



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2008

1.0 Overview of Complaints

This report provides an analysis of all complaints received in March 2008, as well as all outstanding complaints against Service Providers as at March 31, 2008.

Status	Feb '07	Mar '08	Apr '07 - Mar '08		
Number of complaints received	526	275	4,034		
Number of complaints resolved	282	116	3,343		
Number of complaints unresolved	244	159	588		
Number of complaints withdrawn	0	0	102		
Resolution rate for complaints received	54%	42%	85%		
No. of outstanding complaints resolved	102	163	39		
Total number of complaints resolved	384	279	3,382		
Rebate/compensation awarded to customers		TT\$244	TT\$523,704	WASA	\$392070
				T&TEC	\$131634

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 29, 2008	No & % of Complaints Received in Mar '08	No & % of Complaints Resolved Mar '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '08
Billing Query	275	11 (4%)	2 (1%)	12	272 (35%)
Inadequate Supply	345	205 (81%)	99 (39%)	84	367 (48%)
Leaks	40	25 (10%)	5 (2%)	31	29 (4%)
Request for Service	30	3 (1%)	0 (0%)	1	32 (4%)
Road Restoration	17	2 (1%)	0 (0%)	0	19 (2%)
Other	42	6 (2%)	0 (0%)	0	48 (6%)
Total	749	252	106(42%)	128	767

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 29, 2008	No & % of Complaints Received in Mar '08	No & % of Complaints Resolved Mar '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '08
Billing Query	28	5 (22%)	4 (17%)	2	27 (11%)
Damage Appliances	117	2 (9%)	0 (0%)	2	117 (48%)
High / Low Voltage	12	1 (4%)	1 (4%)	5	7 (3%)
Power Outages	9	0 (0%)	0 (0%)	3	6 (2%)
Request for Service	10	3 (13%)	1 (4%)	1	11 (4%)
Street Lights / Poles	70	11 (48%)	4 (17%)	21	56 (23%)
Other	22	1 (4%)	0 (0%)	1	22 (9%)
Total	268	23	10 (43%)	35	246

2.0 Complaints Analysis

Monthly	Feb '07	Mar '08	Feb '08
Number of complaints received	526	275	227
Number of complaints resolved	282	116	105
Number of complaints unresolved	244	159	122
Resolution rate for complaints received	54%	42%	46%
No. of outstanding complaints resolved	102	163	132
Total number of complaints resolved	384	279	237

The total number of complaints received in March 2008 increased by 48 or 21% when compared to February 2008. Using the same comparative period, the resolution rate for March 2008 decreased by 9%. The number of complaints resolved for the current month increased by 11 or 10% and from a previous period (unresolved from Jan '03 to Feb '08) increased by 31 or 23%. The total number of complaints resolved overall increased by 42 or 18%.

Cumulative	Jan - Mar '07	Jan - Mar '08	Apr '07 - Mar '08
Number of complaints received	1,143	830	4,034
Number of complaints resolved	831	480	3,343
Number of complaints unresolved	312	336	588
Number of complaints withdrawn	34	14	102
Resolution rate	75%	59%	85%

The cumulative number of complaints received and resolved from Jan - Mar '08 decreased by 313 or 42% and by 351 or 42% respectively when compared to Jan - Mar '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 275 complaints recorded for March 2008 were reported by 182 customers of which 77 or 42% were new customers. Table 3 shows the frequency of complaints where 113 customers made only one complaint whilst cumulatively 69 or 50% of our customers made more than one complaint. For the period Jan - Mar '08, 491 customers made 830 complaints to the RIC of which 244 or 79% were new customers.

