



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

March 2007

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in March 2007, as well as all outstanding complaints against Service Providers as at March 31, 2007.

Status	Mar '06	Mar '07	Apr '06 - Mar '07	
Number of complaints received	367	526	4,046	
Number of complaints resolved	148	282	3,445	
Number of complaints unresolved	219	244	590	
Number of complaints withdrawn	0	0	84	
<b>Resolution rate for complaints received</b>	<b>40%</b>	<b>54%</b>	<b>87%</b>	
No. of outstanding complaints resolved	78	102	39	
Total number of complaints resolved	<b>226</b>	<b>384</b>	<b>3,484</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$468,872</b>	WASA T&TEC

**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, 2007	No & % of Complaints Received in Mar '07	No & % of Mar '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '07
Billing Query	221	19 (4%)	1 (0%)	4	235 (37%)
Inadequate Supply	213	437 (90%)	271 (56%)	78	301 (47%)
Leaks	17	23 (5%)	4 (1%)	3	33 (5%)
Request for Service	22	1 (0%)	0 (0%)	1	22 (3%)
Road Restoration	13	2 (0%)	0 (0%)	0	15 (2%)
Other	38	4 (1%)	1 (0%)	4	37 (6%)
<b>Total</b>	<b>524</b>	<b>486</b>	<b>277(57%)</b>	<b>90</b>	<b>643</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 Feb 28, 2007	No & % of Complaints Received in Mar '07	No & % of Mar '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '07
Billing Query	15	4 (10%)	2 (5%)	0	17 (6%)
Damage Appliances	113	6 (15%)	0 (0%)	4	115 (43%)
High / Low Voltage	10	2 (5%)	0 (0%)	3	9 (3%)
Power Outages	8	2 (5%)	0 (0%)	0	10 (4%)
Request for Service	4	2 (5%)	0 (0%)	1	5 (2%)
Street Lights / Poles	81	20 (50%)	2 (5%)	2	97 (36%)
Other	15	4 (10%)	1 (3%)	2	16 (6%)
<b>Total</b>	<b>246</b>	<b>40</b>	<b>5 (13%)</b>	<b>12</b>	<b>269</b>

## 2.0 Complaints Analysis

Monthly	Mar '06	Mar '07	Feb '07
Number of complaints received	367	526	342
Number of complaints resolved	148	282	169
Number of complaints unresolved	219	244	173
Resolution rate for complaints received	40%	54%	49%
No. of outstanding complaints resolved	78	102	214
Total number of complaints resolved	226	384	383

The total number of complaints received in March 2007 increased by 184 or 54% when compared to Feb '07. Using the same comparative period, the resolution rate for March 2007 increased by 8%. The number of complaints resolved for the current month increased by 113 or 67% and from a previous period (unresolved from Jan '03 to Feb '07) decreased by 112 or 52%. Further, the RIC recorded the highest number of monthly complaints (526) in its history.

Cumulative	Jan - Mar '06	Jan - Mar '07	Apr '06 - Mar '07
Number of complaints received	1,005	1,143	4,046
Number of complaints resolved	525	831	3,445
Number of complaints unresolved	480	312	590
Number of complaints withdrawn	16	34	84
Resolution rate	53%	75%	87%

The cumulative number of complaints received and resolved from Jan - Mar '07 increased by 138 or 24% and increased by 306 or 58% respectively when compared to Jan - Mar '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 526 complaints recorded for Mar '07 were reported by 327 customers of which 79 or 24% were new customers. Table 3 shows the frequency of complaints where 172 customers made only one complaint whilst cumulatively 155 or 52% of our customers made more than one complaint. For the period Jan - Mar '07, 574 customers made 1143 complaints to the RIC of which 301 or 79% were new customers.

