



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

March 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in March 2010, as well as all outstanding complaints Service Providers as at March 31, 2010.

Status	Mar '09	Mar '10	Apr '09 - Mar '10		
Number of complaints received	242	936	5,459		
Number of complaints resolved	135	365	4,046		
Number of complaints unresolved	107	571	1,288		
Number of complaints withdrawn	0	0	118		
Resolution rate for complaints received	56%	39%	76%		
No. of outstanding complaints resolved	83	139	53		
Total number of complaints resolved	218	504	4,099		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$690,014	WASA	\$390
				T&TEC	\$290

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, '10	No & % of Complaints Received in Mar '10	No & % of Complaints Resolved Mar '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '10
Billing Query	280	12 (1%)	0 (0%)	1	291 (18%)
Inadequate Supply	766	739 (86%)	337 (39%)	120	1048 (65%)
Leaks	51	91 (11%)	12 (1%)	9	121 (7%)
Request for Service	47	8 (1%)	3 (0%)	0	52 (3%)
Road Restoration	20	4 (0%)	0 (0%)	0	24 (1%)
Other	76	10 (1%)	0 (0%)	1	85 (5%)
Total	1240	864	352 (41%)	131	1621

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, '10	No & % of Complaints Received in Mar '10	No & % of Complaints Resolved Mar '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '10
Billing Query	22	10 (14%)	3 (4%)	1	28 (11%)
Damage Appliances	91	10 (14%)	0 (0%)	0	101 (40%)
High / Low Voltage	6	7 (10%)	0 (0%)	1	12 (5%)
Power Outages	7	3 (4%)	2 (3%)	0	8 (3%)
Request for Service	8	6 (8%)	3 (4%)	1	10 (4%)
Street Lights / Poles	41	25 (35%)	4 (6%)	1	61 (24%)
Other	25	11 (15%)	1 (1%)	4	31 (12%)
Total	200	72	13 (18%)	8	251

2.0 Complaints Analysis

Monthly	Mar '09	Mar '10	Feb '10
Number of complaints received	242	936	263
Number of complaints resolved	135	365	90
Number of complaints unresolved	107	571	173
Resolution rate for complaints received	56%	39%	34%
No. of outstanding complaints resolved	83	139	53
Total number of complaints resolved	218	504	143

The total number of complaints received in March 2010 was the highest ever recorded and represented an increase of 673 or 256% when compared to Feb '10. Using the same comparative period, the resolution rate for March 2010 increased by 14%. The number of complaints resolved for the current month increased by 275 or 306% and from a previous period (unresolved from Apr '06 to Feb '10) increased by 86 or 162%. The total number of complaints resolved overall increased by 361 or 252%.

Cumulative	Jan '09 - Mar '09	Jan '10 - Mar '10	Apr '09 - Mar '10
Number of complaints received	612	1,727	5,459
Number of complaints resolved	390	885	4,046
Number of complaints unresolved	222	816	1,288
Number of complaints withdrawn	6	26	118
Resolution rate	64%	52%	76%

The cumulative number of complaints received and resolved from Jan '01 - Mar '01 increased by 1115 or 62% and by 495 or 127% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 936 complaints recorded for March 2010 were reported by 601 customers of which 371 or 62% were new customers. Table 3 shows the frequency of complaints where 329 customers made only one complaint whilst cumulatively 272 or 58% of our customers made more than one complaint. For the period Jan '10 - Mar '10, 961 customers made 1727 complaints to the RIC of which 555 or 79% were new customers.