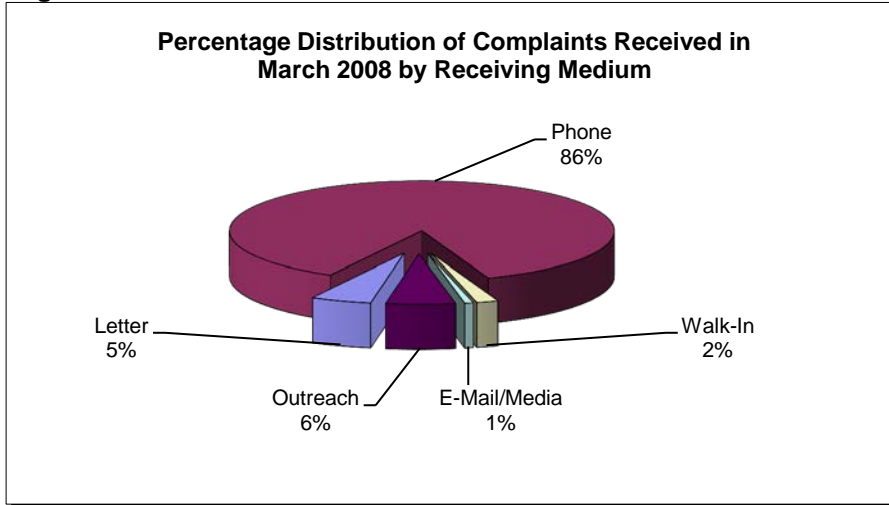
Table 3: Frequency of Complaints

No. of Complaints	No. of Mar '08 Customers	% of Repeated Customers Mar '08	No. of Customers Jan - Mar '08	% of Repeated Customers Jan - Mar '08
1	113	0	297	0
2	55	30	114	23
3	10	5	43	9
4	3	2	22	4
5	0	0	8	2
>6	1	1	7	1
0	182		491	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2008 by receiving medium. The number of complaints received by Letter increased by 3 or 27%, Telephone increased by 32 or 16%, and Walk in decreased by 4 or 44% when compared to February 2008. Additionally, 16 complaints were received from the RIC's first Consumer Outreach Programme for 2008.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2008 by Service Provider. The number of complaints filed against WASA have increased by 51 or 25% and those filed against T&TEC decreased by 3 or 12% when compared to February 2008.

Fig. 2

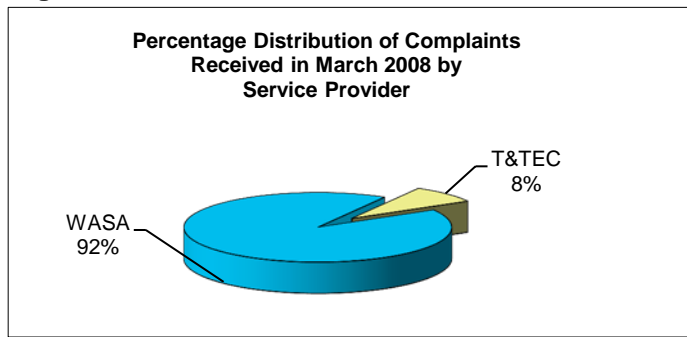
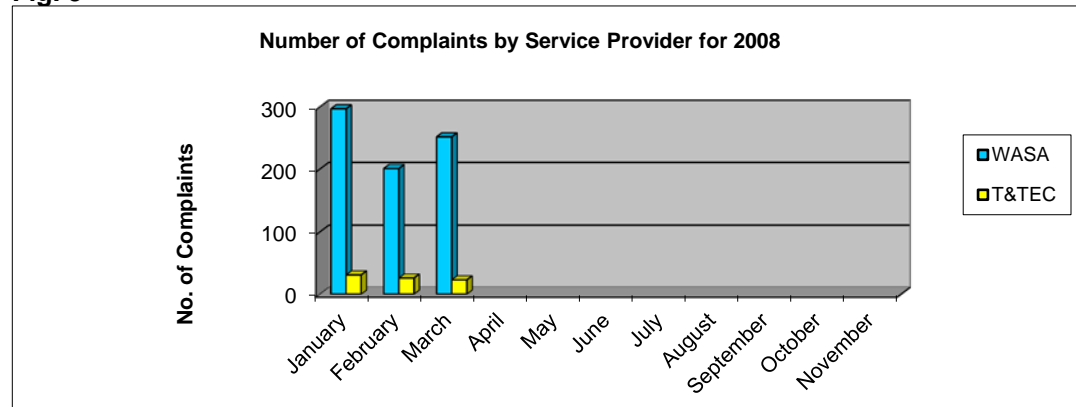


