



REGULATED INDUSTRIES COMMISSION
Monthly Complaints Report
May 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2005, as well as all outstanding complaints against Service Providers as at May 31, 2005.

Status	May '04	May '05	Jun '04 - May '05
Number of complaints received	116	147	1,600
Number of complaints resolved	48	76	1,164
Number of complaints unresolved	68	71	354
Number of complaints withdrawn	0	0	82
Resolution rate for complaints received	41%	52%	77%
No. of outstanding complaints resolved	42	70	39
Total number of complaints resolved	90	146	1,203

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 Apr 30, 2005	No & % of Complaints Received in May '05	No & % of Complaints Resolved May '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '05
Billing Query	90	10 (10%)	2 (2%)	4	94 (43%)
Inadequate Supply	87	83 (79%)	63 (60%)	26	81 (37%)
Leaks	14	7 (7%)	3 (3%)	8	10 (5%)
Request for Service	7	0 (0%)	0 (0%)	0	7 (3%)
Road Restoration	2	1 (1%)	0 (0%)	0	3 (1%)
Other	24	4 (4%)	0 (0%)	3	25 (11%)
Total	224	105	68(65%)	41	220

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 Apr 30, 2005	No & % of Complaints Received in May '05	No & % of Complaints Resolved May '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '05
Billing Query	40	5 (12%)	1 (2%)	4	40 (19%)
Damage Appliances	60	11 (26%)	0 (0%)	0	71 (33%)
High / Low Voltage	30	8 (19%)	0 (0%)	10	28 (13%)
Power Outages	18	4 (10%)	1 (2%)	5	16 (8%)
Request for Service	9	0 (0%)	0 (0%)	1	8 (4%)
Street Lights / Poles	34	11 (26%)	5 (12%)	7	33 (16%)
Other	16	3 (7%)	1 (2%)	2	16 (8%)
Total	207	42	8(19%)	29	212

2.0 Complaints Analysis

Monthly	May '04	May '05	Apr '05
Number of complaints received	116	147	187
Number of complaints resolved	48	76	98
Number of complaints unresolved	68	71	89
Resolution rate for complaints received	41%	52%	52%
No. of outstanding complaints resolved	42	70	49
Total number of complaints resolved	90	146	147

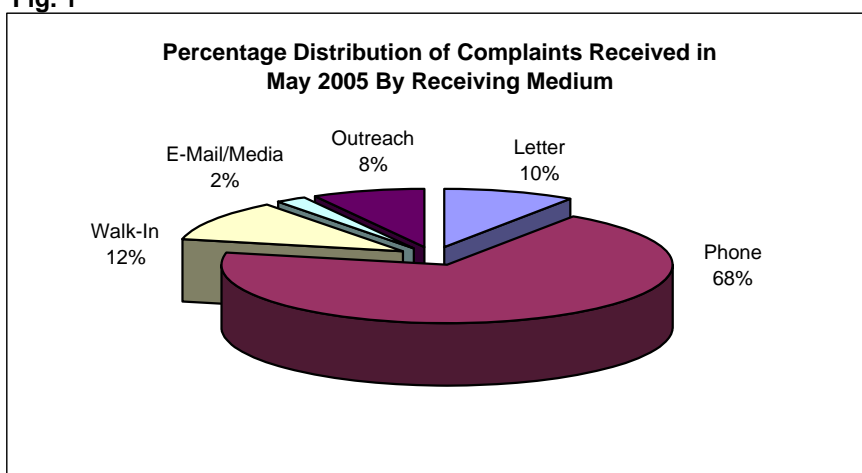
The total number of complaints received in May 2005 decreased by 40 or 21% when compared to Apr '05. Using the same comparative period, the resolution rate for May 2005 decreased by 1%. The number of complaints resolved from a previous period (unresolved from Jan '03 to Apr '05) increased by 21 or 43% and the total number of complaints resolved overall decreased by 1 or 1%. The cumulative number of complaints received and resolved from Jan - May '05 increased by 148 or 24% and increased by 128 or 30% respectively when compared to Jan - May '04. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - May '04	Jan - May '05	Jun '04 - May '05
Number of complaints received	529	763	1,600
Number of complaints resolved	350	553	1,164
Number of complaints unresolved	179	209	354
Number of complaints withdrawn	0	1	82
Resolution rate	66%	73%	77%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2005 by receiving medium. The number of complaints received by Letter and Telephone decreased by 4 or 22% and by 54 or 35% respectively. Those received by Walk in and E-mail/Media increased by 4 or 31% and by 2 or 200% respectively when compared to Apr '05. **Due to the introduction of our Customer Services Outreach Programme a new category called Outreach was added. Twelve (12) or 8% of the complaints for May 2005 were received through this medium.**

