



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report May 2003

This report provides an analysis of all complaints received in May 2003, as well as all outstanding complaints against Service Providers.

1.0 Complaints Analysis

Monthly	May 2002	Apr 2003	May 2003
Number of complaints received	53	95	104
Number of complaints resolved	38	55	68
Number of complaints unresolved	15	40	36
Resolution rate for complaints received in May	72%	58%	65%
No. of outstanding complaints resolved in May	9	41	31
Total number of complaints resolved in May	47	96	99

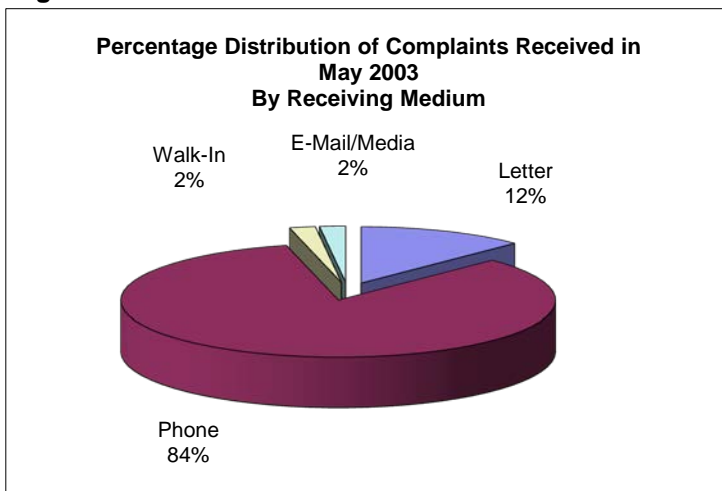
The number of complaints received and resolved in May '03, increased by 9 or 9.5% and by 13 or 24% respectively, when compared with April '03. The cumulative number of complaints received increased by 85 or 29% for Jan - May '03 when compared with the same period last year.

Cumulative	Jan - May 2002	Jan - May 2003
Number of complaints received	295	380
Number of complaints resolved	204	292
Number of complaints unresolved	91	88
Resolution rate	69%	77%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in May 2003 by receiving medium. Two complaints were received by e-mail for May 2003

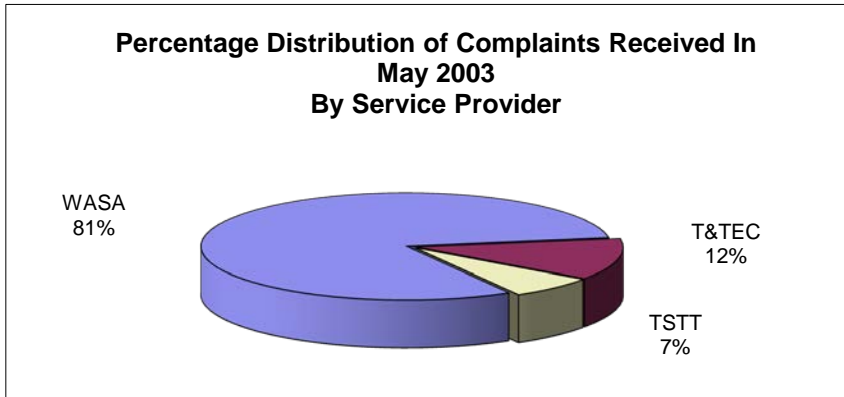
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2003 by Service Provider. There has been an increase of 11% in complaints received against WASA. While complaints received from TSTT reflected a decrease of 9%. There was no significant change with respect to complaints received with regards to T&TEC.

Fig: 2



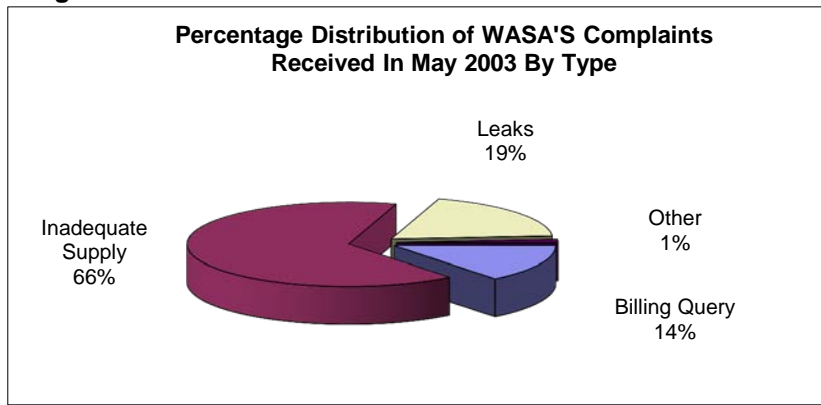
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in May 2003 by type and their status, as well as, the type and number of all unresolved complaints as at May 31, 2003. Figure 3 shows the percentage distribution of the complaints received in May 2003 by type. The number of complaints related to Inadequate Supply and Leaks increased by 8 and 5 respectively, while complaints with respect to Billing Queries increased by 8.