Fig. 3





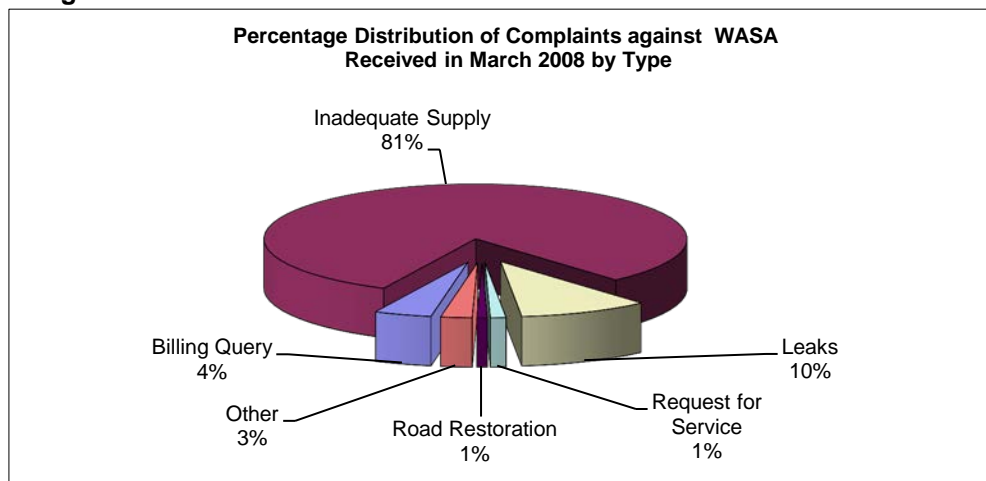
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2008 by type. When compared to February 2008 only significant change was in the number of complaints related to Inadequate Supply, which increased by 46 or 29%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Feb 29, 2008	No of Complaints Received in Mar '08	No of Mar '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '08
Billing Query	275	11	2	12	272 (35%)
Inadequate Supply	345	205	99	84	367 (48%)
Leaks	40	25	5	31	29 (4%)
Request for Service	30	3	0	1	32 (4%)
Road Restoration	17	2	0	0	19 (2%)
Other	42	6	0	0	48 (6%)
Total	749	252	106	128	767

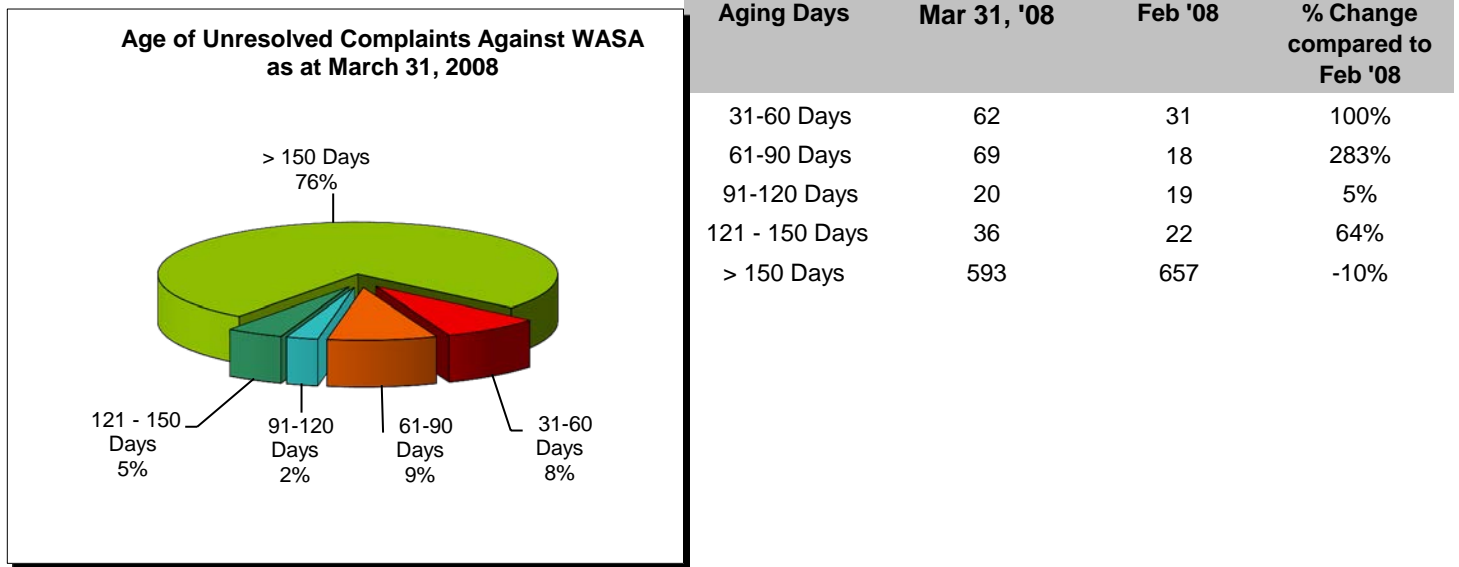
Fig. 4



Cumulative	Jan - Mar '08	Apr '07 - Mar '08
Number of complaints received	750	3,541
Number of complaints resolved	437	2,975
Number of complaints unresolved	299	469
Number of complaints withdrawn	14	96
Resolution rate	59%	86%

