



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in March 2006, as well as all outstanding complaints against Service Providers as at March 31, 2006.

Status	Mar '05	Mar '06	Apr '05 - Mar '06
Number of complaints received	207	367	3,340
Number of complaints resolved	105	148	2,632
Number of complaints unresolved	102	219	698
Number of complaints withdrawn	0	0	78
Resolution rate for complaints received	51%	40%	81%
No. of outstanding complaints resolved	21	78	39
Total number of complaints resolved	126	226	2,671
Rebate/compensation awarded to customers		TT\$0	TT\$871,179

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 Feb 28, 2005	No & % of Complaints Received in Mar '06	No & % of Complaints Resolved Mar '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '06
Billing Query	216	35 (11%)	0 (0%)	0	251 (38%)
Inadequate Supply	234	245 (80%)	132 (43%)	34	313 (48%)
Leaks	21	14 (5%)	8 (3%)	8	19 (3%)
Request for Service	18	3 (1%)	0 (0%)	0	21 (3%)
Road Restoration	12	1 (0%)	0 (0%)	2	11 (2%)
Other	30	7 (2%)	0 (0%)	0	37 (6%)
Total	531	305	140(46%)	44	652

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 Feb 28, 2005	No & % of Complaints Received in Mar '06	No & % of Complaints Resolved Mar '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '06
Billing Query	34	3 (5%)	0 (0%)	0	37 (9%)
Damage Appliances	125	9 (5%)	0 (0%)	0	134 (32%)
High / Low Voltage	41	3 (5%)	0 (0%)	1	43 (10%)
Power Outages	26	3 (5%)	1 (2%)	1	27 (6%)
Request for Service	19	8 (13%)	2 (3%)	0	25 (6%)
Street Lights / Poles	127	33 (53%)	5 (8%)	30	125 (30%)
Other	27	3 (5%)	0 (0%)	2	28 (7%)
Total	399	62	8 (13%)	34	419

2.0 Complaints Analysis

Monthly	Mar '05	Mar '06	Feb '06
Number of complaints received	207	367	290
Number of complaints resolved	105	148	80
Number of complaints unresolved	102	219	210
Resolution rate for complaints received	51%	40%	28%
No. of outstanding complaints resolved	21	78	123
Total number of complaints resolved	126	226	203

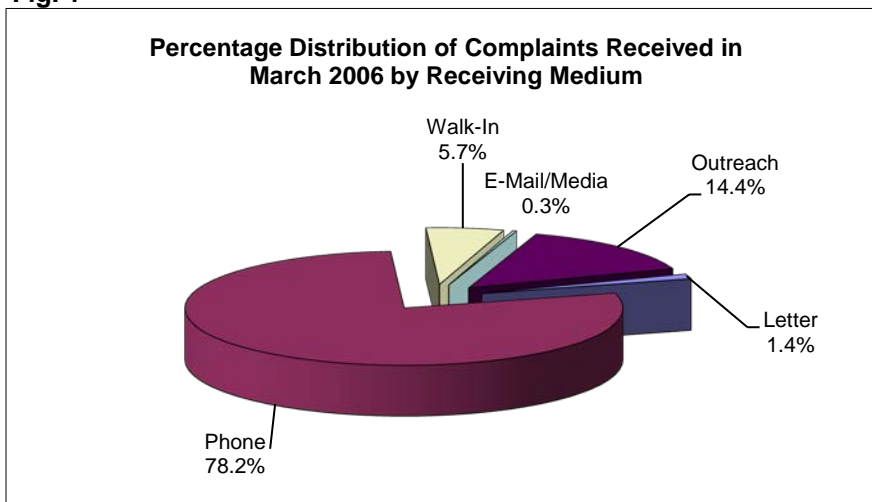
The total number of complaints received in March 2006 increased by 77 or 27% when compared to Feb '06. Using the same comparative period, the resolution rate for March 2006 increased by 46%. The number of complaints resolved for the current month increased by 68 or 85% and from a previous period (unresolved from Jan '03 to Feb '06) decreased by 45 or 37%. The total number of complaints resolved overall increased by 23 or 11%. The cumulative number of complaints received and resolved from Jan - Mar '06 increased by 553 or 122% and increased by 211 or 67% respectively when compared to Jan - Mar '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Mar '05	Jan - Mar '06	Apr '05 - Mar '06
Number of complaints received	452	1,005	3,340
Number of complaints resolved	314	525	2,632
Number of complaints unresolved	138	478	698
Number of complaints withdrawn	0	16	78
Resolution rate	69%	53%	81%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2006 by receiving medium. The number of complaints received by Letter decreased by 4 or 44%, Telephone increased by 144 or 101%, Walk in increased by 8 or 62%, and Outreach decreased by 72 or 58% when compared to Feb '06.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2006 by Service Provider. The number of complaints filed against WASA have increased by 73 or 31% and those filed against T&TEC increased by 4 or 7% when compared to Feb '06.