Table:1

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At May 31, 2003
Billing Query	12	0	12	4	37
Inadequate Supply	55	49	6	5	12
Leaks	16	13	3	5	4
Road Restoration	0	0	0	1	2
Other	1	0	1	0	11
Total	84	62	22	15	66

Fig. 3

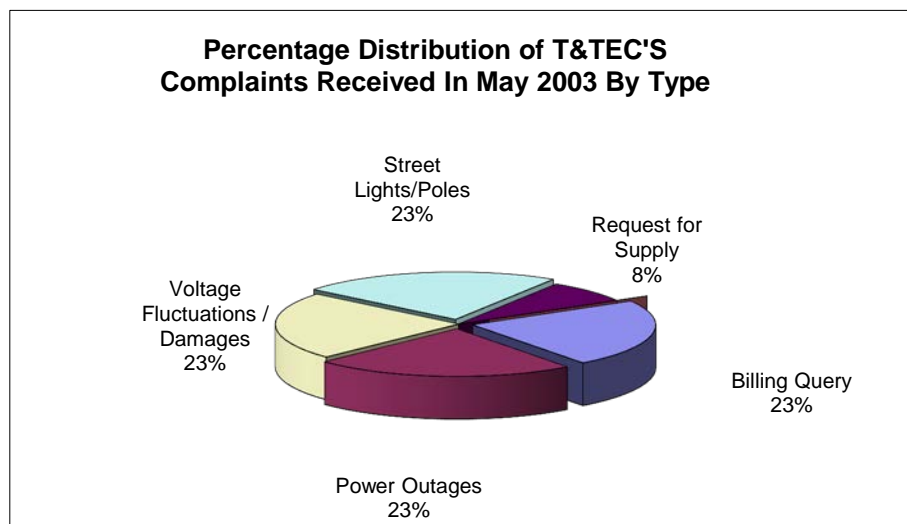


3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in May 2003 by type and their status, as well as, the type and number of all unresolved complaints as at May 31, 2003. Figure 4 shows the percentage distribution of the complaints received in May 2003 by type. There has been no significant change in complaints when compared with April 2003.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At May 31, 2003
Billing Query	3	0	3	3	7
Power Outages	3	0	3	0	4
Volt. Fluct /Damages	3	0	3	1	12
Street Lights/Poles	3	2	1	1	2
Request for Supply	1	0	1	1	4
Other	0	0	0	0	4
Total	13	2	11	6	33



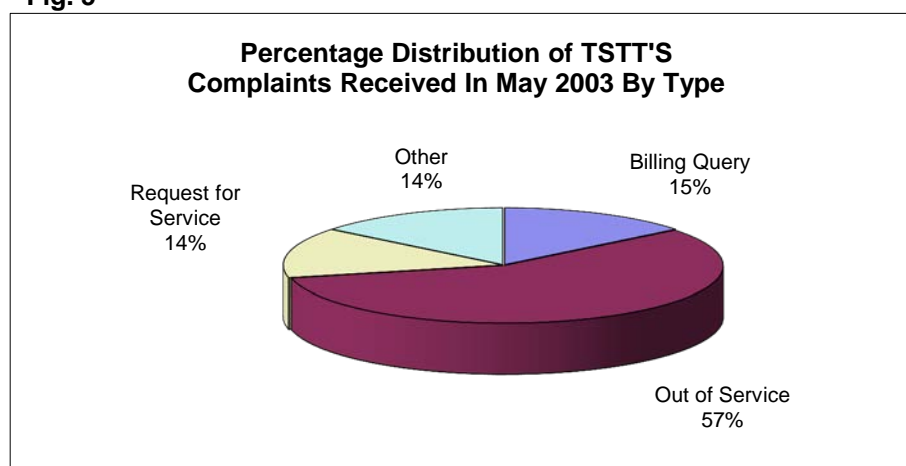
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in May 2003 by type and their status, as well as, the type and number of all unresolved complaints as at May 31, 2003. Figure 5 shows the percentage distribution of the complaints received in May 2003 by type. Although the number of complaints received for both Billing Queries and Request for Service decreased slightly, there has been no other significant change when compared with April 2003.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At May 31, 2003
Billing Query	1	0	1	6	14
Out of Service	4	3	1	0	2
Request for Service	1	1	0	2	2
Other	1	0	1	2	5
Total	7	4	3	10	23

