



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in March 2005, as well as all outstanding complaints against Service Providers as at March 31, 2005.

Status	Mar '04	Mar '05	Mar '04 - Feb '05
Number of complaints received	108	207	1,487
Number of complaints resolved	43	150	1,062
Number of complaints unresolved	65	57	337
Number of complaints withdrawn	0	0	88
Resolution rate for complaints received	40%	72%	76%
No. of outstanding complaints resolved	50	21	39
Total number of complaints resolved	93	171	1,101

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Feb 28, 2005	No & % of Complaints Received in Mar '05	No & % of Complaints Resolved Mar '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '05
Billing Query	74	9 (5%)	2 (1%)	0	81 (41%)
Inadequate Supply	60	148 (85%)	128 (73%)	9	71 (36%)
Leaks	14	15 (9%)	12 (7%)	2	15 (8%)
Request for Service	5	1 (1%)	0 (0%)	0	6 (3%)
Road Restoration	2	1 (1%)	1 (1%)	0	2 (1%)
Other	23	1 (1%)	0 (0%)	0	24 (12%)
Total	178	175	143(82%)	11	199

1.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Feb 28, 2005	No & % of Complaints Received in Mar '05	No & % of Complaints Resolved Mar '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '05
Billing Query	33	9 (28%)	1 (3%)	0	41 (21%)
Damage Appliances	51	6 (19%)	0 (0%)	3	54 (28%)
High / Low Voltage	28	3 (9%)	0 (0%)	3	28 (15%)
Power Outages	17	3 (9%)	0 (0%)	1	19 (10%)
Request for Service	6	5 (16%)	5 (16%)	0	6 (3%)
Street Lights / Poles	28	4 (13%)	1 (3%)	3	28 (15%)
Other	14	2 (6%)	0 (0%)	0	16 (8%)
Total	177	32	7(22%)	10	192

2.0 Complaints Analysis

Monthly	Mar '04	Mar '05	Feb '05
Number of complaints received	108	207	124
Number of complaints resolved	43	150	58
Number of complaints unresolved	65	57	66
Resolution rate for complaints received	40%	72%	47%
No. of outstanding complaints resolved	50	21	123
Total number of complaints resolved	93	171	181

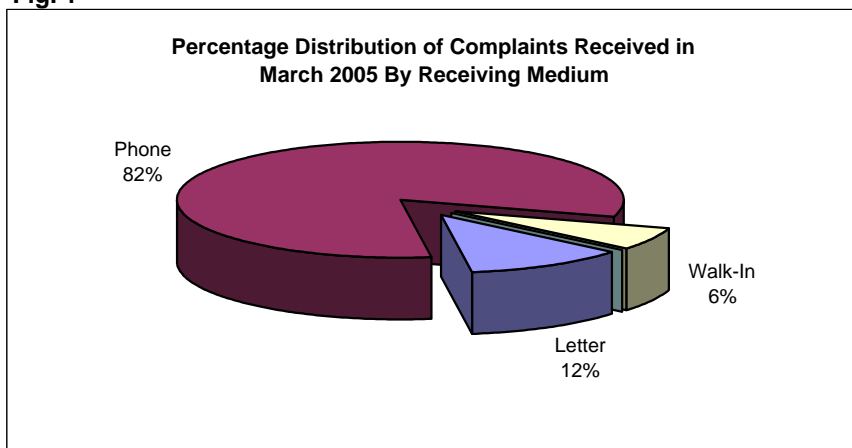
A **new record** in terms of the total number of complaints received was established in March 2005. The RIC received **207** complaints, an increase of 83 or 67% when compared to Feb '05. Using the same comparative period, the resolution rate for March 2005 increased by 54%. The number of complaints resolved from a previous period (unresolved from Jan '03 to Feb '05) decreased by 102 or 83% because of the focus on dealing with current complaints. The total number of complaints resolved overall decreased by 10 or 6%. The cumulative number of complaints received and resolved from Jan - Feb '05 increased by 210 or 87% and increased by 175 or 126% respectively when compared to Jan - Feb '04. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Feb '04	Jan - Feb '05	Mar '04 - Feb '05
Number of complaints received	312	452	1,487
Number of complaints resolved	191	314	1,062
Number of complaints unresolved	121	138	337
Number of complaints withdrawn	0	0	88
Resolution rate	61%	69%	76%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2005 by receiving medium. When compared to Feb '05, the number of complaints received by Letter and Telephone increased by 14 or 140%, and by 73 or 75% respectively. However, the number of complaints received by Walk-in decreased by 4 or 24%.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2005 by Service Provider. When compared to Feb '05, the number of complaints filed against WASA has increased dramatically by 81 or 86% and those filed against T&TEC increased by only 2 or 7%.