Fig. 2

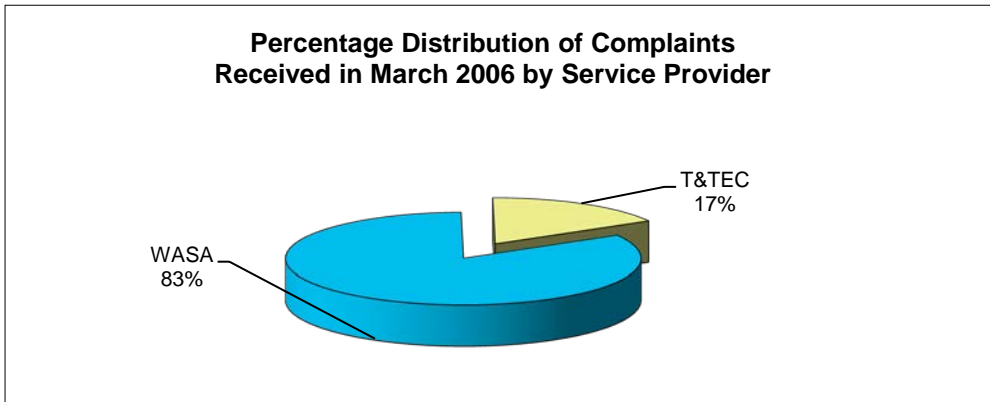
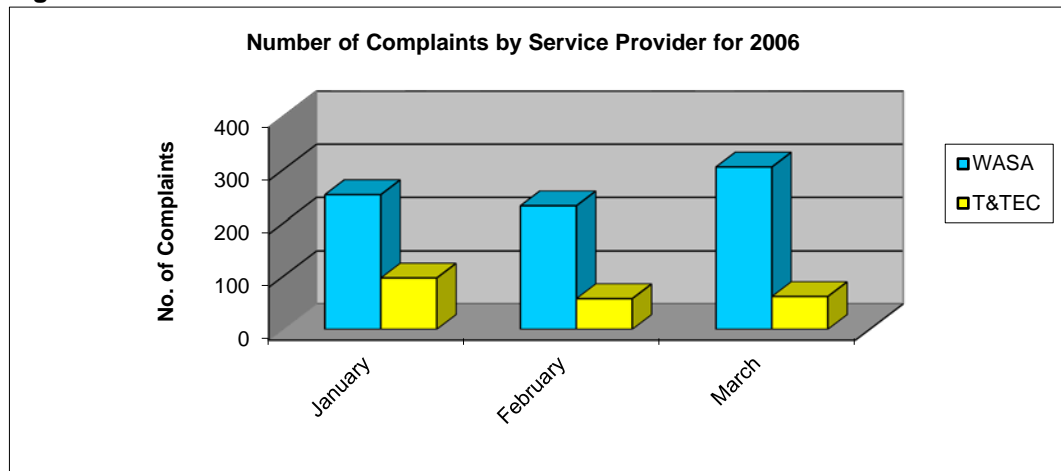