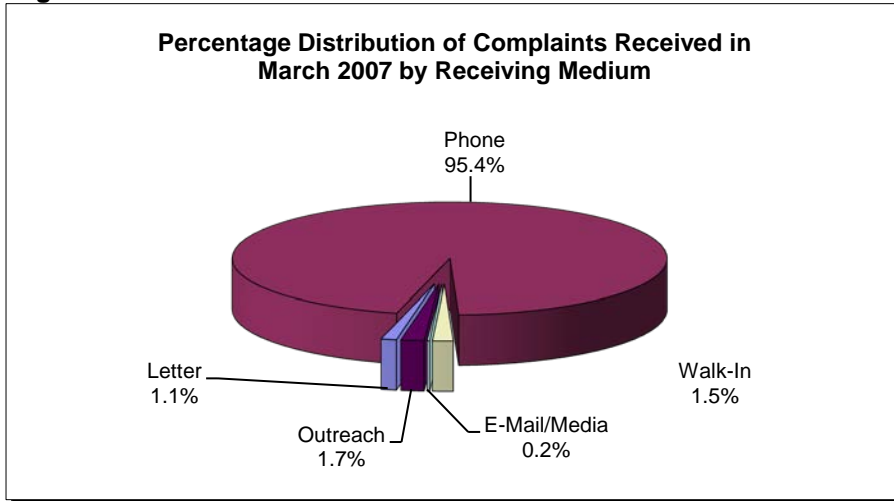
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Mar '07 Customers	% of Repeated Customers Mar '07	No. of Customers Jan - Mar '07	% of Repeated Customers Jan - Mar '07
1	172	0	270	47
2	121	37	164	29
3	27	8	63	11
4	3	1	33	6
5	4	1	23	4
>6	0	0	21	4
0	327		574	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2007 by receiving medium. The number of complaints received Telephone increased by 168 or 50%, and Walk in increased by 6 or 300% when compared to Feb '07. The Department held two Consumer Outreach Programme this month one at Princes Town and the other at Siparia. However, the attendance at both locations were very poor.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2007 by Service Provider. The number of complaints filed against WASA have increased by 173 or 55% and those filed against T&TEC increased by 11 or 38% when compared to Feb '07.

Fig. 2

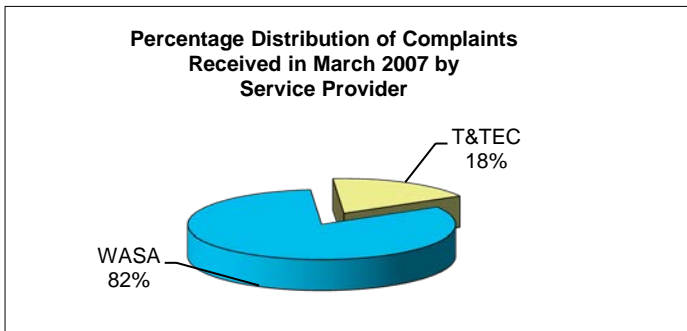
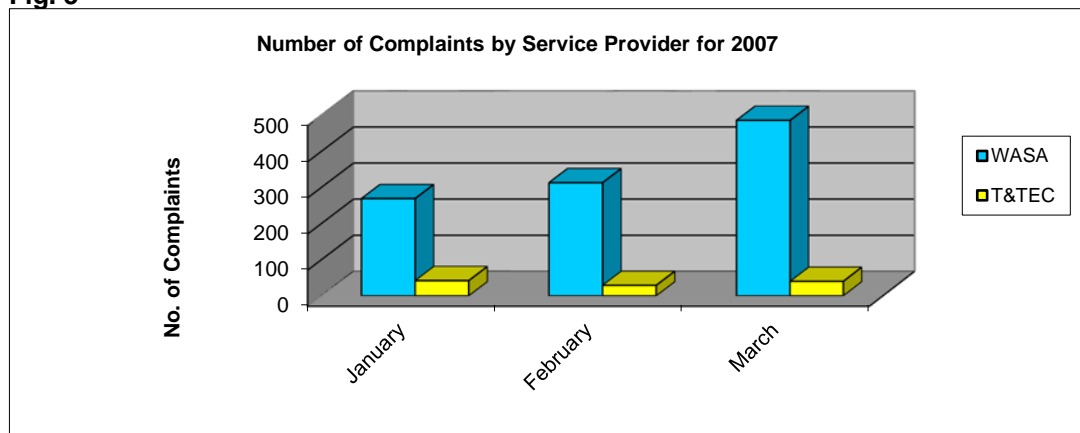


