



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2006, as well as all outstanding complaints against Service Providers as at May 31, 2006.

Status	May '05	May '06	Jun '05 - May '06
Number of complaints received	147	363	3,868
Number of complaints resolved	76	217	3,177
Number of complaints unresolved	71	146	680
Number of complaints withdrawn	0	0	95
Resolution rate for complaints received	52%	60%	84%
No. of outstanding complaints resolved	70	152	39
Total number of complaints resolved	146	369	3,216
Rebate/compensation awarded to customers		TT\$0	TT\$948,987

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 '06	No & % of Complaints Resolved May '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '06
Billing Query	223	11 (3%)	1 (0%)	18	215 (34%)
Inadequate Supply	310	290 (88%)	196 (59%)	86	318 (51%)
Leaks	18	26 (8%)	14 (4%)	5	25 (4%)
Request for Service	21	2 (1%)	0 (0%)	0	23 (4%)
Road Restoration	11	0 (0%)	0 (0%)	3	8 (1%)
Other	35	2 (1%)	1 (0%)	1	35 (6%)
Total	618	331	212(64%)	113	624

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 '06	No & % of Complaints Resolved May '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '06
Billing Query	33	4 (13%)	1 (3%)	2	34 (9%)
Damage Appliances	134	6 (19%)	0 (0%)	6	134 (37%)
High / Low Voltage	35	4 (13%)	1 (3%)	4	34 (9%)
Power Outages	28	1 (3%)	0 (0%)	2	27 (7%)
Request for Service	21	4 (13%)	1 (3%)	5	19 (5%)
Street Lights / Poles	99	11 (34%)	1 (3%)	18	91 (25%)
Other	27	2 (6%)	1 (3%)	2	26 (7%)
Total	377	32	5 (16%)	39	365

2.0 Complaints Analysis

Monthly	May '05	May '06	Apr '06
Number of complaints received	147	363	385
Number of complaints resolved	76	217	216
Number of complaints unresolved	71	146	169
Resolution rate for complaints received	52%	60%	56%
No. of outstanding complaints resolved	70	152	270
Total number of complaints resolved	146	369	486

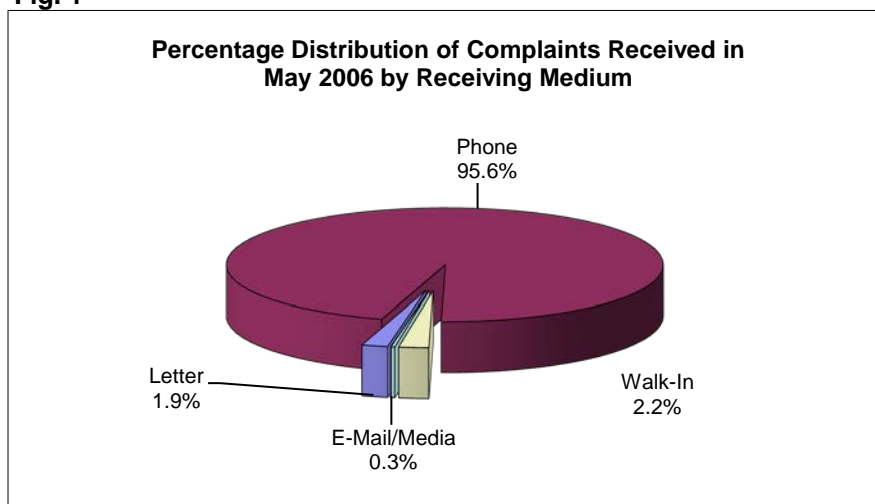
The total number of complaints received in May 2006 decreased by 22 or 6% when compared to Apr '06. Using the same comparative period, the resolution rate for May 2006 increased by 7%. The number of complaints resolved for the current month increased by 1 or 0% and from a previous period (unresolved from Jan '03 to Apr '06) decreased by 118 or 44%. The total number of complaints resolved overall decreased by 117 or 24%. The cumulative number of complaints received and resolved from Jan - May '06 increased by 977 or 128% and by 710 or 128% respectively when compared to Jan - May '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - May '05	Jan - May '06	Jun '05 - May '06
Number of complaints received	763	1,740	3,868
Number of complaints resolved	553	1,263	3,177
Number of complaints unresolved	210	473	680
Number of complaints withdrawn	0	35	95
Resolution rate	72%	74%	84%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2006 by receiving medium. The number of complaints received Telephone decreased by 6 or 2%, Walk in decreased by 10 or 56%, when compared to Apr '06. No other significant changes were recorded. Please note that no Outreach Programme was conducted during the month of May, because of the number of complaints being received and the number of unresolved complaints that required some attention.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2006 by Service Provider. The number of complaints filed against WASA remained unchanged and those filed against T&TEC decreased by 22 or 41% when compared to Apr '06.