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, '08	Feb '08	% Change compared to Feb '08
31-60 Days	62	31	100%
61-90 Days	69	18	283%
91-120 Days	20	19	5%
121 - 150 Days	36	22	64%
> 150 Days	593	657	-10%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	8 (13%)	17 (25%)	3 (15%)	5 (14%)	239 (40%)	272 (35%)
Inadequate Supply	42 (68%)	47 (68%)	11 (55%)	26 (72%)	248 (42%)	345 (48%)
Leaks	7 (11%)	3 (4%)	2 (10%)	3 (8%)	19 (3%)	40 (4%)
Other	2 (3%)	1 (1%)	1 (5%)	1 (3%)	43 (7%)	42 (6%)
Request for Service	2 (3%)	(0%)	1 (5%)	1 (3%)	29 (5%)	31 (4%)
Road Restoration	1 (2%)	1 (1%)	2 (10%)	(0%)	15 (3%)	17 (2%)
	62	69	20	36	593	747

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

Complaint Type	Apr '07 - Mar '08	Jan - Mar '08	Mar '08
Billing Classification	23,369.00	76.00	-
Billing Query	363,145.00	68,073.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	5,556.00	3,256.00	-
	\$ 392,070.00	\$ 71,405.00	\$ -

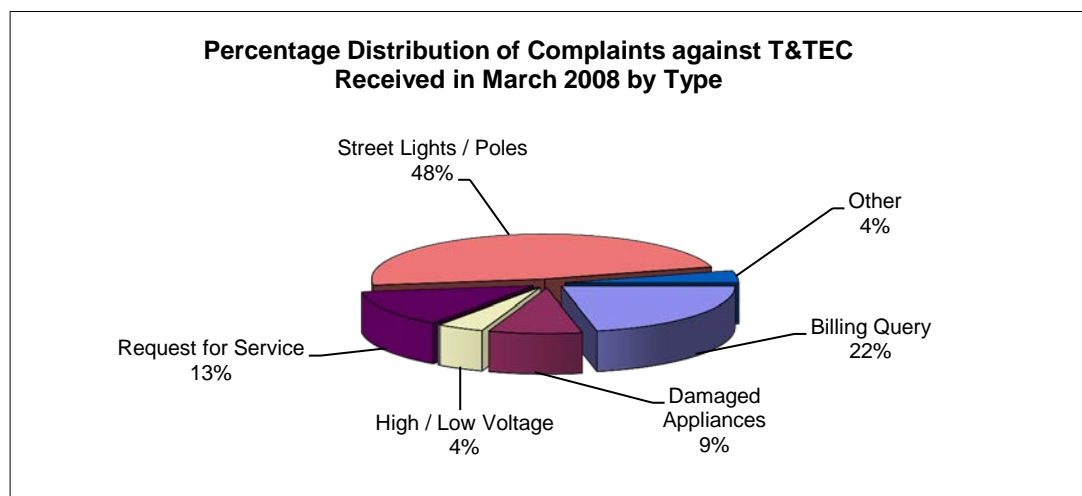
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in March 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in March 2008 by type. When compared to February 2008, the only significant changes occurred in the number of complaints related to Street Lights/Poles, which decreased by 3 or 21%, and the category Other, which decreased by 4 or 80%.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Feb 29, 2008	No of Complaints Received in Mar '08	No of Mar '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '08
Billing Query	28	5	4	2	27 (11%)
Damaged Appliances	117	2	0	2	117 (48%)
High / Low Voltage	12	1	1	5	7 (3%)
Power Outages	9	0	0	3	6 (2%)
Request for Service	10	3	1	1	11 (4%)
Street Lights / Poles	70	11	4	21	56 (23%)
Other	22	1	0	1	22 (9%)
Total	268	23	10	35	246