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2005 by Service Provider. The number of complaints filed against WASA have decreased by 46 or 30% and those filed against T&TEC increased by 6 or 17% when compared to Apr '05.

Fig. 2

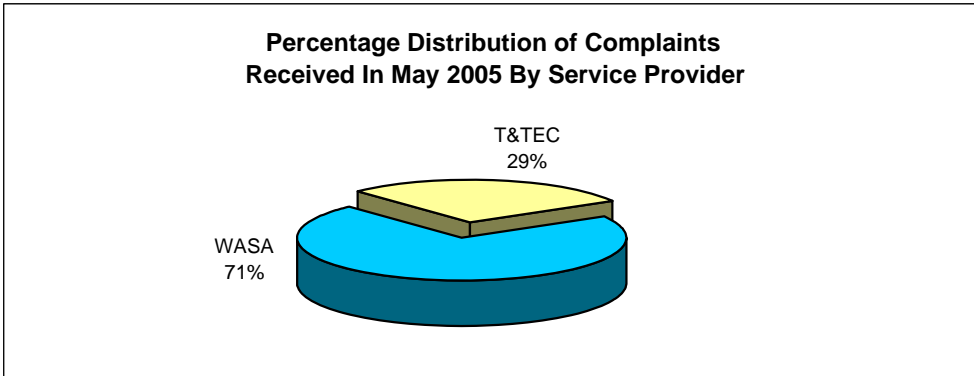
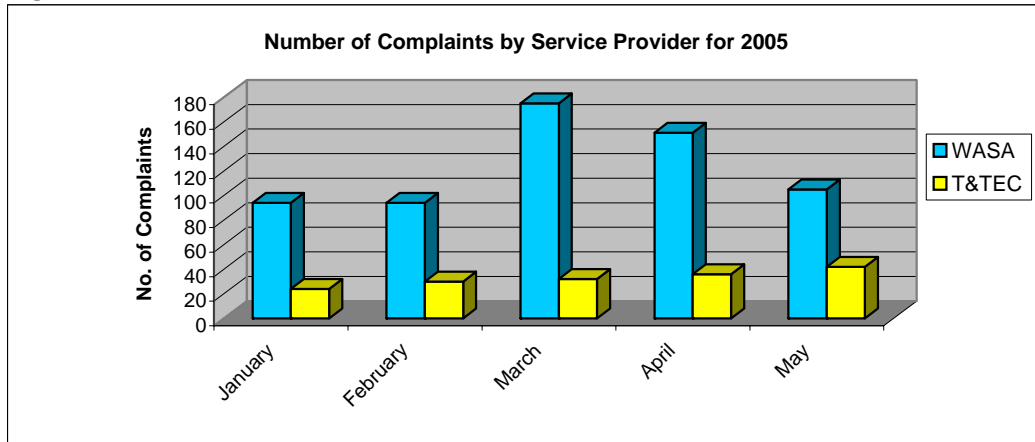