Fig. 2

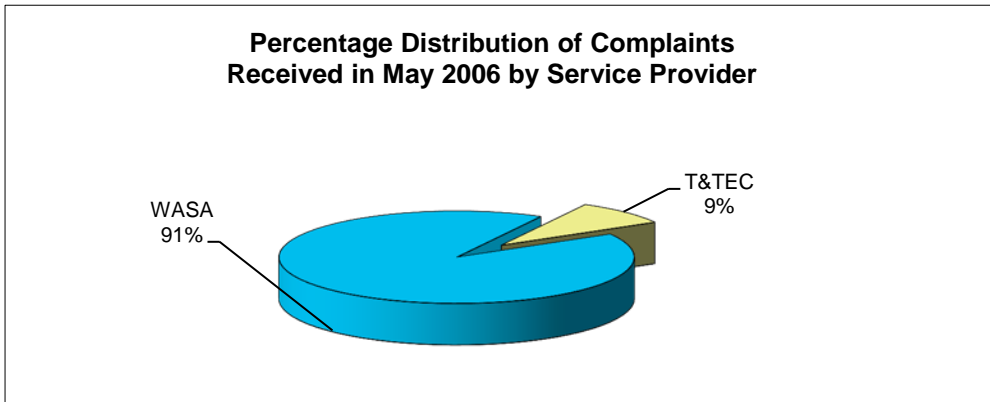
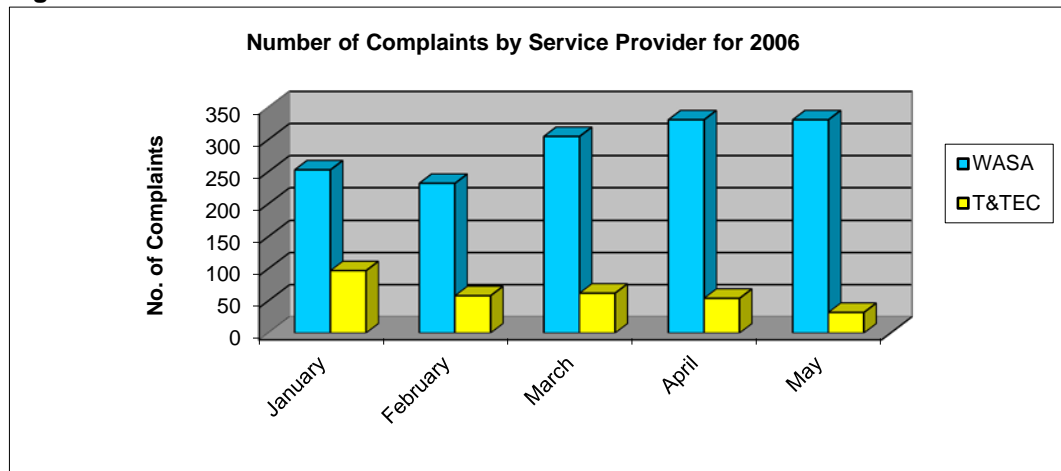


