252
			Princes Town	207
			Siparia	109
T&TEC	Street Lights / Poles	South	San Fernando	5
	Billing Query	North West	Port of Spain	5
	Billing Query	Central	Chaguanas	4
	Street Lights / Poles	South	Princes Town	4

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in June 2010

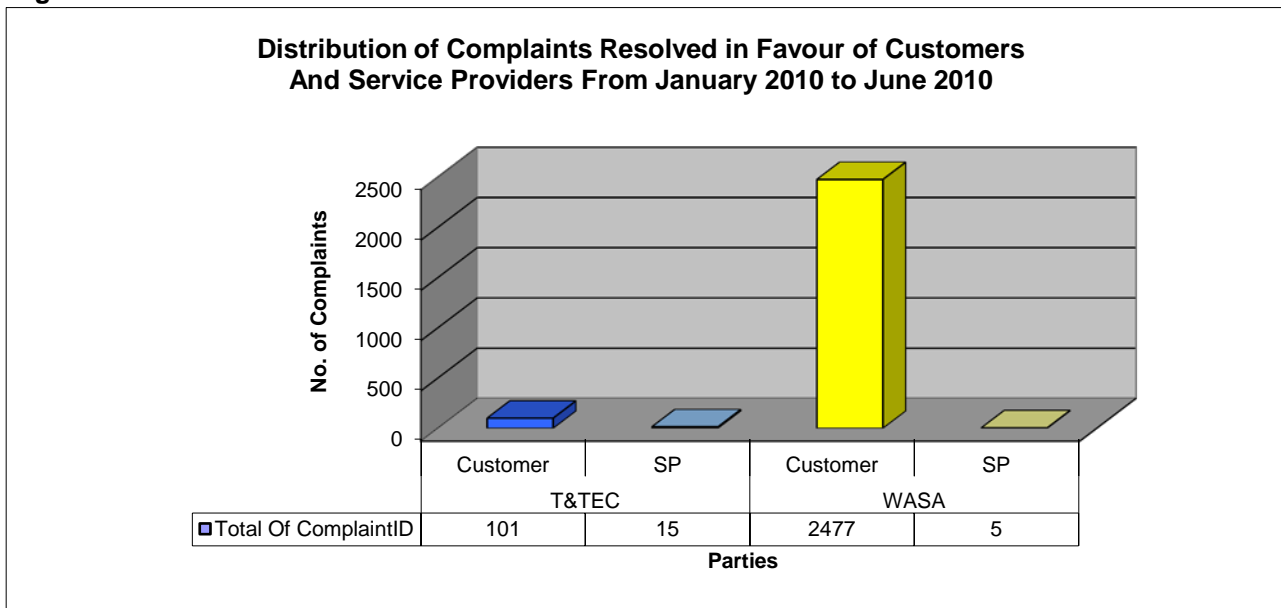
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Jun '10

Fig. 12



against

3370  
1788







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r '10

- 0%
- 3%
- 1%
- 7%
- %

<b>tal</b>
(23%)
(60%)
(4%)
(7%)
(3%)
(2%)





Change  
Compared to  
2010

2%

5%

0%

3%

%

Total
(11%)
(42%)
(6%)
(12%)
(4%)
(5%)
(20%)

