



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2009, as well as all outstanding complaints Service Providers as at May 31, 2009.

Status	May '08	May '09	Jun '08 - May'09		
Number of complaints received	479	521	3,799		
Number of complaints resolved	248	276	2,903		
Number of complaints unresolved	231	245	807		
Number of complaints withdrawn	0	0	87		
Resolution rate for complaints received	52%	53%	78%		
No. of outstanding complaints resolved	76	173	46		
Total number of complaints resolved	324	449	2,949		
Rebate/compensation awarded to customers	TT\$0	TT\$11,218	TT\$494,769	WASA	\$222
				T&TEC	\$271

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, '09	No & % of Complaints Received in May '09	No & % of May '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '09
Billing Query	279	13 2.7%	0 0.0%	0	292 (25%)
Inadequate Supply	640	441 92.8%	266 56.0%	116	699 (61%)
Leaks	49	11 2.3%	1 0.2%	21	38 (3%)
Request for Service	32	0 0.0%	0 0.0%	0	32 (3%)
Road Restoration	20	2 0.4%	0 0.0%	0	22 (2%)
Other	57	8 1.7%	1 0.2%	0	64 (6%)
Total	1077	475	268 (56%)	137	1147

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, '09	No & % of Complaints Received in May '09	No & % of May '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '09
Billing Query	43	8 17.4%	3 6.5%	10	38 (15%)
Damage Appliances	125	7 15.2%	0 0.0%	3	129 (50%)
High / Low Voltage	5	2 4.3%	0 0.0%	2	5 (2%)
Power Outages	9	2 4.3%	0 0.0%	2	9 (3%)
Request for Service	6	4 8.7%	1 2.2%	3	6 (2%)
Street Lights / Poles	49	15 32.6%	4 8.7%	10	50 (19%)
Other	21	8 17.4%	0 0.0%	6	23 (9%)
Total	258	46	8 (17%)	36	260

2.0 Complaints Analysis

Monthly	May '08	May '09	Apr '09
Number of complaints received	479	521	405
Number of complaints resolved	248	276	174
Number of complaints unresolved	231	245	231
Resolution rate for complaints received	52%	53%	43%
No. of outstanding complaints resolved	76	173	46
Total number of complaints resolved	324	449	220

The total number of complaints received in May 2009 increased by 116 or 29% when compared to April '09. Using the same comparative period, the resolution rate for May 2009 increased by 23%. The number of complaints resolved for the current month increased by 102 or 59% and from a previous period (unresolved from Jan '04 to Apr '09) increased by 127 or 276%. The total number of complaints resolved overall increased by 229 or 104%.

Cumulative	Jan '08 - May '08	Jan '09 - May '09	Jun '08 - May'09
Number of complaints received	1,621	1,538	3,799
Number of complaints resolved	1,085	1,008	2,903
Number of complaints unresolved	536	513	807
Number of complaints withdrawn	31	17	87
Resolution rate	68%	66%	78%

The cumulative number of complaints received and resolved from Jan '09 - May '09 decreased by 83 or 39% and by 77 or 7% respectively, when compared to Jan '08 - May '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 521 complaints recorded for May '09 were reported by 327 customers of which 129 or 39% were new customers. Table 3 shows the frequency of complaints where 175 customers made only one complaint whilst cumulatively 152 or 52% of our customers made more than one complaint. For the period Jan '09-May'09, 776 customers made 1538 complaints to the RIC of which 402 or 79% were new customers.