Fig. 3



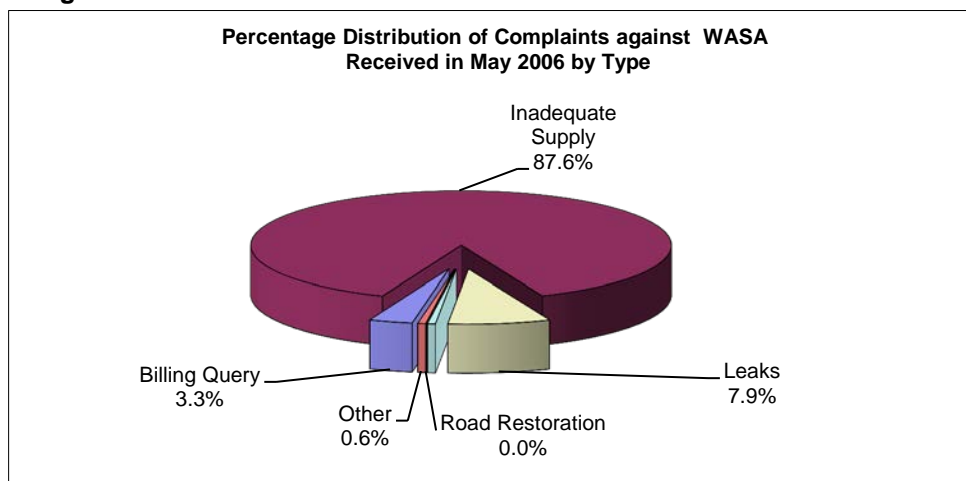
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in May 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2006 by type. When compared to Apr '06 the number of complaints related to Billing Queries increased by 4 or 57%, Inadequate Supply decreased by 6 or 2%, Leaks increased by 6 or 30%, Road Restoration increased by 2 or 200%, and the category Other decreased by 2 or 100%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, 2005	No of Complaints Received in May '06	No of May '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '06
Billing Query	223	11	1	18	215 (34%)
Inadequate Supply	310	290	196	86	318 (51%)
Leaks	18	26	14	5	25 (4%)
Request for Service	21	2	0	0	23 (4%)
Road Restoration	11	0	0	3	8 (1%)
Other	35	2	1	1	35 (6%)
Total	618	331	212	113	624

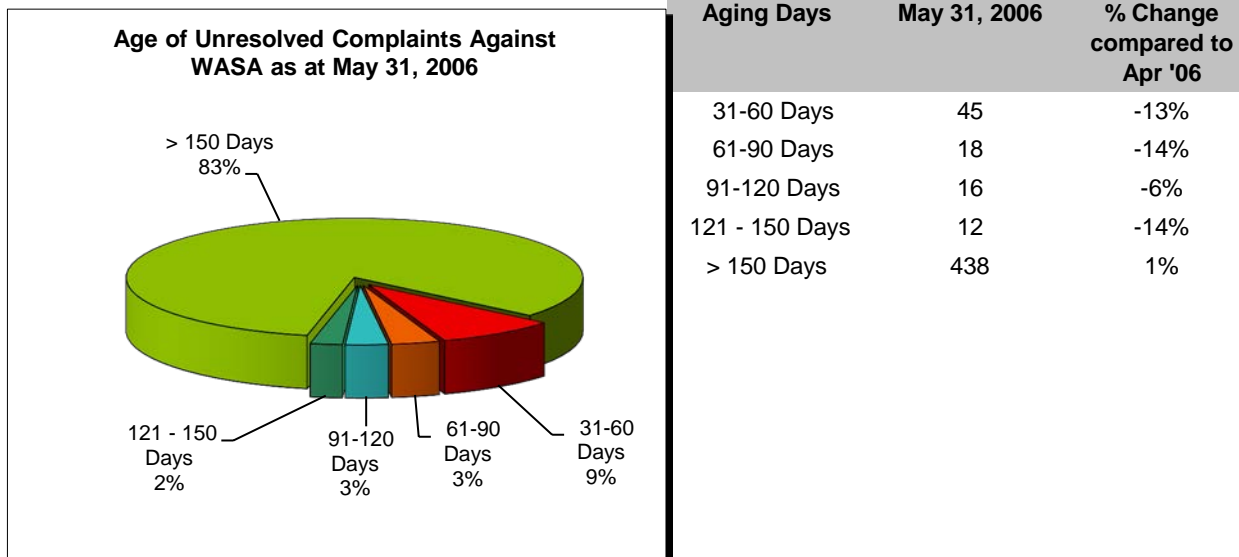
Fig. 4



Cumulative	Jan - May '06	Jun '05 - May '06
Number of complaints received	1,434	3,141
Number of complaints resolved	1,112	2,710
Number of complaints unresolved	322	431
Number of complaints withdrawn	31	84
Resolution rate	79%	89%