Fig. 3



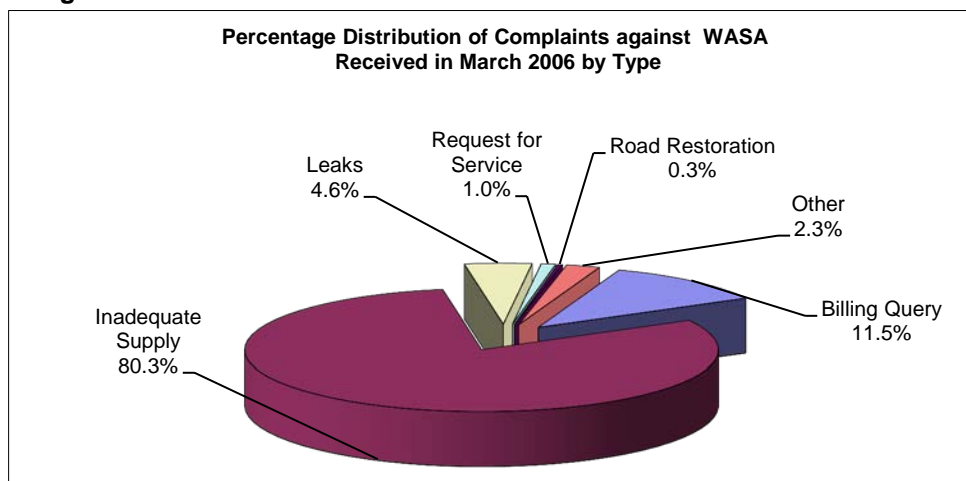
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in March 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2006 by type. When compared to Feb '06 the number of complaints related to Billing Queries decreased by 34 or 49%, Inadequate Supply increased by 106 or 76%, no other significant changes were recorded.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Feb 28, 2005	No of Complaints Received in Mar '06	No of Mar '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '06
Billing Query	216	35	0	0	251 (38%)
Inadequate Supply	234	245	132	34	313 (48%)
Leaks	21	14	8	8	19 (3%)
Request for Service	18	3	0	0	21 (3%)
Road Restoration	12	1	0	2	11 (2%)
Other	30	7	0	0	37 (6%)
Total	531	305	140	44	652

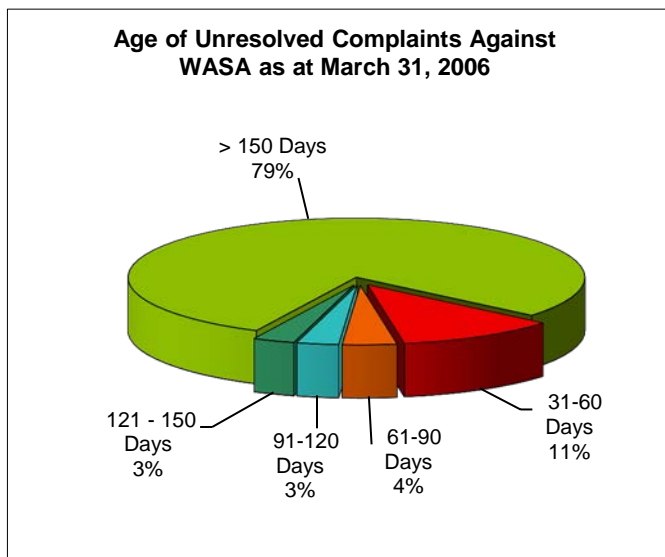
Fig. 4



Cumulative	Jan - Mar '06	Apr '05 - Mar '06
Number of complaints received	784	2,621
Number of complaints resolved	462	2,227
Number of complaints unresolved	322	394
Number of complaints withdrawn	14	68
Resolution rate	60%	87%

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	March 31, 2006	% Change compared to Feb '06
31-60 Days	65	-7%
61-90 Days	22	0%
91-120 Days	17	0%
121 - 150 Days	17	0%
> 150 Days	453	34%