Fig. 3



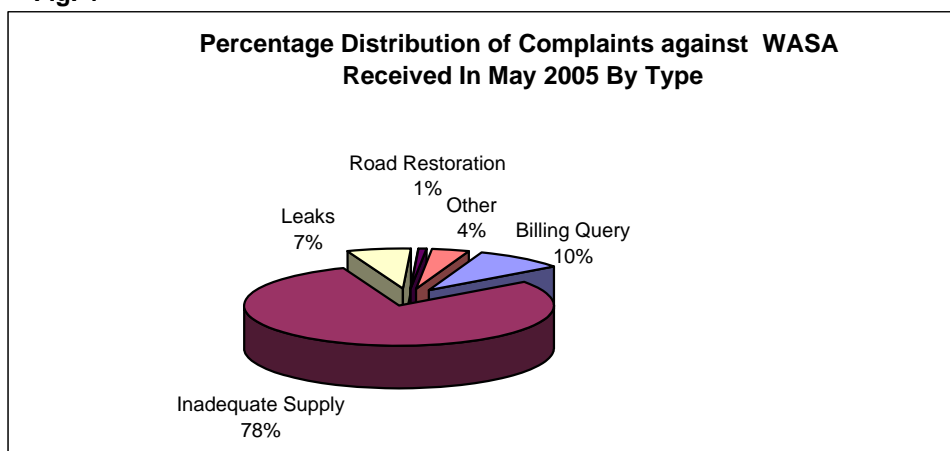
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in May 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2005 by type. When compared to Apr '05 the number of complaints related to Billing Queries decreased by 6 or 38%, Inadequate Supply decreased by 41 or 33%, Road Restoration decreased by 2 or 100%. No other significant changes were recorded.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, 2005	No of Complaints Received in May '05	No of May '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '05
Billing Query	90	10	2	4	94 (43%)
Inadequate Supply	87	83	63	26	81 (37%)
Leaks	14	7	3	8	10 (5%)
Request for Service	7	0	0	0	7 (3%)
Road Restoration	2	1	0	0	3 (1%)
Other	24	4	0	3	25 (11%)
Total	224	105	68	41	220

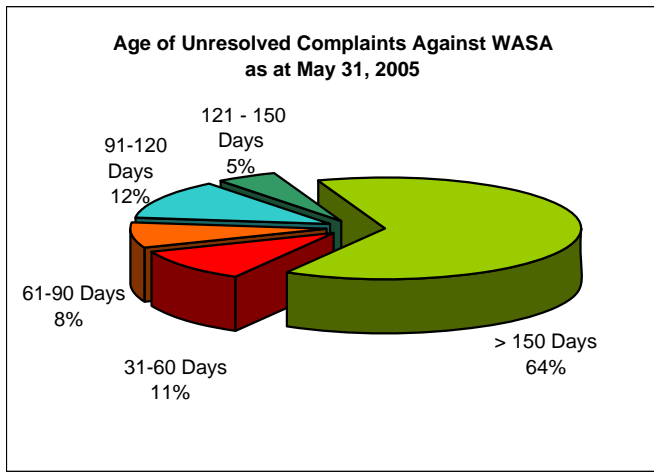
Fig. 4



Cumulative	<i>Jan '05 - May '05</i>	<i>Jun '04 - May '05</i>
Number of complaints received	608	994
Number of complaints resolved	495	825
Number of complaints unresolved	113	169
Number of complaints withdrawn	0	4
Resolution rate	81%	83%

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	May 31, 2005	% Change
31-60 Days	23	-23%
61-90 Days	18	-25%
91-120 Days	27	69%
121 - 150 Days	11	22%
> 150 Days	140	1%

The majority of complaints that are over 150 days relates to Billing Queries as shown in Table 4. Since this is the first time that analysis is being introduced into the report, comparisons to previous periods cannot be made at this time. However, it will be included in next month's report. Nevertheless, for the month of May some improvement has been observed as indicated above.

Table 4: Analysis of Complaint Category by Age

Complaint Category	Aging Days	Number of Complaints
Billing Query	> 150	64
Inadequate Supply	> 150	44
Other	> 150	22
Leaks	> 150	8
Request for Service	> 150	2
Road Restoration	> 150	1
Billing Query	121 - 150	6
Inadequate Supply	121 - 150	3
Other	121 - 150	1
Road Restoration	121 - 150	1
Inadequate Supply	91-120	12
Billing Query	91-120	10
Request for Service	91-120	3
Road Restoration	91-120	1
Leaks	91-120	1
Inadequate Supply	61-90	11
Billing Query	61-90	6
Request for Service	61-90	1
Inadequate Supply	31-60	11
Billing Query	31-60	8
Other	31-60	2
Request for Service	31-60	1
Leaks	31-60	1