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



The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	26 (58%)	4 (22%)	4 (25%)	0 (0%)	177 (40%)	211
Inadequate Supply	17 (38%)	8 (44%)	8 (50%)	11 (92%)	197 (45%)	241
Leaks	0 (0%)	2 (11%)	3 (19%)	0 (0%)	15 (3%)	20
Other	2 (4%)	2 (11%)	0 (0%)	1 (8%)	26 (6%)	31
Request for Service	0 (0%)	0 (0%)	1 (6%)	0 (0%)	19 (4%)	20
Road Restoration	0 (0%)	2 (11%)	0 (0%)	0 (0%)	4 (1%)	6
	45	18	16	12	438	529

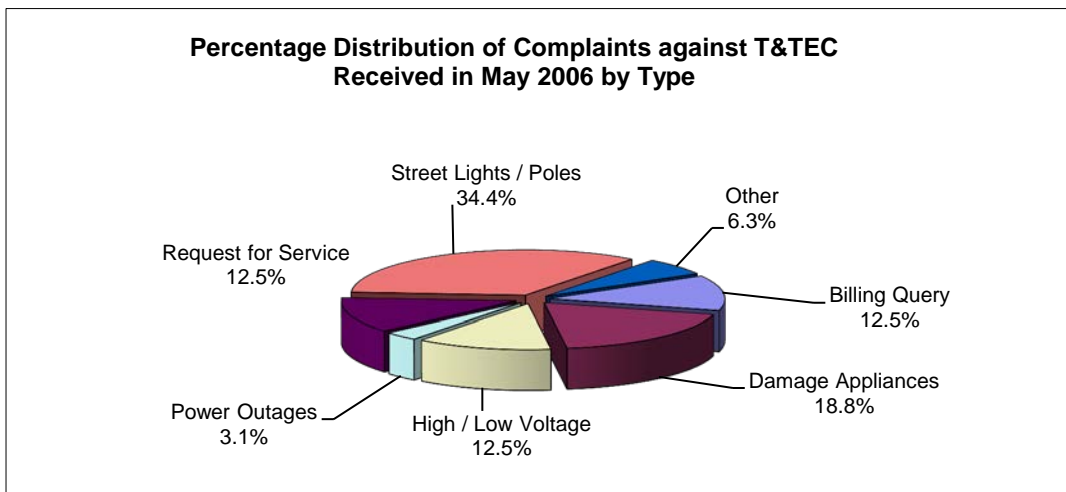
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in May 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in May 2006 by type. When compared to Apr '06, the number of complaints related to Billing Queries decreased by 1 or 20%, Damage Appliances decreased by 3 or 33%, High/Low Voltage decreased by 1 or 20%, Power Outages decreased by 2 or 67%, Street Lights/Poles decreased by 9 or 45%, and the category Other decreased by 6 or 75% .

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 '06	No of May '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '06
Billing Query	33	4	1	2	34 (9%)
Damage Appliances	134	6	0	6	134 (37%)
High / Low Voltage	35	4	1	4	34 (9%)
Power Outages	28	1	0	2	27 (7%)
Request for Service	21	4	1	5	19 (5%)
Street Lights / Poles	99	11	1	18	91 (25%)
Other	27	2	1	2	26 (7%)
Total	377	32	5	39	365