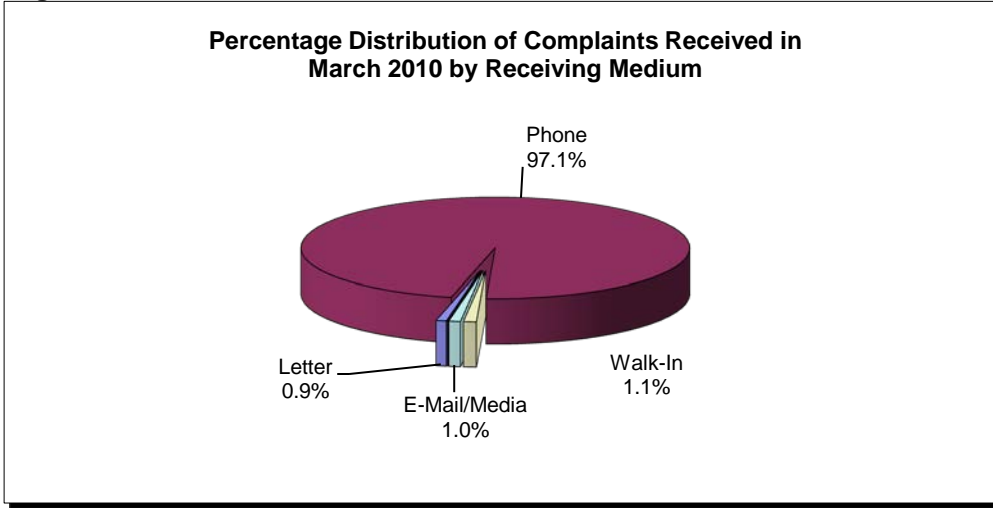
Table 3: Frequency of Complaints

No. of Complaints	No. of Mar '10 Customers	% of Repeat Customers for Mar '10	No. of Customers from Jan '10 - Mar '10	% of Repeat Customers from Jan '10 - Mar '10
1	329	0	474	0
2	222	37	348	36
3	38	6	64	7
4	11	2	45	5
5	1	0	9	1
>6	0	0	21	2
	601		961	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2010 by receiving medium. The number of complaints received by Letter increased by 4 or 100%, Telephone increased by 657 or 261%, Walk in increased by 6 or 150%, and e-mail/Media increased by 6 or 200% when compared to Feb '10.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2010 by Service Provider. The number of complaints filed against WASA have increased by 612 or 243% and those filed against T&TEC have increased by 61 or 555% when compared to Feb '10.

Fig. 2

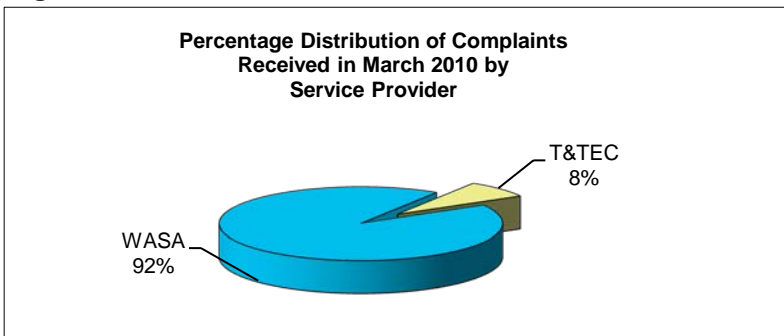
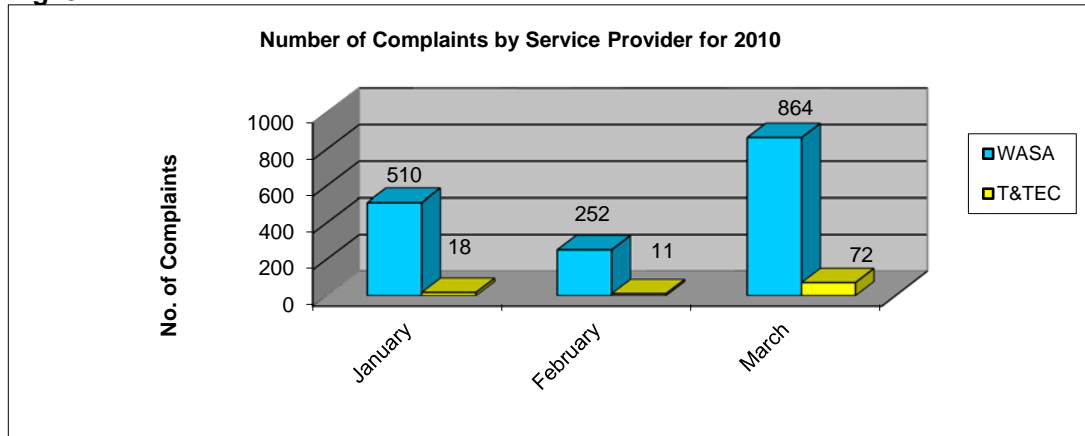