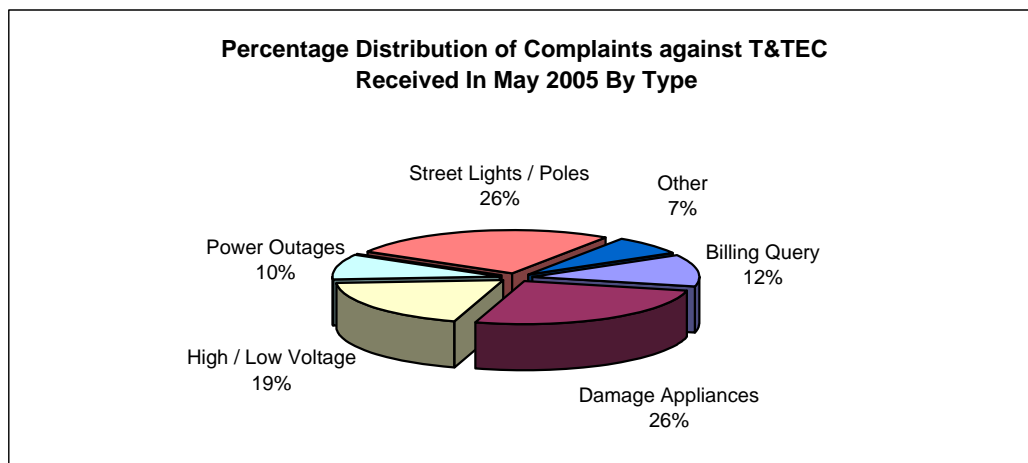
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in May 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in May 2005 by type. When compared to Apr '05, the number of complaints related to Billing Queries decreased by 3 or 38%, Power Outages increased by 3 or 38%, Voltage Fluctuations/Damages increased by 4 or 100%, Street Lights/Poles increased by 4 or 400%, Request for Service decreased by 4 or 100% and the category Other increased by 1 or 10% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Apr 30, 2005	No of Complaints Received in May '05	No of May '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '05
Billing Query	40	5	1	4	40 (19%)
Damage Appliances	60	11	0	0	71 (33%)
High / Low Voltage	30	8	0	10	28 (13%)
Power Outages	18	4	1	5	16 (8%)
Request for Service	9	0	0	1	8 (4%)
Street Lights / Poles	34	11	5	7	33 (16%)
Other	16	3	1	2	16 (8%)
Total	207	42	8	29	212

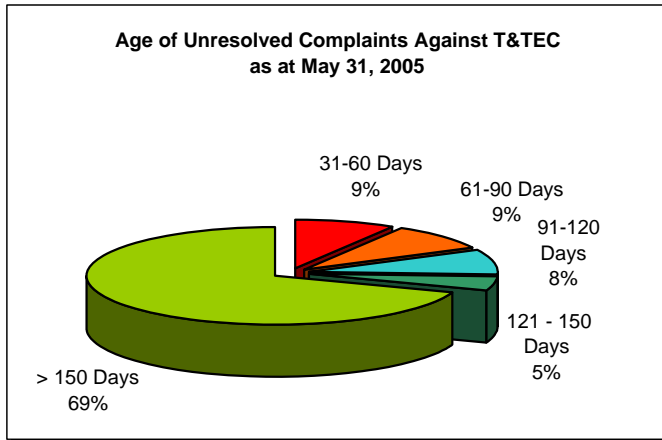
Fig. 6



Cumulative	Jan '05 - May '05	Jun '04 - May '05
Number of complaints received	153	494
Number of complaints resolved	58	302
Number of complaints unresolved	95	184
Number of complaints withdrawn	1	8
Resolution rate	38%	62%

Figure 7 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. 7



Aging Days	May 31, 2005	% Change
31-60 Days	18	-10%
61-90 Days	19	12%
91-120 Days	17	21%
121 - 150 Days	10	-47%
> 150 Days	146	10%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6. Further for the month of May, there has been no significant improvement.