Fig. 3



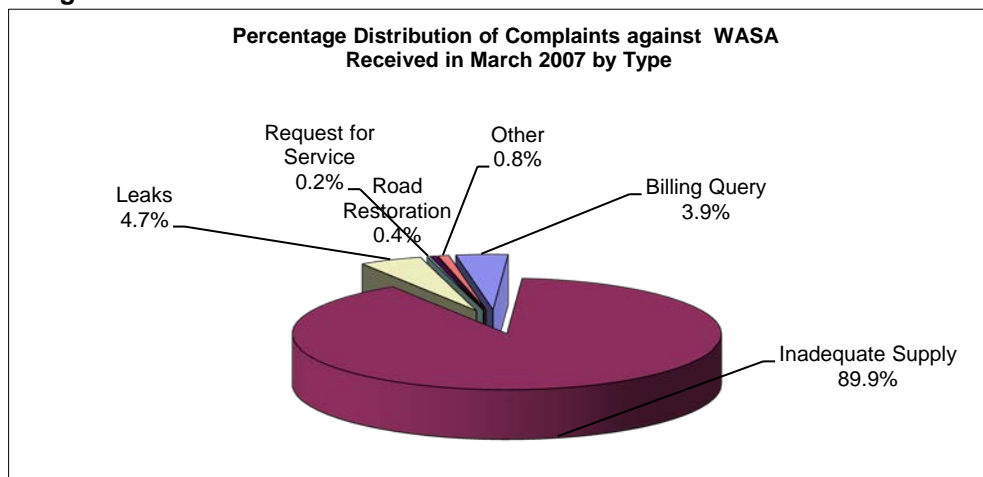
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2007 by type. When compared to Feb '07 the number of complaints related to Billing Queries increased by 11 or 138%, Inadequate Supply increased by 154 or 54%, and Leaks increased by 11 or 92%.

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

Complaint Category	Total Unresolved Complaints as at Feb 28, 2007	No of Complaints Received in Mar '07	No of Mar '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '07
Billing Query	221	19	1	4	235 (37%)
Inadequate Supply	213	437	271	78	301 (47%)
Leaks	17	23	4	3	33 (5%)
Request for Service	22	1	0	1	22 (3%)
Road Restoration	13	2	0	0	15 (2%)
Other	38	4	1	4	37 (6%)
<b>Total</b>	<b>524</b>	<b>486</b>	<b>277</b>	<b>90</b>	<b>643</b>