Fig. 3

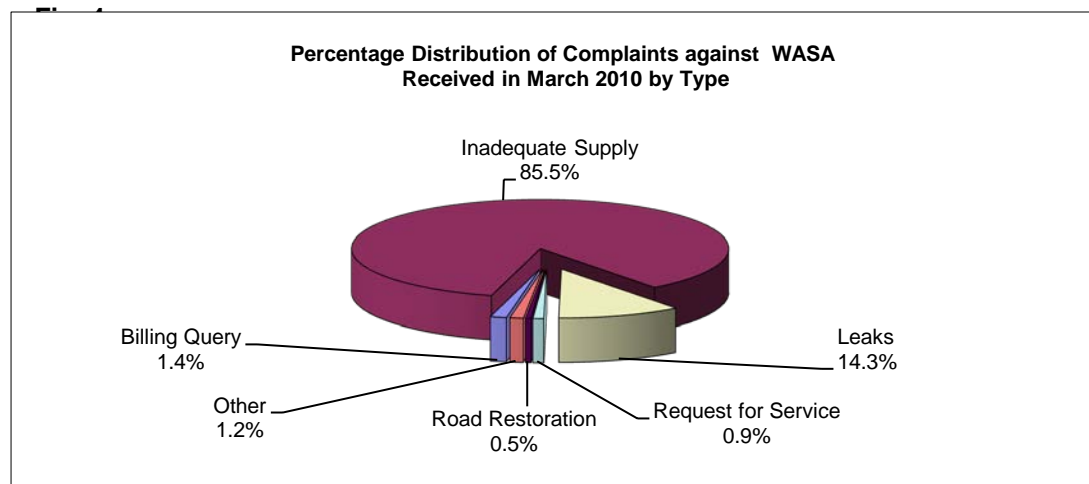


5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2010 by type. When compared to Feb '10 the number of complaints related to Billing Queries increased by 4 or 50%, Inadequate Supply increased by 540 or 271%, Leaks increased by 51 or 128%, Road Restoration increased by 6 or 300%, and the category Other increased by 4 or 400%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Feb 28, '10	No of Complaints Received in Mar '10	No of Complaints Resolved Mar '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '10
Billing Query	280	12	0	1	291 (18%)
Inadequate Supply	766	739	337	120	1048 (65%)
Leaks	51	91	12	9	121 (7%)
Request for Service	47	8	3	0	52 (3%)
Road Restoration	20	4	0	0	24 (1%)
Other	76	10	0	1	85 (5%)
Total	1240	864	352	131	1621



Cumulative	Jan '10 - Mar '10	Apr '09 - Mar '10
Number of complaints received	1,626	5,089
Number of complaints resolved	863	3,802
Number of complaints unresolved	737	1,163
Number of complaints withdrawn	26	117
Resolution rate	54%	76%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months. March 2010 is the highest recorded spike in Inadequate Supply complaints to date