Fig. 2

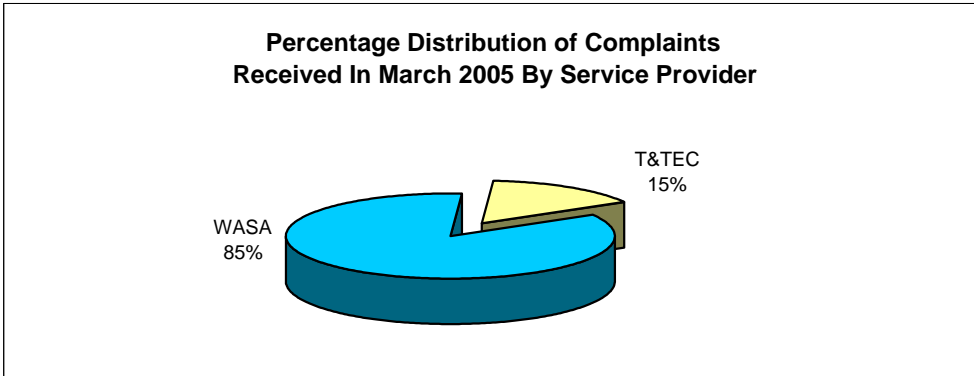
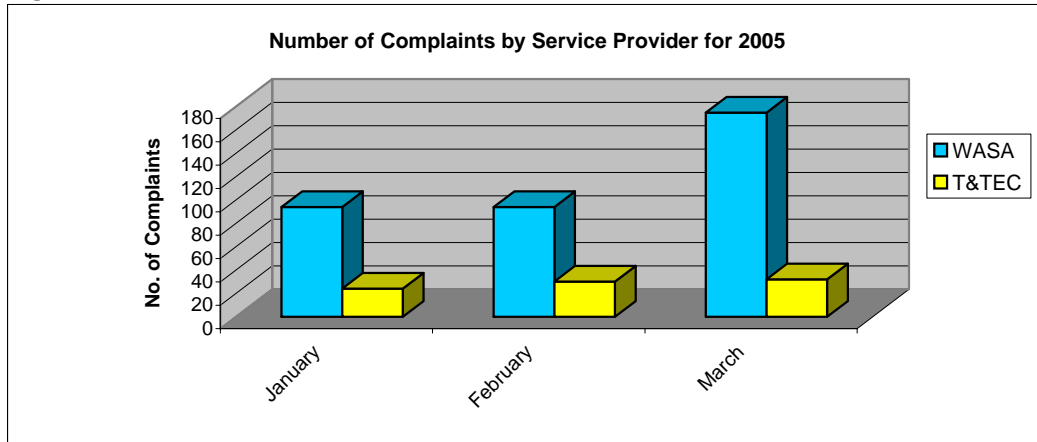


