



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received March 2004 in as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	35	10	20%	1	0	44
Inadequate Supply	27	26	53%	17	12	24
Leaks	6	8	16%	5	2	7
Road Restoration	2	0	0%	0	0	2
Other	18	5	10%	0	1	22
Total	88	49	100%	23	15	99

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	15	7	20%	1	1	20
Power Outages	5	1	3%	0	0	6
Volt. Fluct /Damages	28	11	31%	0	4	35
Street Lights/Poles	2	6	17%	2	1	5
Request for Supply	8	2	6%	0	1	9
Other	15	8	23%	3	4	16
Total	73	35	100%	6	11	91

1.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3

Complaint Type	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	25	5	21%	3	10	17
Out of Service	12	10	42%	6	9	7
Request for Service	5	4	17%	1	2	6
Other	8	5	21%	4	3	6
Total	50	24	100%	14	24	36

2.0 Complaints Analysis

Monthly	Feb 2003	Feb 2004	Mar 2004
Number of complaints received	66	76	108
Number of complaints resolved	37	31	43
Number of complaints unresolved	29	45	65
Resolution rate for complaints received	56%	41%	40%
No. of outstanding complaints resolved	22	58	50
Total number of complaints resolved	59	89	93

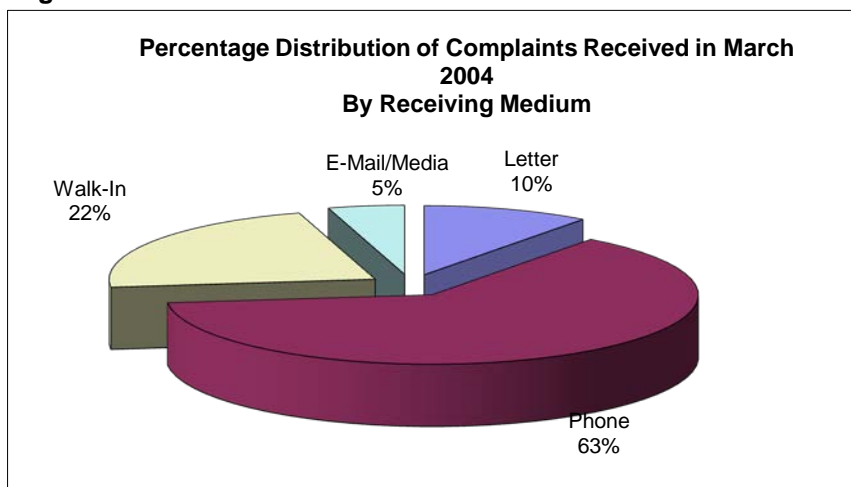
The total number of complaints received in March 2004 increased by 32 or 42% when compared to February 2004. Using the same comparative period, the number of complaints resolved from a previous period decreased by 8 or 14% and the total number of complaints resolved overall increased by 4 or 4%. The cumulative number of complaints received from Jan - Mar '04 increased by 134 or 75% when compared to the same period last year.

Cumulative	Jan - Mar '03	Jan - Mar '04
Number of complaints received	178	312
Number of complaints resolved	119	191
Number of complaints unresolved	59	121
Resolution rate	67%	61%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2004 by receiving medium. The number of complaints received Telephone increased by 21 or 45%, Walk in increased by 20 or 50% and Letter decreased by 9 or 45%. There were no changes to e-mail/Media when compared to February 2004.

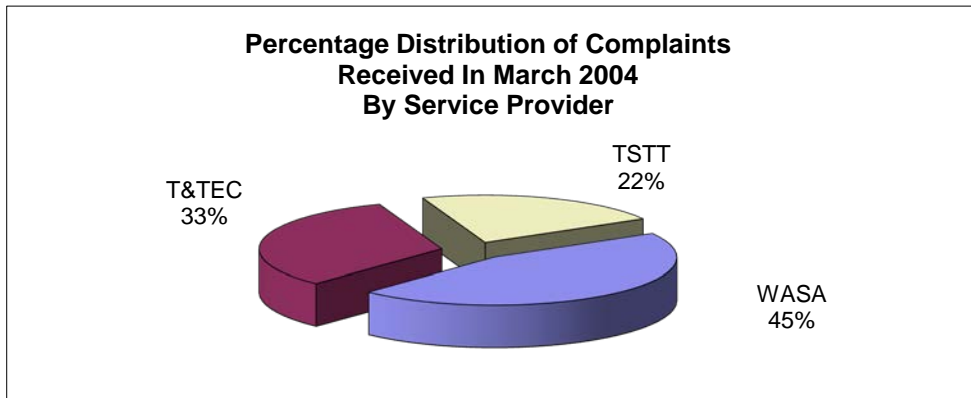
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2004 by Service Provider. The number of complaints filed against both T&TEC and WASA have increased by 19 or 119% and by 15 or 44% respectively. The number of complaints against TSTT have decreased by 2 or 8% when compared to February 2004.