Fig. 5

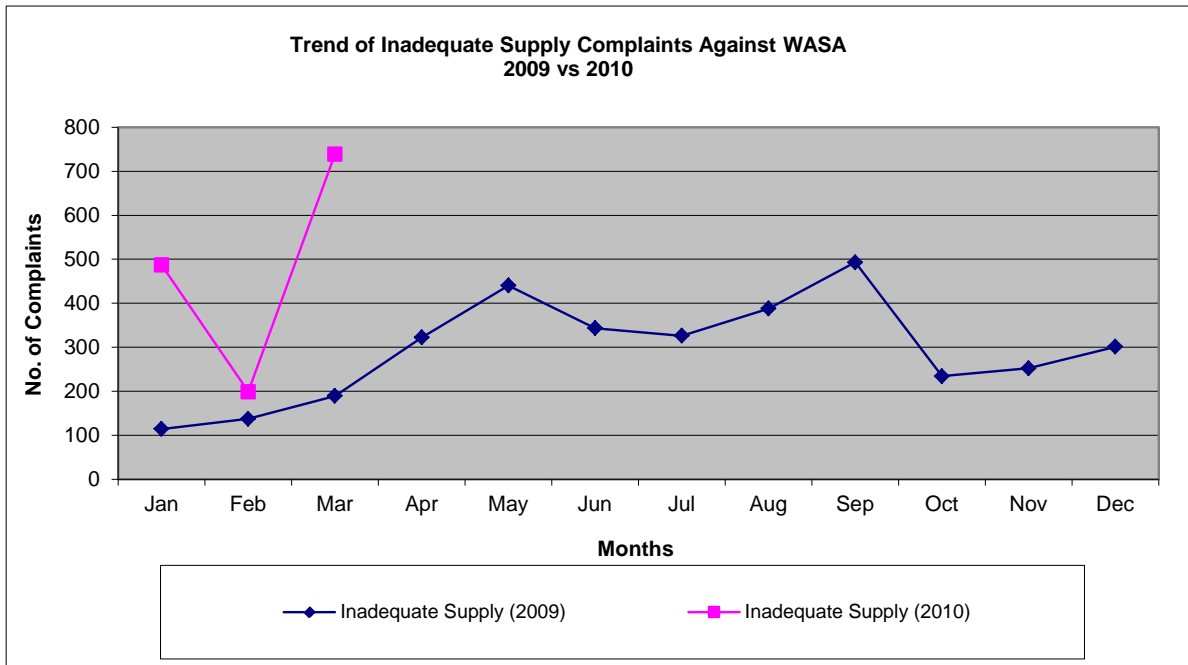
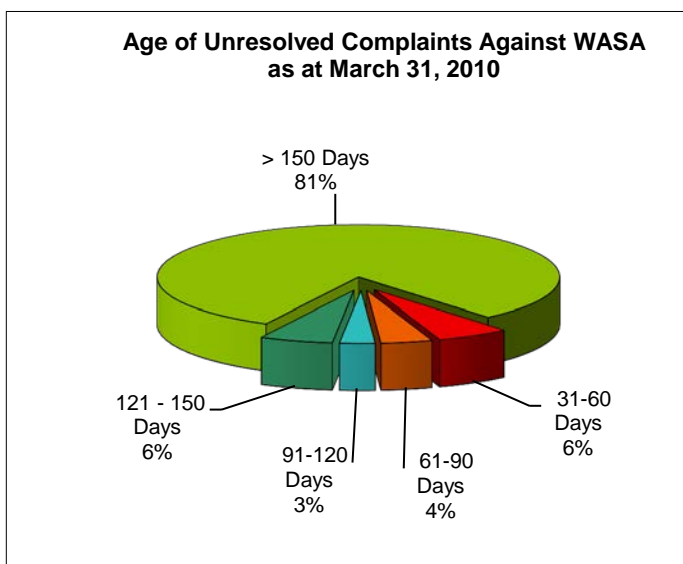


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Mar '10	Feb '10	% Change Feb
31-60 Days	64	67	-4
61-90 Days	45	45	0
91-120 Days	31	31	0
121 - 150 Days	64	65	-2
> 150 Days	888	916	-3

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	5 (8%)	4 (9%)	11 (35%)	13 (20%)	240 (27%)	273
Inadequate Supply	50 (78%)	33 (73%)	16 (52%)	43 (67%)	518 (58%)	690
Leaks	5 (8%)	1 (2%)	2 (6%)	2 (3%)	12 (1%)	23
Other	2 (3%)	4 (9%)	1 (3%)	1 (2%)	64 (7%)	73
Request for Service	1 (2%)	1 (2%)	0 (0%)	4 (6%)	39 (4%)	45
Road Restoration	1 (2%)	2 (4%)	1 (3%)	1 (2%)	15 (2%)	20
	64	45	31	64	888	1124

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

Complaint Type	Apr '09 - Mar '10	Jan '10 - Mar '10	Mar '10
Billing Classification	56,107.00	-	-
Billing Query	295,295.00	2,433.00	-
Damage to Property	20,000.00	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	-	-
	\$ 390,032.00	\$ 2,433.00	\$ -