Fig. 3

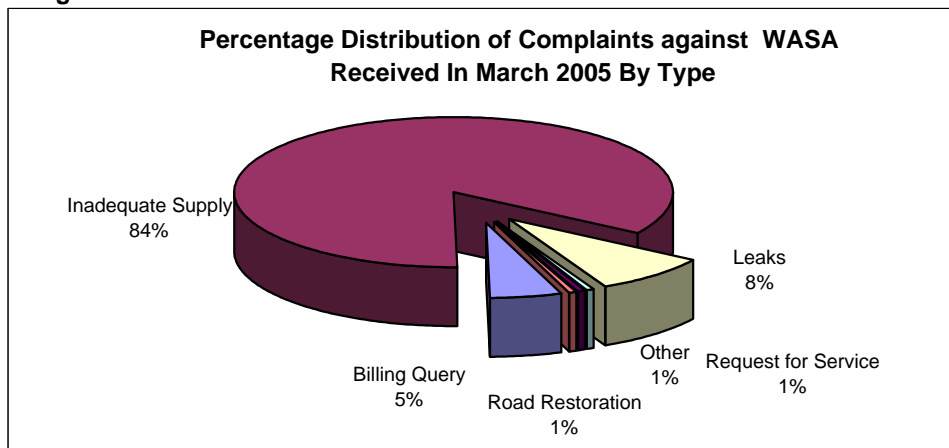


4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in March 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2005 by type. When compared to Feb '05 the number of complaints related to Billing Queries and Road Restotation decreased by 2 or 18% and by 2 or 67% respectively. However, the number of complaints related to Inadequate Supply and Leaks increased by 81 or 121%, and by 4 or 36%, respectively. No other changes were observed.

Table 3

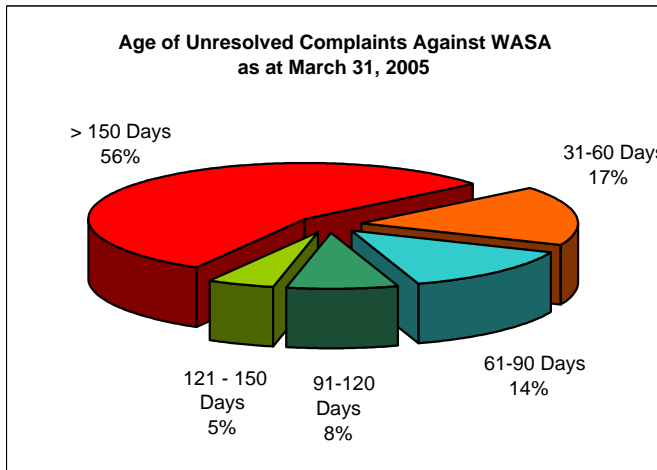
Complaint Category	Total Unresolved Complaints as at Feb 28, 2005	No of Complaints Received in Mar '05	No of Mar '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '05
Billing Query	74	9	2	0	81 (41%)
Inadequate Supply	60	148	128	9	71 (36%)
Leaks	14	15	12	2	15 (8%)
Request for Service	5	1	0	0	6 (3%)
Road Restoration	2	1	1	0	2 (1%)
Other	23	1	0	0	24 (12%)
Total	178	175	143	11	199

Fig. 4

Cumulative	Jan '05 - Mar '05	Apr '04 - Mar '05
Number of complaints received	369	856
Number of complaints resolved	287	691
Number of complaints unresolved	82	165
Number of complaints withdrawn	0	5
Resolution rate	78%	81%

Figure 5 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. 5



Aging Days	Mar 31, 2005	% Change
31-60 Days	34	750%
61-90 Days	27	108%
91-120 Days	16	60%
121 - 150 Days	10	43%
> 150 Days	110	15%

The majority of complaints that are over 150 days relates to Billing Queries. Understandably the department had to focus on the relatively large influx of complaints relating to inadequate. Consequently, this led to a significant increase in the number of old unresolved complaints.