Fig. 2



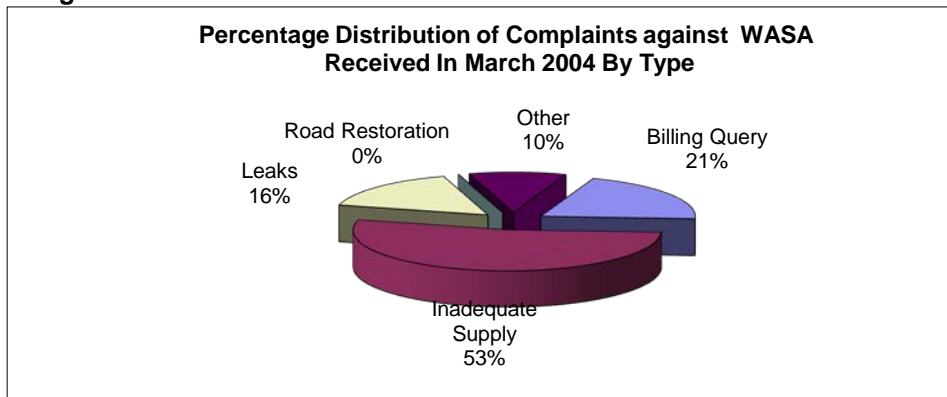
4.1 **Complaints Filed Against The Water and Sewerage Authority**

Table 4 shows the number and category of complaints received against WASA in March 2004 and their status, as well as, the Total Unresolved Complaints as at March 31, 2004 by type. Figure 3 shows the percentage distribution of the complaints received in March 2004 by type. The Number of Inadequate Supply complaints increased by 10 or 63%. All other complaints showed insignificant changes when compared to February 2004.

Table 4

Complaint Category	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	35	10	20%	1	0	44
Inadequate Supply	27	26	53%	17	12	24
Leaks	6	8	16%	5	2	7
Road Restoration	2	0	0%	0	0	2
Other	18	5	10%	0	1	22
Total	88	49	100%	23	15	99

Fig. 3



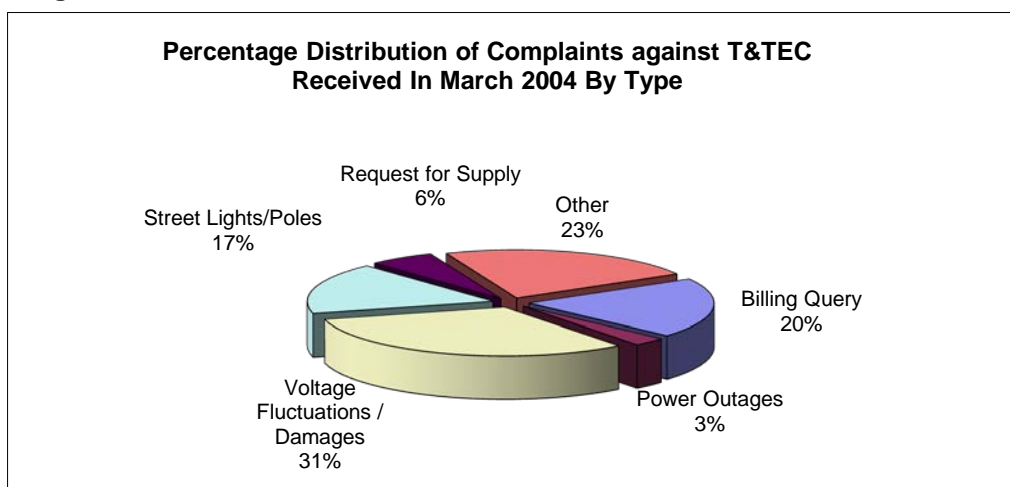
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in March 2004 and their status, as well as, the Total Unresolved Complaints as at March 31, 2004 by type. Figure 4 shows the percentage distribution of the complaints received in March 2004 by type. The Number of Billing Query increased by 3 or 75%, Voltage Fluctuations/Damages increased by 3 or 38%, Street Lights/Poles increased by 5 or 500%, Request for Service increased by 2 or 200% and Other types of complaints increased by 5 or 167%, when compared to February 2004.

Table 5

Complaint Type	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	15	7	20%	1	1	20
Power Outages	5	1	3%	0	0	6
Volt. Fluct /Damages	28	11	31%	0	4	35
Street Lights/Poles	2	6	17%	2	1	5
Request for Supply	8	2	6%	0	1	9
Other	15	8	23%	3	4	16
Total	73	35	100%	6	11	91