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate supply as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	38 (58%)	4 (18%)	4 (24%)	2 (12%)	199 (44%)	247
Inadequate Supply	22 (34%)	12 (55%)	9 (53%)	13 (76%)	196 (43%)	252
Leaks	1 (2%)	2 (9%)	3 (18%)	1 (6%)	8 (2%)	15
Other	2 (3%)	2 (9%)	0 (0%)	1 (6%)	28 (6%)	33
Request for Service	0 (0%)	0 (0%)	1 (6%)	0 (0%)	17 (4%)	18
Road Restoration	2 (3%)	2 (9%)	0 (0%)	0 (0%)	5 (1%)	9
	65	22	17	17	453	574

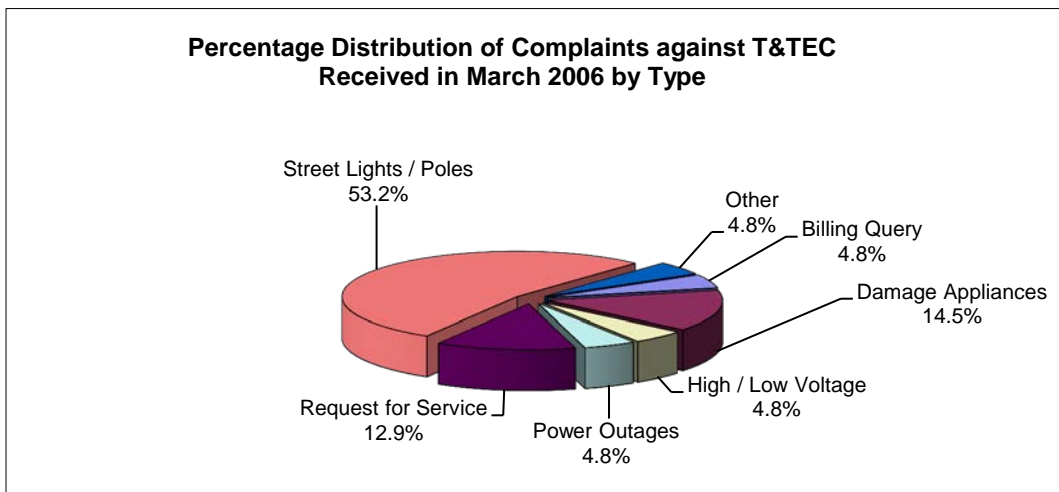
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in March 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in March 2006 by type. When compared to Feb '06, the number of complaints related to Billing Queries decreased by 3 or 50%, Damage Appliances increased by 4 or 80%, High/Low Voltage decreased by 4 or 57%, Request for Service increased by 4 or 100%, Street Lights/Poles increased by 4 or 14%, 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 Feb 28, 2005	No of Complaints Received in Mar '06	No of Mar '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '06
Billing Query	34	3	0	0	37 (9%)
Damage Appliances	125	9	0	0	134 (32%)
High / Low Voltage	41	3	0	1	43 (10%)
Power Outages	26	3	1	1	27 (6%)
Request for Service	19	8	2	0	25 (6%)
Street Lights / Poles	127	33	5	30	125 (30%)
Other	27	3	0	2	28 (7%)
Total	399	62	8	34	419