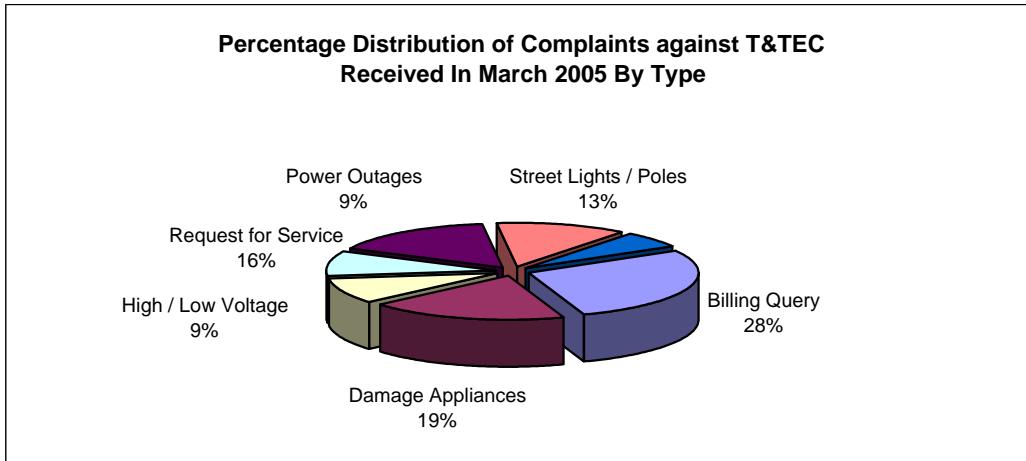
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in March 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in March 2005 by type. When compared to Feb '05, the number of complaints related to Billing Queries increased by 3 or 50%. There were no other significant changes recorded.

Table 4

Complaint Type	Total Unresolved Complaints as at Feb 28, 2005	No of Complaints Received in Mar '05	No of Mar '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '05
Billing Query	33	9	1	0	41 (21%)
Damage Appliances	51	6	0	3	54 (28%)
High / Low Voltage	28	3	0	3	28 (15%)
Power Outages	17	3	0	1	19 (10%)
Request for Service	6	5	5	0	6 (3%)
Street Lights / Poles	28	4	1	3	28 (15%)
Other	14	2	0	0	16 (8%)
Total	177	32	7	10	192

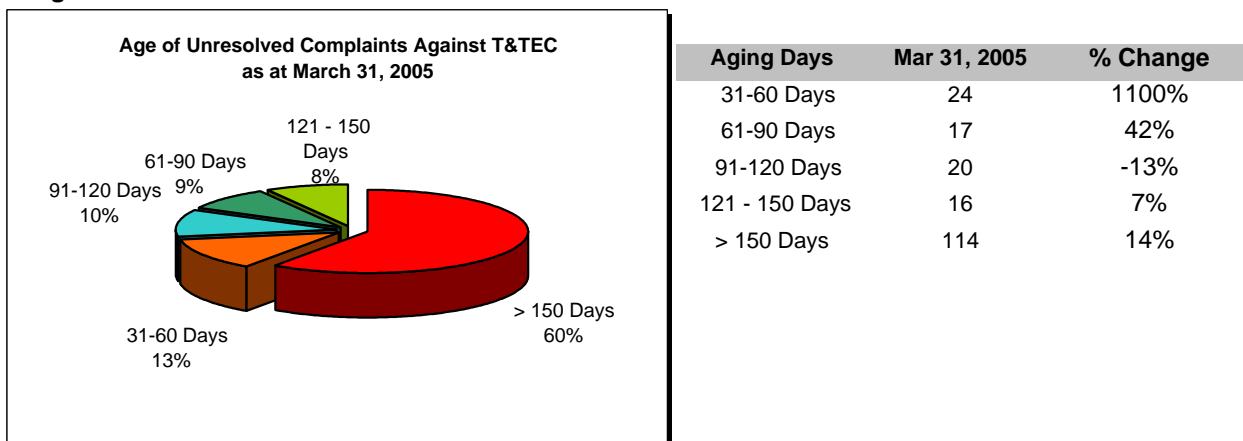
Fig. 6



Cumulative	<i>Jan '05 - Mar '05</i>	<i>Apr '04 - Mar '05</i>
Number of complaints received	83	471
Number of complaints resolved	27	293
Number of complaints unresolved	56	172
Number of complaints withdrawn	0	6
Resolution rate	33%	63%

Figure 7 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. 7



The majority of complaints that are over 150 days relates to damaged appliances. Although the RIC has already held discussions with T&TEC on this matter there has been no significant improvement. The Department intends to raise this issue once again.