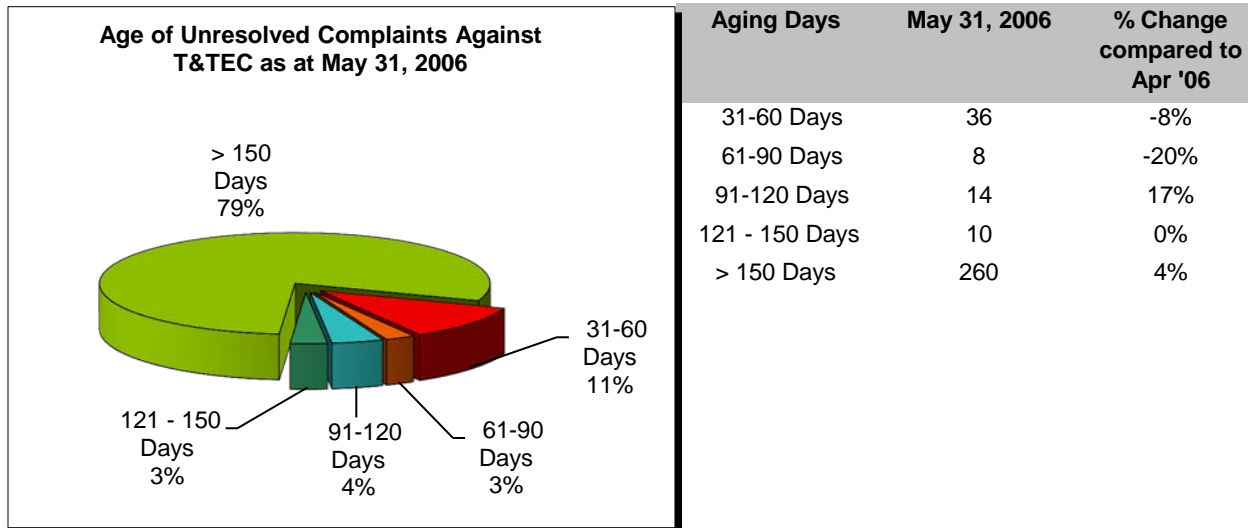
Fig. 6



Cumulative	Jan - May '06	Jun '05 - May '06
Number of complaints received	306	727
Number of complaints resolved	151	467
Number of complaints unresolved	151	249
Number of complaints withdrawn	4	11
Resolution rate	50%	65%

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 6.

Table 6: 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	0 (0%)	0 (0%)	3 (21%)	1 (10%)	15 (6%)	19
Damage Appliances	10 (28%)	4 (50%)	4 (29%)	2 (20%)	110 (42%)	130
High / Low Voltage	7 (19%)	1 (13%)	1 (7%)	0 (0%)	22 (8%)	31
Other	1 (3%)	0 (0%)	1 (7%)	1 (10%)	19 (7%)	22
Power Outages	4 (11%)	1 (13%)	2 (14%)	3 (30%)	15 (6%)	25
Request for Service	0 (0%)	0 (0%)	0 (0%)	1 (10%)	15 (6%)	16
Street Lights / Poles	14 (39%)	2 (25%)	3 (21%)	2 (20%)	64 (25%)	85
Totals	36	8	14	10	260	328