Fig. 5



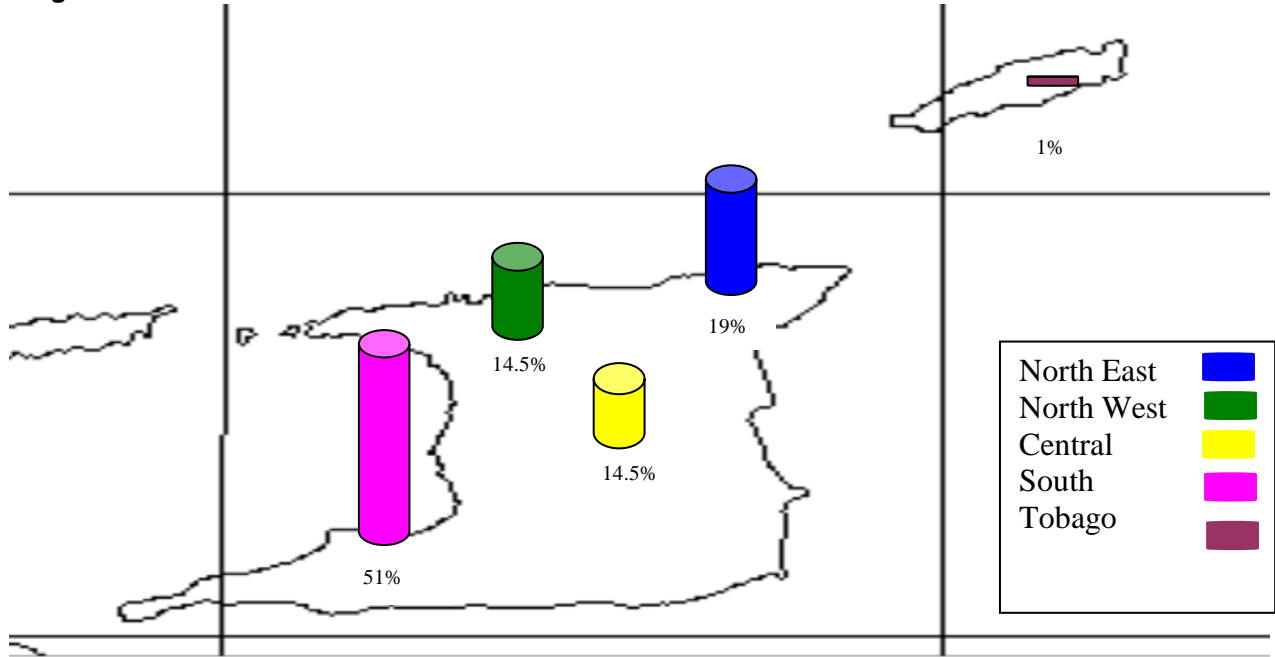
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in May 2003 by geographic regions.

Table:4

REGION	WASA	T&TEC	TSTT	Total
North East	14	3	3	20
North West	10	4	1	15
Central	11	4	0	15
South	48	2	3	53
Tobago	1	0	0	1
Total	84	13	7	104

Fig. 6



The South Region represents 51% of all complaints received and continues to be the region with the highest number of complaints across all three Service Providers. In addition, there was an increase of 7% in the North East Region while there was a decrease of 9.5% of all complaints received in the North West Region. As indicated in Table 4. Eighty-Four (84) Complaints were registered against WASA. Forty-Eight (48) Complaints came from the South Region which represents an increase of 18 or 37% when compared to April. '03. San Fernando had 4 or 8% of the complaints for this region, while Barrackpore had 5 or 10%. Princes Town had 7 or 15% and Williamsville had 18 or 38%. Fourteen (14) Complaints came from the North East Region of which 4 or 29% were from the areas of Arima & Arouca. Eleven (11) Complaints came from the Central Region with 3 or 27% from Brasso. No significant relationship was reflected between the number of complaints and location with respect to the other Service Providers.

5.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in May 2003.

Fig. 7