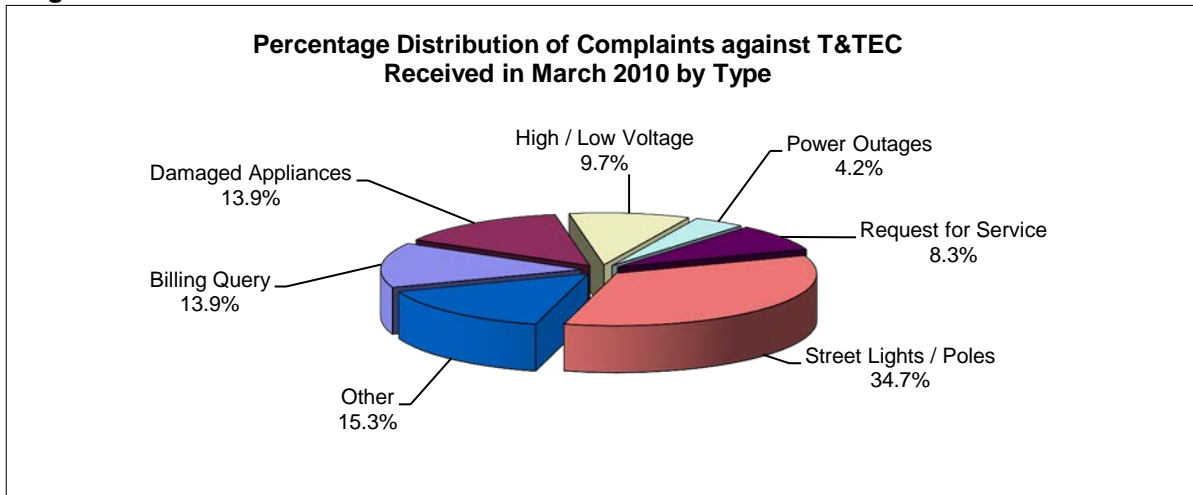
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in March 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in March 2010 by type. When compared to Feb '10, the number of complaints related to Billing Queries increased by 8 or 400%, Damage Appliances increased by 7 or 233%, High/ Low Voltage increased by 6 or 600%, Power Outages increased by 1 or 50%, Request for Service increased by 6 or 600%, Street Lights/Poles increased by 23 or 1150%, and the category Other increased by 10 or 1000% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Feb 28, '10	No of Complaints Received in Mar '10	No of Mar '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '10
Billing Query	22	10	3	1	28 (11%)
Damaged Appliances	91	10	0	0	101 (40%)
High / Low Voltage	6	7	0	1	12 (5%)
Power Outages	7	3	2	0	8 (3%)
Request for Service	8	6	3	1	10 (4%)
Street Lights / Poles	41	25	4	1	61 (24%)
Other	25	11	1	4	31 (12%)
Total	200	72	13	8	251

Fig. 7



Cumulative	Jan '10 - Mar '10	Apr '09 - Mar '10
Number of complaints received	101	370
Number of complaints resolved	22	244
Number of complaints unresolved	79	125
Number of complaints withdrawn	0	1
Resolution rate	22%	66%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