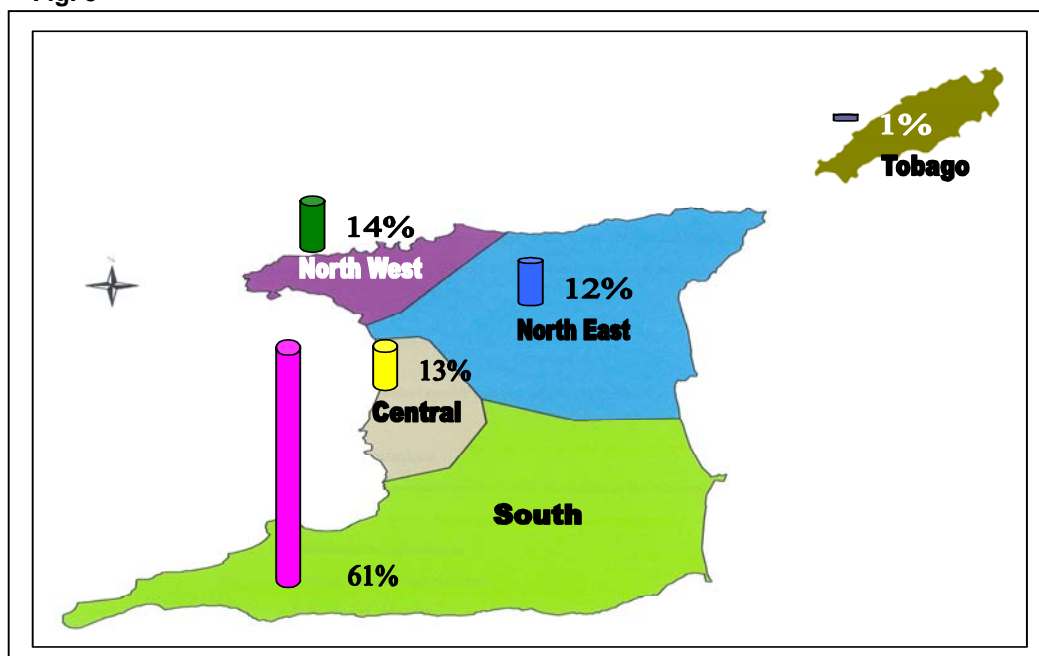
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in March 2005 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	14 (8%)	10 (31%)	24 (12%)
North West	21 (12%)	7 (22%)	28 (14%)
Central	19 (11%)	7 (22%)	26 (13%)
South	121 (69%)	5 (16%)	126 (61%)
Tobago	0 (0%)	3 (9%)	3 (1%)
Total	175	32	207

Fig. 8



When compared to Feb '05, the number of complaints from the Central region increased by 12 or 86%, from the North East increased by 10 or 71%, from the North West increased by 9 or 47%, complaints from the South region increased by 51 or 68% while those from Tobago increased by only one (1).

Table 6 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period March 2005 .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	55
	"	South	Penal	42
	"	South	Barrackpore	28
	"	South	Moruga	10
	"	South	Siparia	10
	"	North East	Arima	9
	"	South	San Fernando	9
	"	North West	Diego Martin	8
	Leaks	North West	Laventille	6
	Billing Query	South	Palmyra	4
	Billing Query	South	Penal	3
	T&TEC	Damage Appliances	Tobago	Tobago
Power Outages		Central	Chaguanas	2
Billing Query		South	Fyzabad	2
High / Low Voltage		Tobago	Tobago	2

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in March 2005

Fig. 9