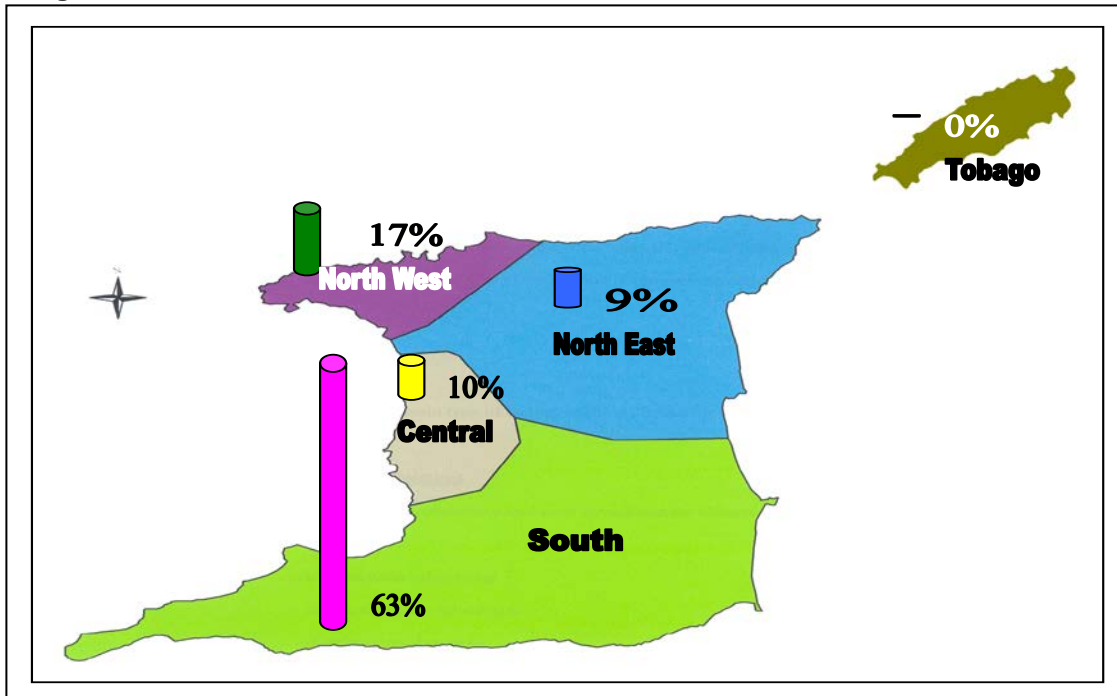
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	21 (6%)	13 (41%)	34 (9%)
North West	54 (16%)	7 (22%)	61 (17%)
Central	36 (11%)	2 (6%)	38 (10%)
South	220 (66%)	10 (31%)	230 (63%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	331	32	363

Fig. 8



When compared to Apr '06, the number of complaints from the Central region increased by 13 or 52%, from the North East decreased by 4 or 11%, from the North West increased by 27 or 79%, complaints from the South region decreased by 58 or 20%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - May '06 .

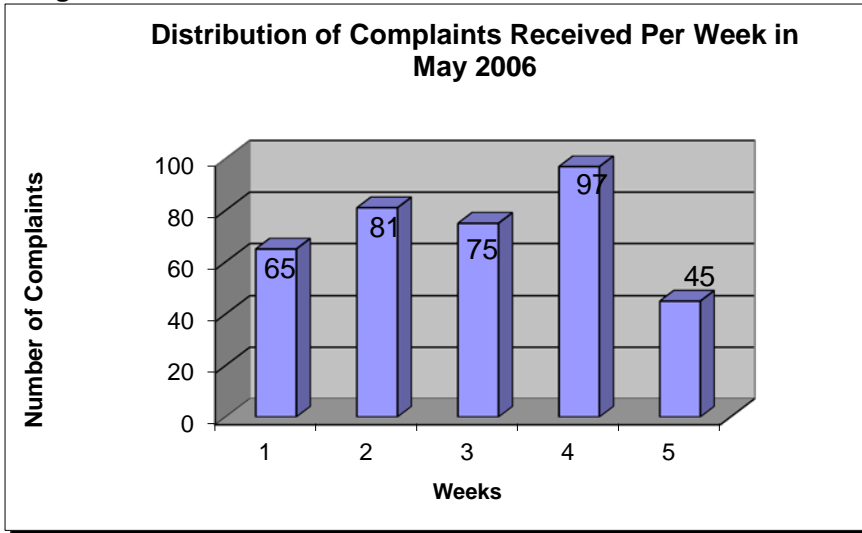
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Penal	266	
		South	Barrackpore	149	
	"	South	Princes Town	132	
	"	South	San Fernando	62	
	"	North West	St. James	30	
	"	South	Williamsville	26	
	"	South	Debe	26	
	"	North West	Diego Martin	24	
	Billing Query	South	Barrackpore	53	
	Billing Query	South	Princes Town	22	
	Leaks	South	San Fernando	16	
	T&TEC	Street Lights / Poles	South	Barrackpore	19
		Street Lights / Poles	Tobago	Tobago	18
High / Low Voltage		Tobago	Tobago	6	
Damage Appliances		Tobago	Tobago	5	

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in May 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - May '06