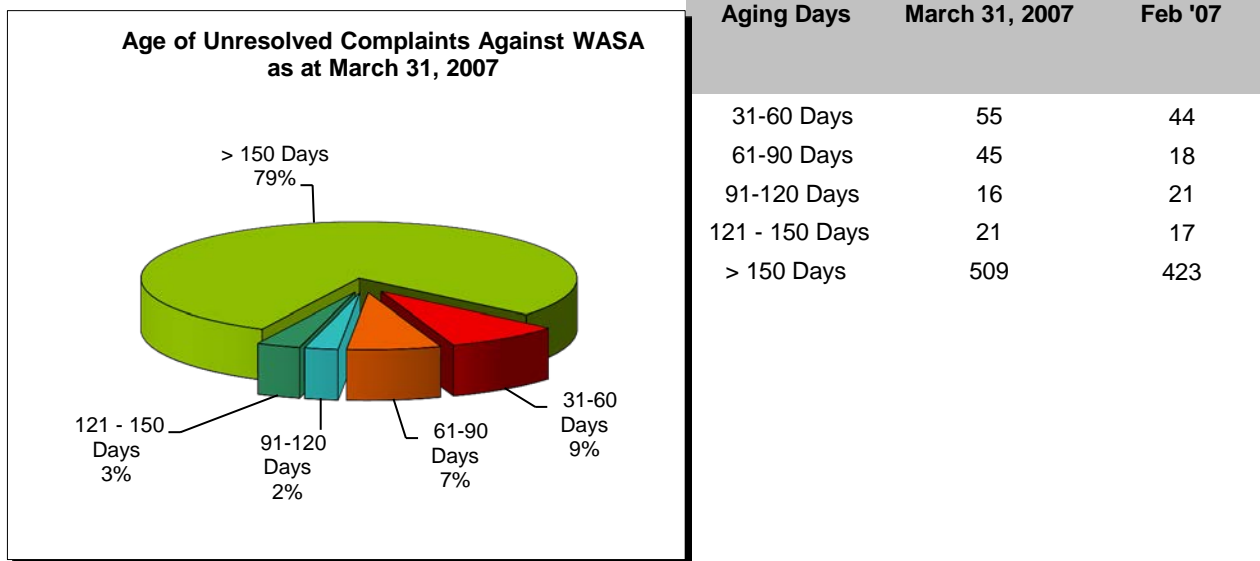
**Fig. 4**



Cumulative	Jan - Mar '07	Apr '06 - Mar '07
Number of complaints received	1,031	3,534
Number of complaints resolved	791	3,113
Number of complaints unresolved	240	421
Number of complaints withdrawn	34	73
Resolution rate	79%	90%

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, 2007	Feb '07
31-60 Days	55	44
61-90 Days	45	18
91-120 Days	16	21
121 - 150 Days	21	17
> 150 Days	509	423

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as show

**Table 5: Analysis of Complaints Against WASA by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	7 (13%)	11 (24%)	2 (13%)	11 (52%)	207 (41%)
Inadequate Supply	38 (69%)	25 (56%)	11 (69%)	7 (33%)	220 (43%)
Leaks	1 (2%)	4 (9%)	2 (13%)	1 (5%)	25 (5%)
Other	5 (9%)	1 (2%)	1 (6%)	2 (10%)	28 (6%)
Request for Service	2 (4%)	1 (2%)	(0%)	(0%)	19 (4%)
Road Restoration	2 (4%)	3 (7%)	(0%)	(0%)	10 (2%)
	<b>55</b>	<b>45</b>	<b>16</b>	<b>21</b>	<b>509</b>

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

Complaint Type	Apr '06 - Mar '07	Jan - Mar '07	Mar '07
Billing Classification	6,596.00	-	-
Billing Query	267,561.00	36,500.00	-
Damage to Property Disconnection / Reconnection	80,550.00	80,550.00	-
Retroactive Billing Adjustment	73.00	73.00	-
	26,141.00	-	-
	<b>\$380,921.00</b>	<b>\$117,123.00</b>	<b>\$0.00</b>

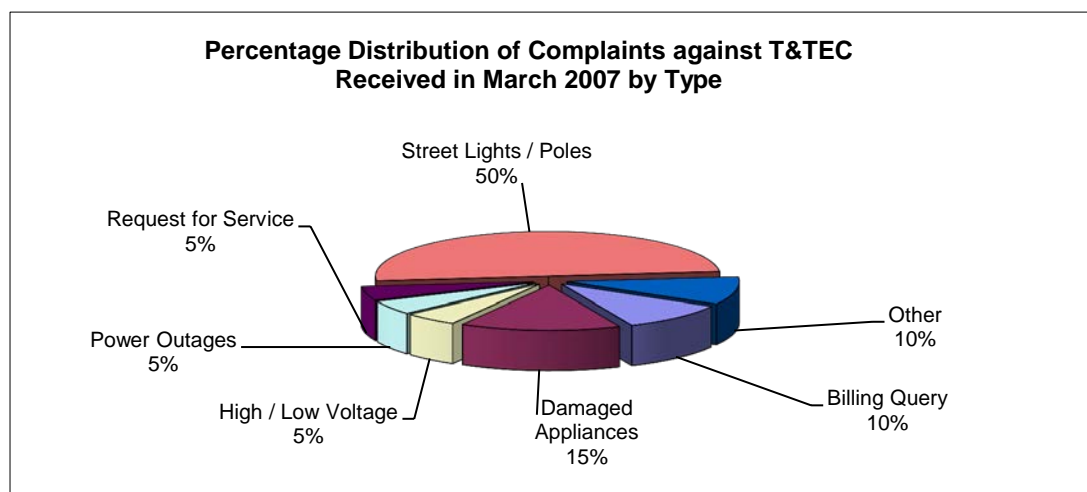
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in March 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in March 2007 by type. When compared to Feb '07, the number of complaints related to Billing Queries increased by 1 or 33%, Damage Appliances increased by 3 or 100%, High/ Low Voltage decreased by 2 or 50%, Request for Service increased by 2 or 200%, Street Lights/Poles increased by 4 or 25%, and the category Other increased by 2 or 100% .