Table 6: Analysis of Complaint Category by Age

Complaint Category	Aging Days	Number of Complaints
Damage Appliances	> 150	53
Billing Query	> 150	27
High / Low Voltage	> 150	19
Street Lights / Poles	> 150	19
Other	> 150	11
Power Outages	> 150	11
Request for Service	> 150	5
Breach of Std./Act/Ord.	> 150	1
Street Lights / Poles	121 - 150	4
Damage Appliances	121 - 150	2
Other	121 - 150	2
High / Low Voltage	121 - 150	1
Power Outages	121 - 150	1
Street Lights / Poles	91-120	6
Damage Appliances	91-120	5
High / Low Voltage	91-120	3
Power Outages	91-120	2
Billing Query	91-120	2
Billing Query	61-90	7
Damage Appliances	61-90	6
High / Low Voltage	61-90	3
Power Outages	61-90	2
Other	61-90	1
Street Lights / Poles	31-60	6
Billing Query	31-60	4
Damage Appliances	31-60	4
Request for Service	31-60	3
High / Low Voltage	31-60	2

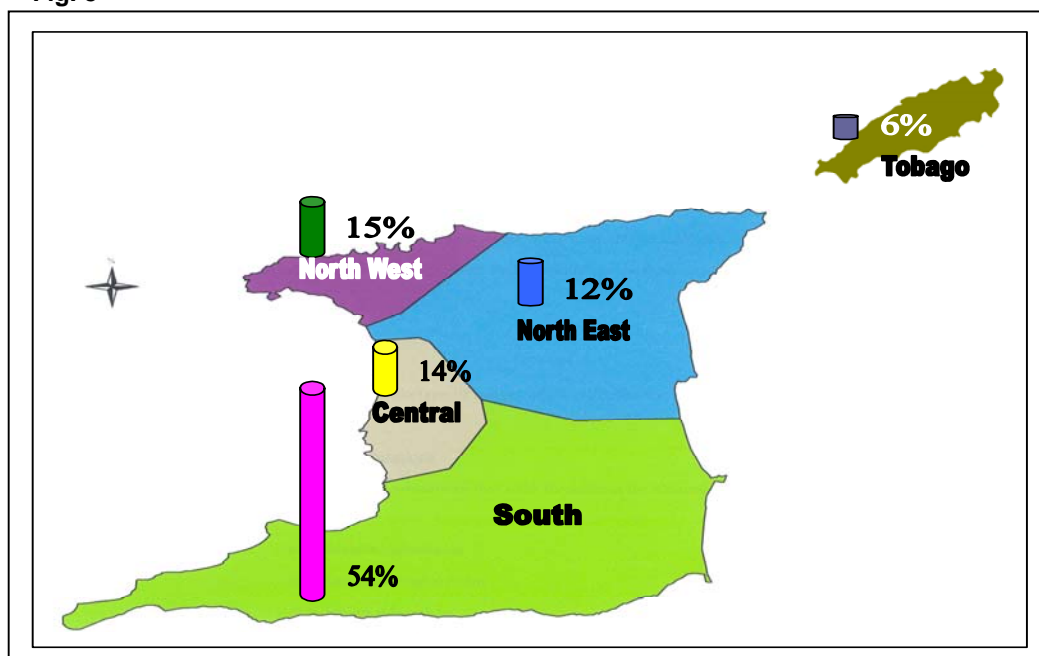
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 May 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	6 (6%)	11 (26%)	17 (12%)
North West	15 (14%)	7 (17%)	22 (15%)
Central	9 (9%)	11 (26%)	20 (14%)
South	73 (70%)	6 (14%)	79 (54%)
Tobago	2 (2%)	7 (17%)	9 (6%)
Total	105	42	147

Fig. 8



When compared to Apr '05, the number of complaints from the Central region increased by 2 or 11%, those from the North East decreased by 2 or 11%, from the North West increased by 4 or 22%, complaints from the South region decreased by 51 or 39% while those from Tobago increased by 7 or 350%.

Table 8 shows some of the problematic areas, i.e. areas that recorded the highest number of complaints grouped by Service Provider, Complaint Category and Region for the period.

Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Princes Town	85	
	"	South	Penal	70	
	"	South	Barrackpore	56	
	"	South	Williamsville	28	
	"	South	San Fernando	17	
	"	South	Moruga	17	
	"	North West	Belmont	13	
	"	South	Debe	12	
	Leaks	South	Penal	6	
	Billing Query	South	Princes Town	6	
	Billing Query	South	Moruga	6	
	T&TEC	Damage Appliances	Tobago	Tobago	5
		Street Lights / Poles	Central	Couva	4
Billing Query		South	San Fernando	3	
High / Low Voltage		Central	Carapichaima	3	

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in May 2005

Fig. 9