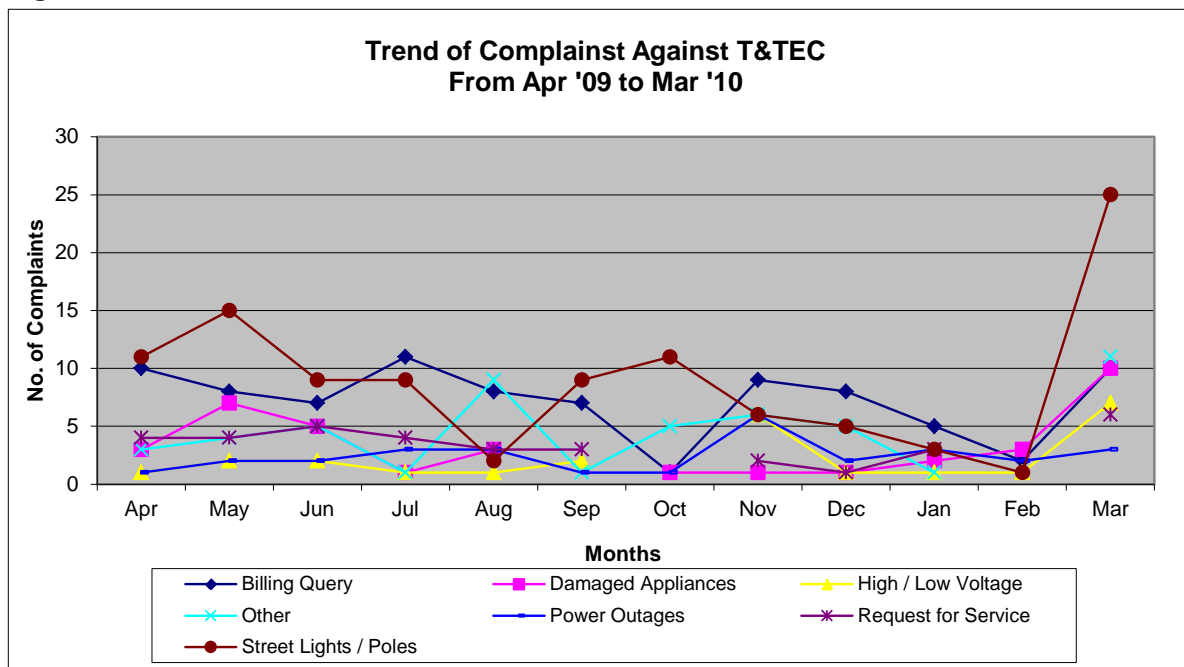
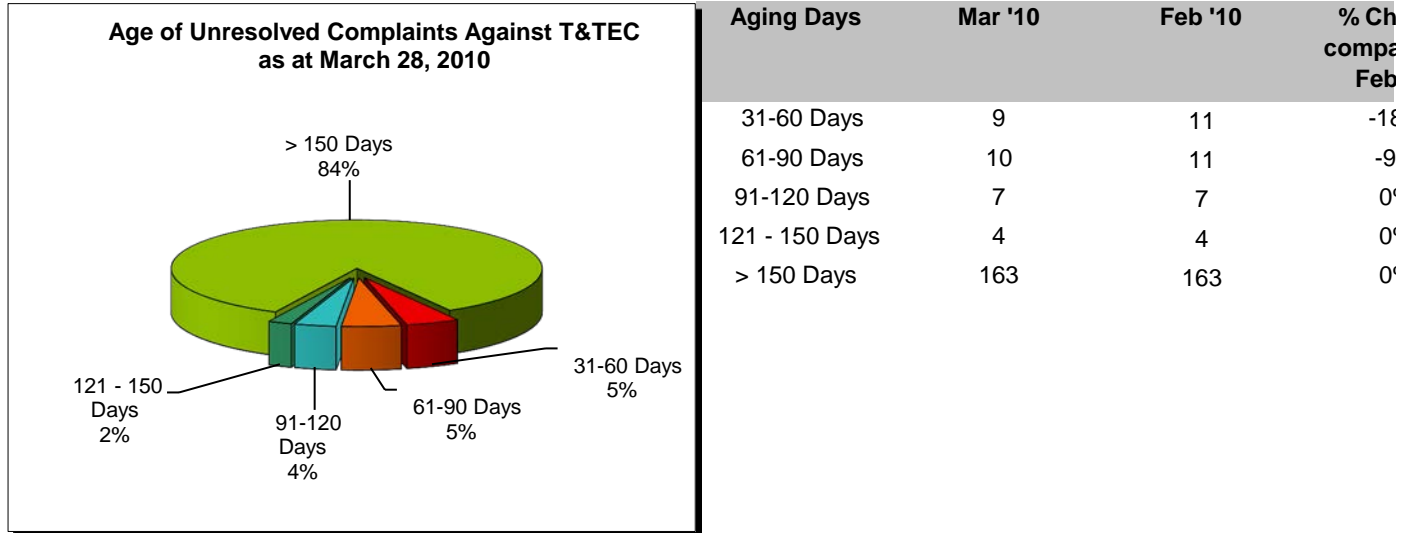