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

Complaint Type	Total Unresolved Complaints as at Feb 28, 2007	No of Complaints Received in Mar '07	No of Mar '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '07
Billing Query	15	4	2	0	17 (6%)
Damaged Appliances	113	6	0	4	115 (43%)
High / Low Voltage	10	2	0	3	9 (3%)
Power Outages	8	2	0	0	10 (4%)
Request for Service	4	2	0	1	5 (2%)
Street Lights / Poles	81	20	2	2	97 (36%)
Other	15	4	1	2	16 (6%)
<b>Total</b>	<b>246</b>	<b>40</b>	<b>5</b>	<b>12</b>	<b>269</b>

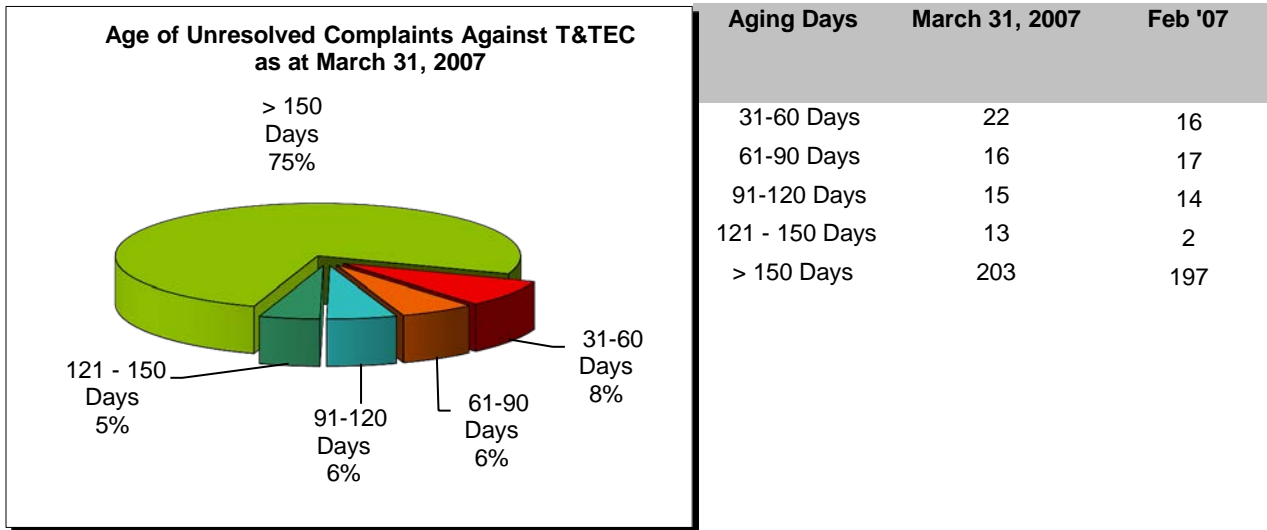
**Fig. 6**



Cumulative	Jan - Mar '07	Apr '06 - Mar '07
Number of complaints received	112	512
Number of complaints resolved	40	332
Number of complaints unresolved	72	169
Number of complaints withdrawn	0	11
Resolution rate	36%	66%

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 as shown in Table 7.

**Table 7: Analysis of Complaints Against T&TEC by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	2 (9%)	1 (6%)	2 (13%)	1 (8%)	12 (6%)
Damaged Appliances	3 (14%)	5 (31%)	2 (13%)	3 (23%)	102 (50%)
High / Low Voltage	1 (5%)	(0%)	1 (7%)	1 (8%)	6 (3%)
Other	1 (5%)	2 (13%)	3 (20%)	1 (8%)	9 (4%)
Power Outages	1 (5%)	3 (19%)	(0%)	(0%)	6 (3%)
Request for Service	(0%)	(0%)	(0%)	(0%)	5 (2%)
Street Lights / Poles	14 (64%)	5 (31%)	7 (47%)	7 (54%)	63 (31%)
<b>Totals</b>	<b>22</b>	<b>16</b>	<b>15</b>	<b>13</b>	<b>203</b>