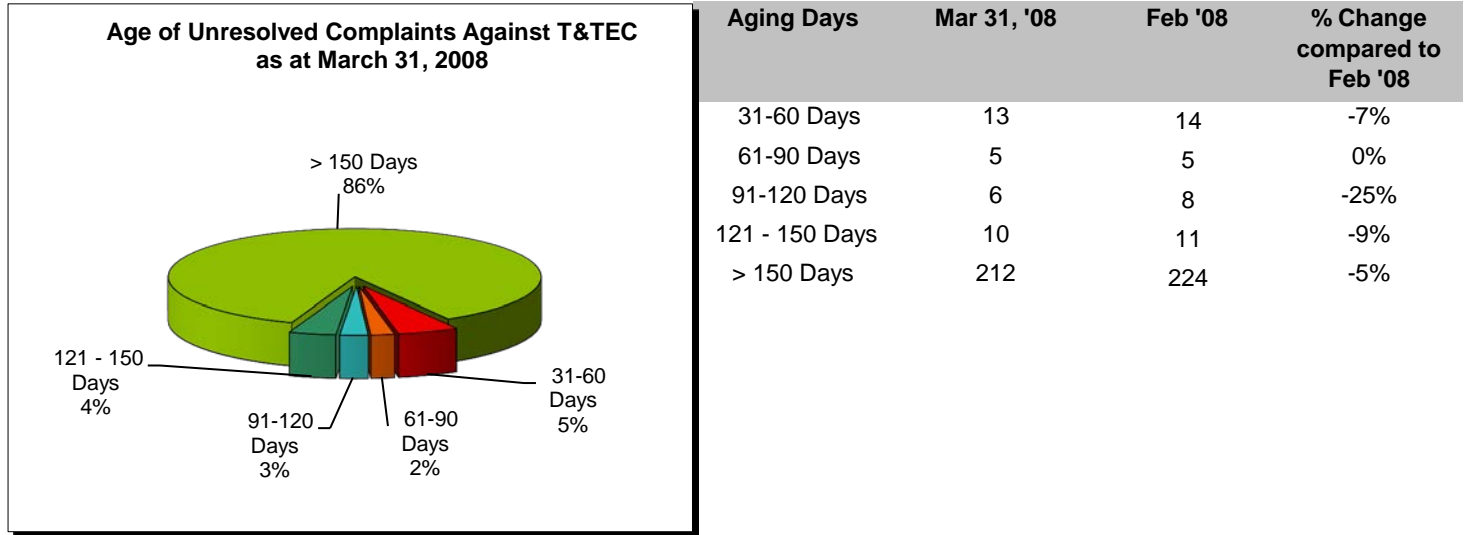
Fig. 6



Cumulative	Jan - Mar '08	Apr '07 - Mar '08
Number of complaints received	80	493
Number of complaints resolved	43	368
Number of complaints unresolved	37	119
Number of complaints withdrawn	0	6
Resolution rate	54%	76%

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



Aging Days	Mar 31, '08	Feb '08	% Change compared to Feb '08
31-60 Days	13	14	-7%
61-90 Days	5	5	0%
91-120 Days	6	8	-25%
121 - 150 Days	10	11	-9%
> 150 Days	212	224	-5%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	1 (8%)	1 (20%)	(0%)	2 (20%)	23 (11%)	27 (11%)
Damaged Appliances	(0%)	1 (20%)	2 (33%)	4 (40%)	110 (52%)	117 (48%)
High / Low Voltage	(0%)	(0%)	1 (17%)	(0%)	6 (3%)	7 (3%)
Other	5 (38%)	1 (20%)	(0%)	1 (10%)	15 (7%)	22 (9%)
Power Outages	1 (8%)	1 (20%)	(0%)	(0%)	4 (2%)	6 (2%)
Request for Service	(0%)	(0%)	1 (17%)	1 (10%)	9 (4%)	11 (4%)
Street Lights / Poles	6 (46%)	1 (20%)	2 (33%)	2 (20%)	45 (21%)	56 (23%)
Totals	13	5	6	10	212	246

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

Complaint Type	Apr '07 - Mar '08	Jan - Mar '08	Mar '08
Billing Query	91,091.00	977.00	244.00
Damaged Appliance	40,543.00	26,189.00	-
Request for Service	-	-	-
	\$ 131,634.00	\$ 27,166.00	\$ 244.00