Fig. 4



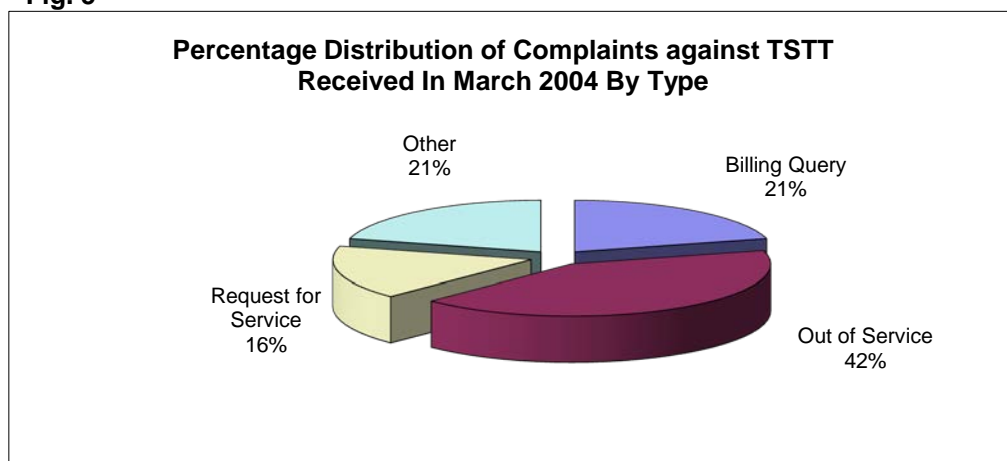
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in March 2004 and their status, as well as, the Total Unresolved Complaints as at March 31, 2004 by type. Figure 5 shows the percentage distribution of the complaints received in March 2004 by type. The Number of Billing Query decreased by 3 or 38%, Out of Service decreased by 4 or 29%, Request for Service increased by 4 or 400% when compared to February 2004.

Table 6

Complaint Type	Total Unresolved Complaints as at February 29, 2004	Complaints Received in Mar. '04	Percentage Distribution of Complaints Received	Mar. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at March 31, 2004
Billing Query	25	5	21%	3	10	17
Out of Service	12	10	42%	6	9	4
Request for Service	5	4	17%	1	2	6
Other	8	5	21%	4	3	8
Total	50	24	100%	14	24	35

Fig. 5



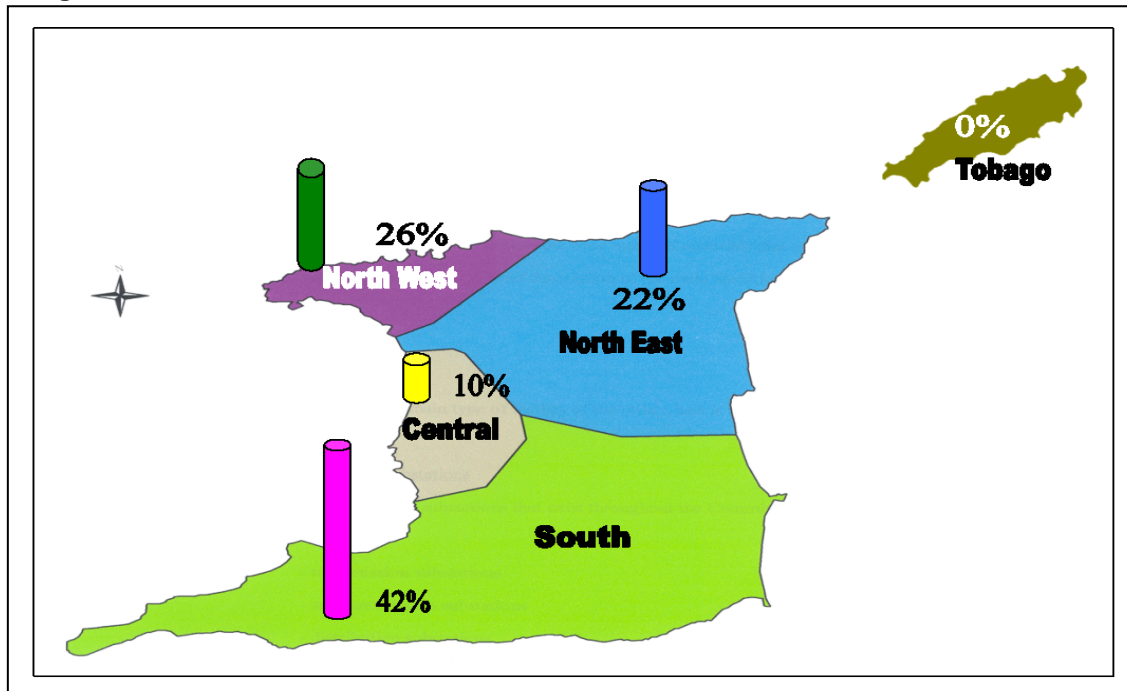
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in March 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	10 or 20%	15 or 43%	3 or 13%	28 or 26%
North West	10 or 20%	12 or 34%	2 or 8%	24 or 22%
Central	5 or 10%	3 or 9%	3 or 13%	11 or 10%
South	24 or 49%	5 or 14%	16 or 67%	45 or 42%
Tobago	0 or 0%	0 or 0%	0 or 0%	0 or 0%
Total	49	35	24	108

Fig. 6



The number of complaints from the North East region increased by 15 or 115%, North West increased by 9 or 60%, and the South region increased by 7 or 18%. There were insignificant changes in other regions when compared to February 2004.

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in March 2004

Fig. 7