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Mar '10	Feb '10	% Change Feb
31-60 Days	9	11	-18
61-90 Days	10	11	-9
91-120 Days	7	7	0
121 - 150 Days	4	4	0
> 150 Days	163	163	0

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					Totals
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	4 (44%)	1 (10%)	0 (0%)	1 (25%)	15 (9%)	21
Damaged Appliances	0 (0%)	1 (10%)	1 (14%)	0 (0%)	86 (53%)	88
High / Low Voltage	0 (0%)	3 (30%)	0 (0%)	0 (0%)	2 (1%)	5
Other	1 (11%)	2 (20%)	2 (29%)	0 (0%)	19 (12%)	24
Power Outages	1 (11%)	1 (10%)	0 (0%)	0 (0%)	5 (3%)	7
Request for Service	1 (11%)	0 (0%)	0 (0%)	0 (0%)	6 (4%)	7
Street Lights / Poles	2 (22%)	2 (20%)	4 (57%)	3 (75%)	30 (18%)	41
Totals	9	10	7	4	163	193

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

Complaint Type	Apr '09 - Mar '10	Jan '10 - Mar '10	Mar '10
Billing Query	122,510.00	7,312.00	-
Damaged Appliance	63,280.00	-	-
KVA Reduction	-	-	-
Other Claims	114,192.00	-	-
Totals	\$ 299,982.00	\$ 7,312.00	\$ -

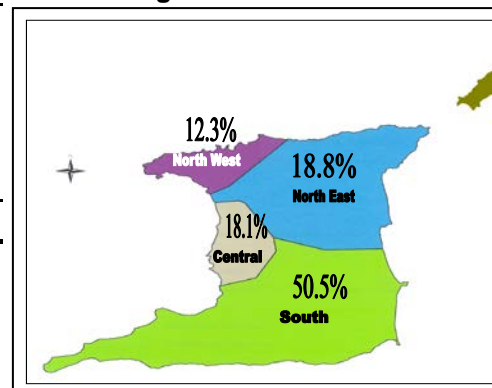
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in March 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	163 (19%)	13 (18%)	176 (19%)
North West	89 (10%)	26 (36%)	115 (12%)
Central	158 (18%)	11 (15%)	169 (18%)
South	452 (52%)	21 (29%)	473 (51%)
Tobago	2 (0%)	1 (1%)	3 (0%)
Total	864	72	936

Fig. 10



When compared to Feb '10, the number of complaints received in March 2010 from the Central region increased by 127 or 302%, from the North East increased by 147 or 507%, from the North West increased by 76 or 195%, complaints from the South region increased by 320 or 209% while those from Tobago increased by 3 or 300%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Mar '10 .

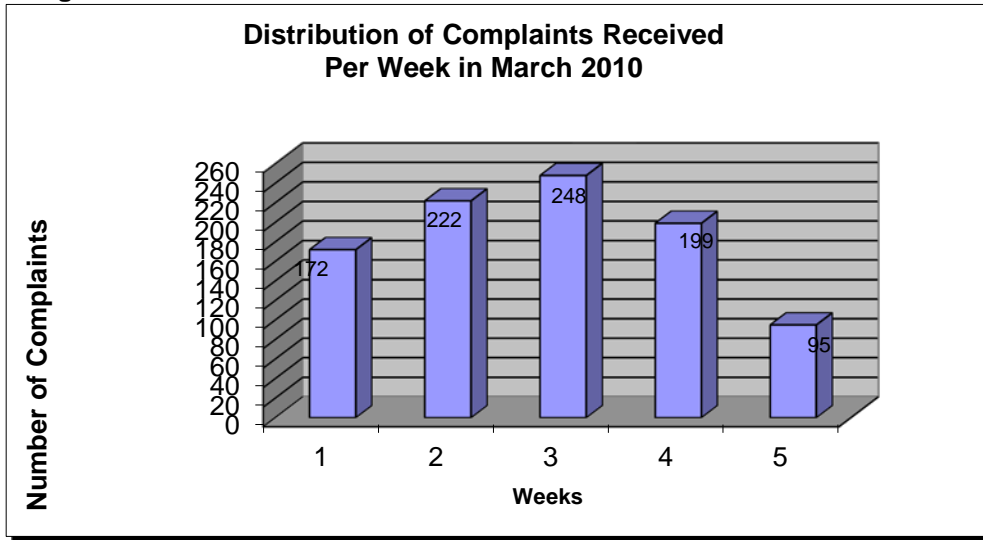
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	71		
			Claxton Bay	50		
			Cunupia	23		
		North East	Arima	67		
			Talparo	24		
			D'Abadie	14		
		North West	San Juan	25		
			Port of Spain	10		
			Santa Cruz	10		
			South	Penal	310	
					Barrackpore	92
					Siparia	90
					Debe	73
T&TEC	Billing Query	North West	Port of Spain	4		
	Street Lights / Poles	South	Penal	3		
	Billing Query	North West	Diego Martin	3		
	Damaged Appliances	North East	Arouca	2		