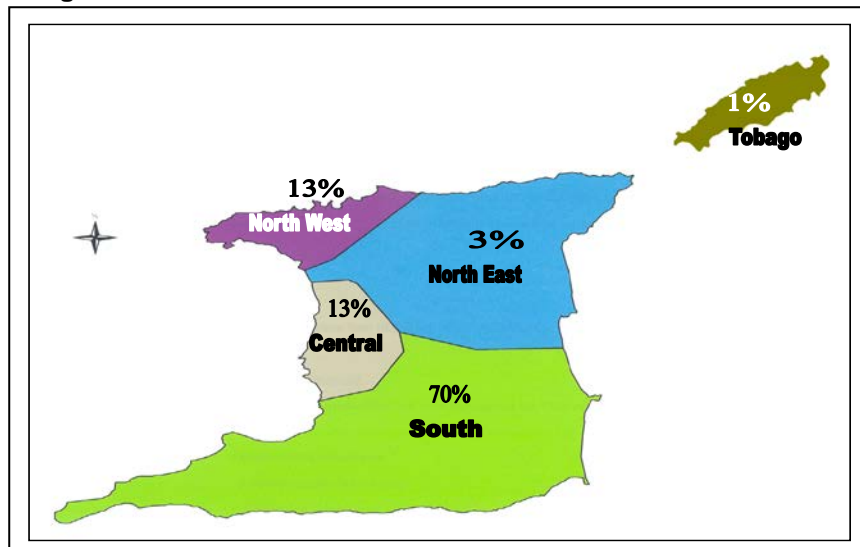
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2008 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	8 (3%)	1 (4%)	9 (3%)
North West	31 (12%)	6 (26%)	37 (13%)
Central	34 (13%)	3 (13%)	37 (13%)
South	179 (71%)	11 (48%)	190 (69%)
Tobago	0 (0%)	2 (9%)	2 (1%)
Total	252	23	275

Fig. 8



When compared to Feb '08, the number of complaints from the Central region increased by 13 or 54%, from the North East decreased by 15 or 63%, from the North West decreased by 32 or 46%, complaints from the South region increased by 81 or 74% 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 '08 .

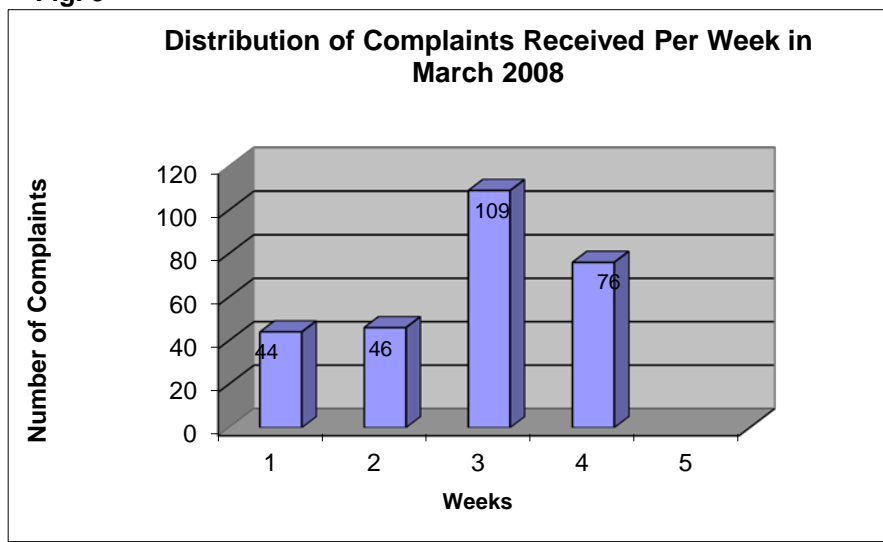
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Barrackpore	117
		South	Penal	110
		South	Siparia	34
		South	Princes Town	32
		North West	Glencoe	30
		South	San Fernando	21
		Central	Freeport	20
		North West	Diego Martin	19
		South	Moruga	13
	South	Santa Flora	13	
	Leaks	North West	St. James	7
T&TEC	Street Lights / Poles	South	Barrackpore	6
	Street Lights / Poles	South	Princes Town	5
	Street Lights / Poles	North West	Petit Valley	4
	Billing Query	North West	Diego Martin	3

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in March 2008

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Mar '08