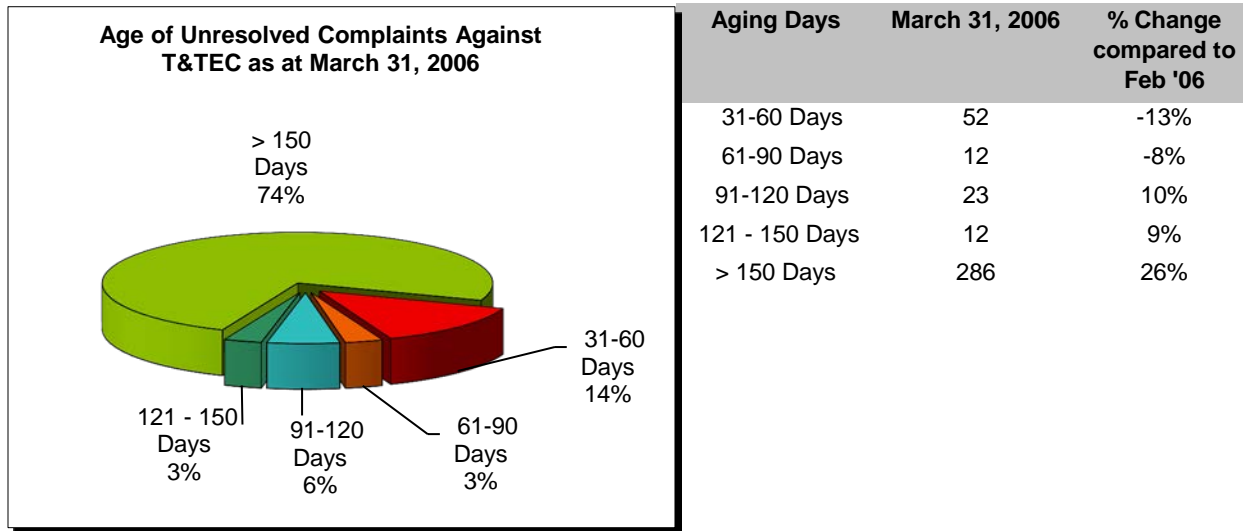
Fig. 6



Cumulative	Jan - Mar '06	Apr '05 - Mar '06
Number of complaints received	221	719
Number of complaints resolved	63	405
Number of complaints unresolved	156	304
Number of complaints withdrawn	2	10
Resolution rate	29%	57%

Figure 7 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. 7



The majority of complaints that are over 150 days relates to damaged appliances and request for the installation of new street lights as well as repairs to the lamps as shown in Table 6.

Table 6: 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	3 (6%)	0 (0%)	3 (13%)	1 (8%)	16 (6%)	23
Damage Appliances	11 (21%)	4 (33%)	7 (30%)	3 (25%)	105 (37%)	130
High / Low Voltage	9 (17%)	1 (8%)	1 (4%)	0 (0%)	29 (10%)	40
Other	2 (4%)	1 (8%)	1 (4%)	1 (8%)	19 (7%)	24
Power Outages	4 (8%)	1 (8%)	2 (9%)	3 (25%)	16 (6%)	26
Request for Service	1 (2%)	1 (8%)	0 (0%)	1 (8%)	19 (7%)	22
Street Lights / Poles	22 (42%)	4 (33%)	9 (39%)	3 (25%)	82 (29%)	120
Totals	52	12	23	12	286	385