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

Complaint Type	Apr '06 - Mar '07	Jan - Mar '07	Mar '07
Billing Query	18,392.00	-	-
Damaged Appliance	68,311.00	3,167.00	-
Request for Service	1,248.00	-	-
	<b>\$ 87,951.00</b>	<b>\$ 3,167.00</b>	<b>\$ -</b>

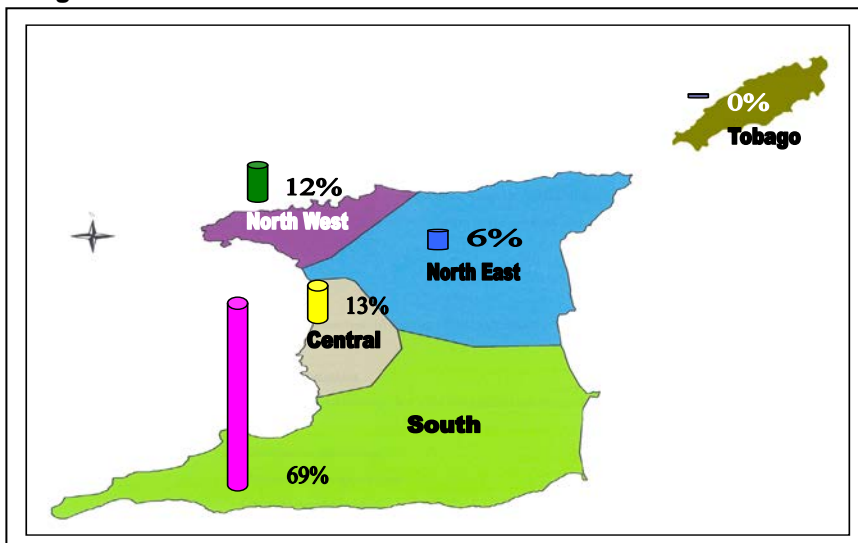
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in March 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	28 (6%)	4 (10%)	32 (6%)
North West	51 (10%)	13 (33%)	64 (12%)
Central	64 (13%)	4 (10%)	68 (13%)
South	343 (71%)	18 (45%)	361 (69%)
Tobago	0 (0%)	1 (3%)	1 (0%)
<b>Total</b>	<b>486</b>	<b>40</b>	<b>526</b>

**Fig. 8**



When compared to Feb '07, the number of complaints from the Central region increased by 19 or 39%, from the North East increased by 17 or 113%, from the North West decreased by 1 or 2%, complaints from the South region increased by 148 or 69% while those from Tobago increased by 1 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 - Mar '07 . Penal continues to be the hardest hit area with regards to inadequate water supply.

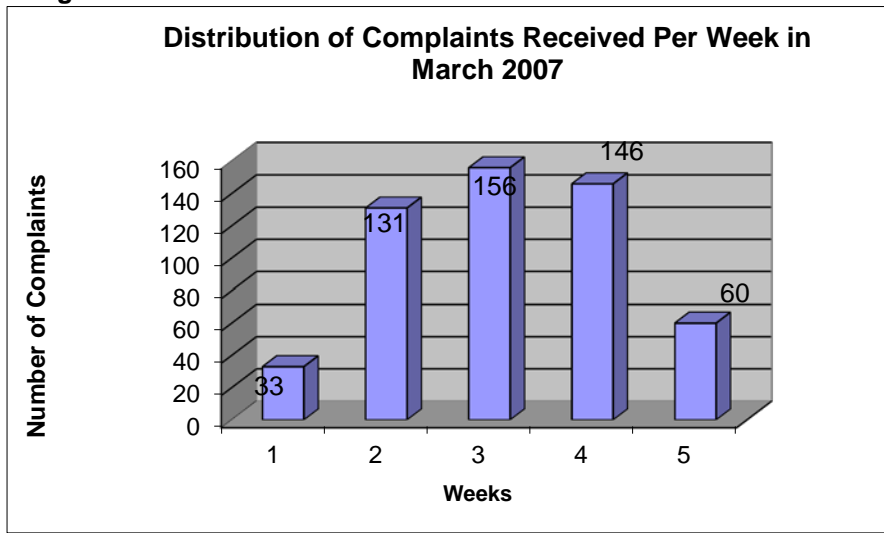
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Penal	314	
	"	South	Barrackpore	67	
	"	South	Princes Town	66	
	"	North West	Glencoe	37	
	"	South	San Fernando	34	
	"	South	Gasparillo	29	
	"	South	Debe	26	
	"	Central	Couva	22	
	Billing Query	North West	Laventille	20	
	Billing Query	Central	Flanagin Town	19	
	Leaks	North West	Port of Spain	16	
	T&TEC	Street Lights / Poles	South	Penal	8
		Street Lights / Poles	South	San Fernando	7
Street Lights / Poles		South	Princes Town	5	
High / Low Voltage		North East	Arima	3	