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in March 2010

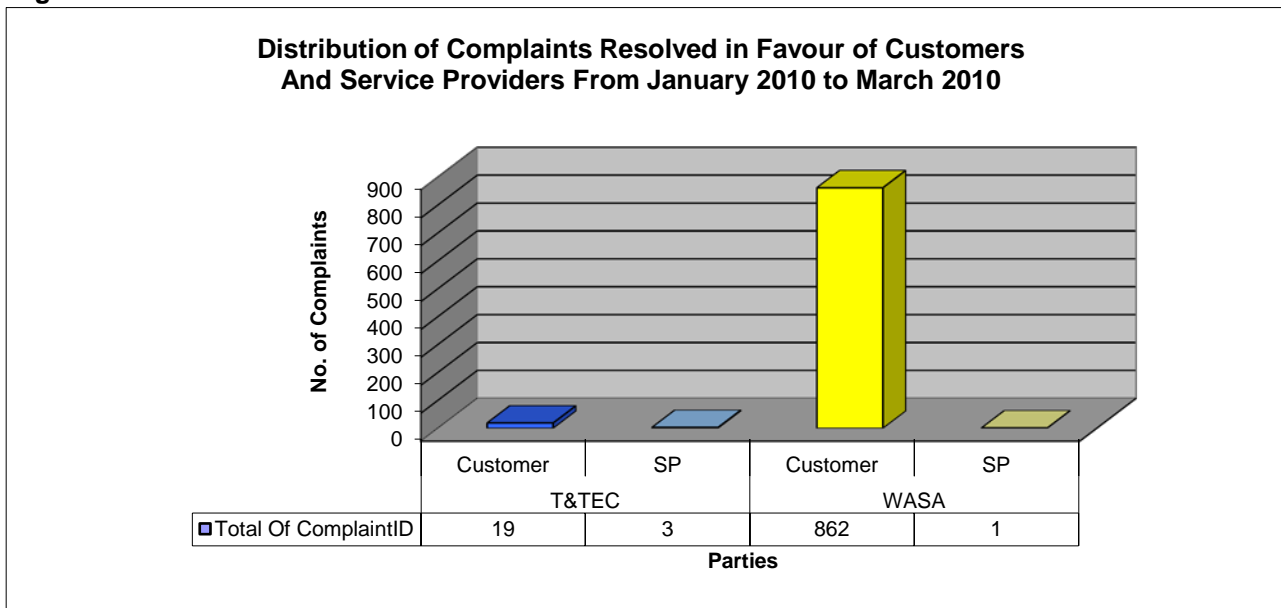
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Mar '10

Fig. 12



against

032
982

Change
Compared to
'10

- %
- %
- %
- %
- %

tal
(25%)
(60%)
(2%)
(7%)
(4%)
(2%)

Change
Compared to
'10

3%
%
%
%
%

Total
(11%)
(46%)
(3%)
(12%)
(4%)
(4%)
(21%)