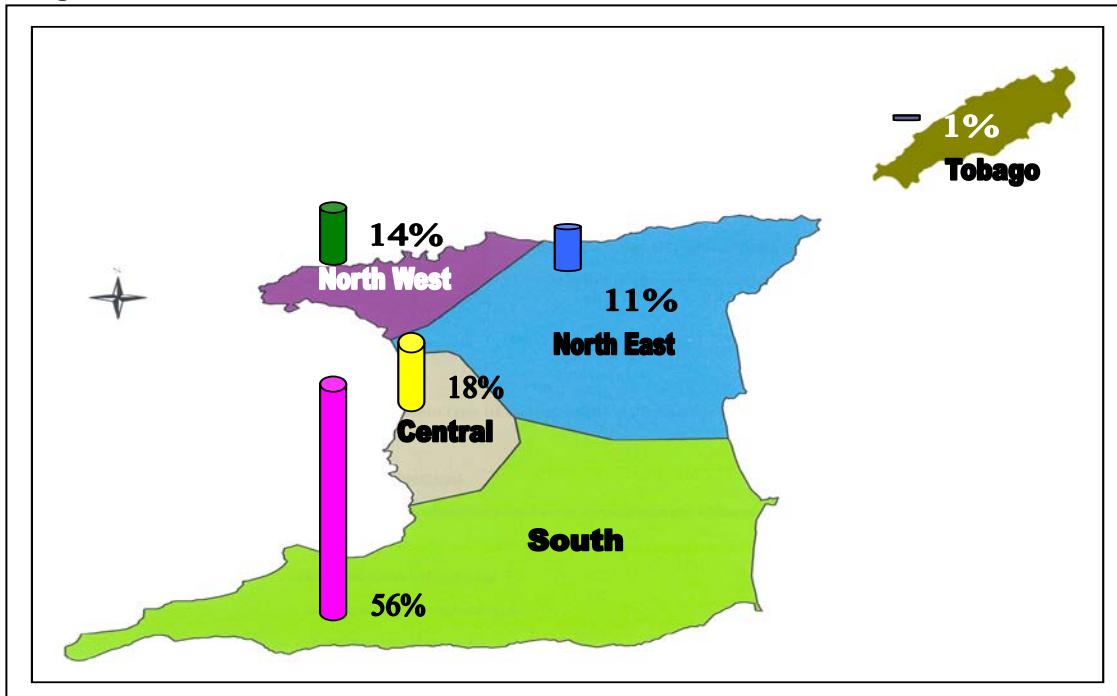
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in March 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	24 (8%)	15 (24%)	39 (11%)
North West	42 (14%)	11 (18%)	53 (14%)
Central	56 (18%)	10 (16%)	66 (18%)
South	183 (60%)	22 (35%)	205 (56%)
Tobago	0 (0%)	4 (6%)	4 (1%)
Total	305	62	367

Fig. 8



When compared to Feb '06, the number of complaints from the Central region increased by 24 or 57%, from the North East increased by 1 or 3%, from the North West increased by 14 or 36%, complaints from the South region increased by 45 or 28% while those from Tobago decreased by 7 or 64%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Mar '06 .

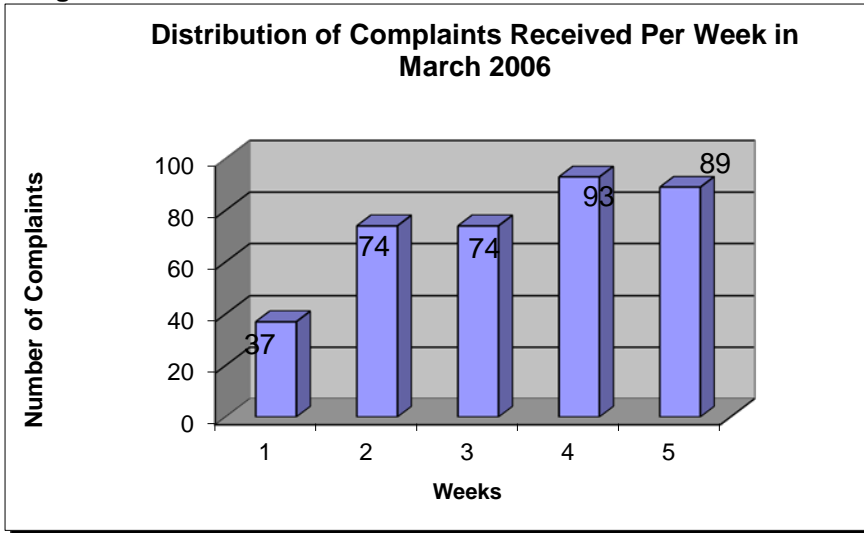
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	101
		South	Princes Town	70
	"	South	Barrackpore	69
	"	South	San Fernando	38
	"	North West	St. James	17
	"	North West	Diego Martin	17
	"	South	Debe	16
	"	North West	Belmont	15
	"	South	Williamsville	13
	Billing Query	South	Barrackpore	51
	Billing Query	South	Princes Town	21
T&TEC	Street Lights / Poles	Tobago	Tobago	17
	Street Lights / Poles	South	Barrackpore	15
	Street Lights / Poles	North East	Tunapuna	14
	High / Low Voltage	South	Barrackpore	6

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in March 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Mar '06