## 7.0 Distribution of Complaints Received Per Week

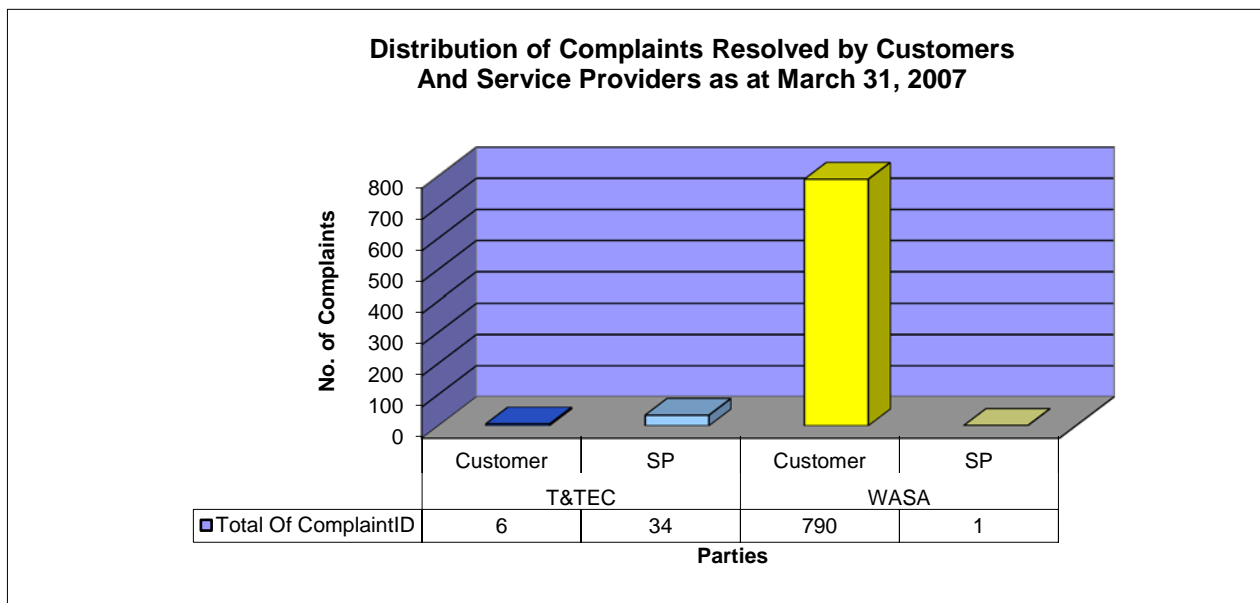
Figure 9 shows the distribution of the complaints received in March 2007

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Mar '07



\$380921  
\$87,951







**% Change  
compared to  
Feb '07**

- 25%
- 150%
- 24%
- 24%
- 20%

in Table 5.

<b>Total</b>
221 (37%)
212 (47%)
17 (5%)
38 (6%)
22 (3%)
13 (2%)
<b>523</b>





**% Change  
compared to  
Feb '07**

38%  
-6%  
7%  
550%  
3%

<b>Total</b>
18 (7%)
115 (43%)
9 (3%)
16 (6%)
10 (4%)
5 (2%)
96 (36%)
<b>269</b>