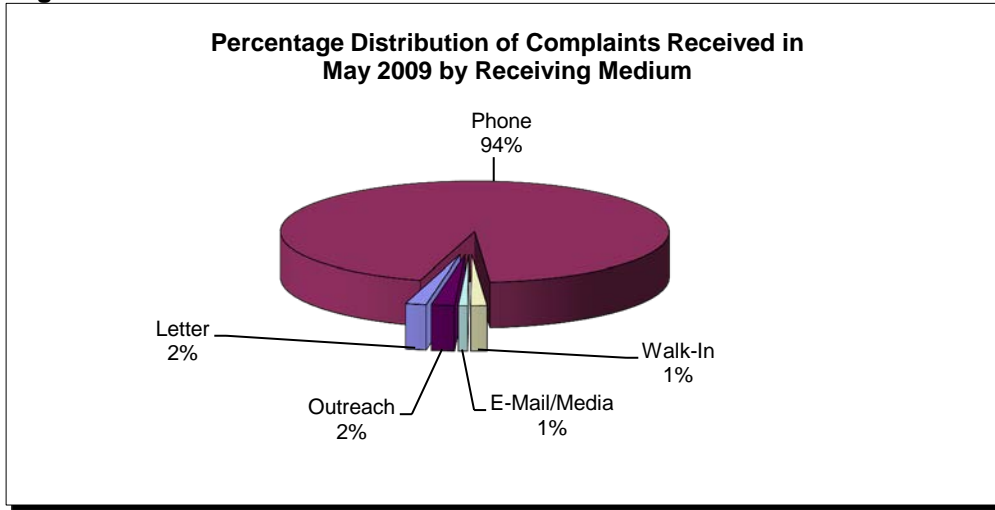
Table 3: Frequency of Complaints

No. of Complaints	No. of May '09 Customers	% of Repeat Customers for May '09	No. of Customers from Jan '09-May'09	% of Repeat Customers from Jan '09-May'09
1	175	0	409	0
2	117	36	205	26
3	29	9	60	8
4	5	2	49	6
5	1	0	17	2
>6	0	0	36	5
	327		776	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2009 by receiving medium. The number of complaints received by Letter increased by 1 or 13%, Telephone increased by 131 or 36%, Walk in increased by 2 or 40%, Outreach decreased by 15 or 60% and e-mail/Media decreased by 3 or 43% when compared to April '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2009 by Service Provider. The number of complaints filed against WASA have increased by 103 or 28% and those filed against T&TEC increased by 13 or 39% when compared to April '09. Figure 3 shows a steady increase in the number of complaints against WASA.

Fig. 2

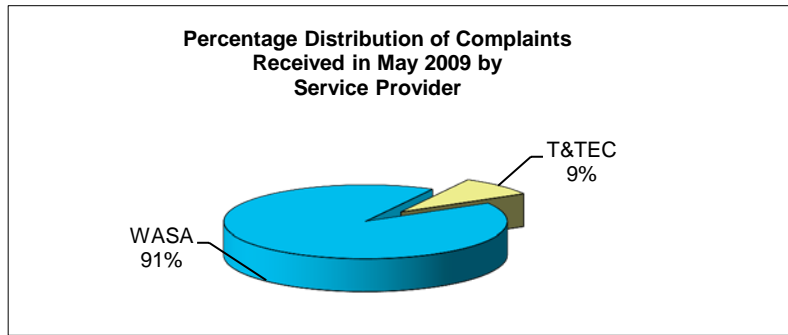
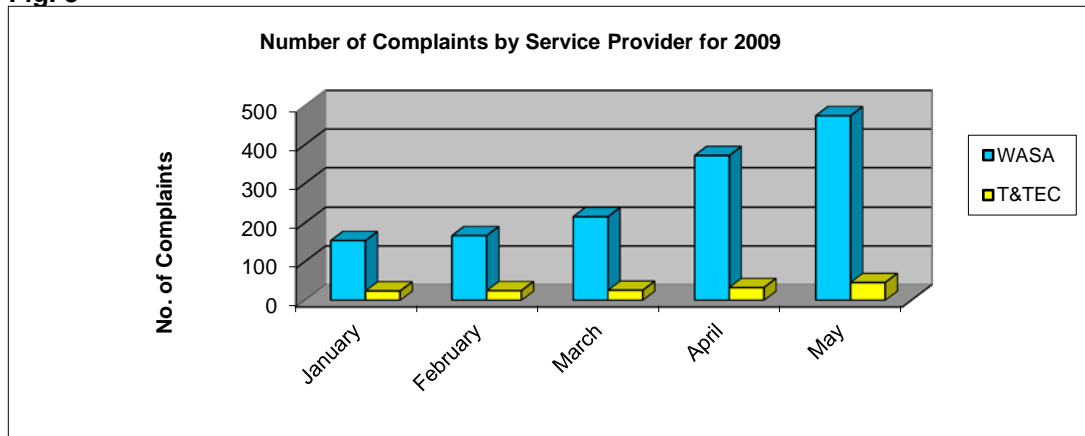


Fig. 3



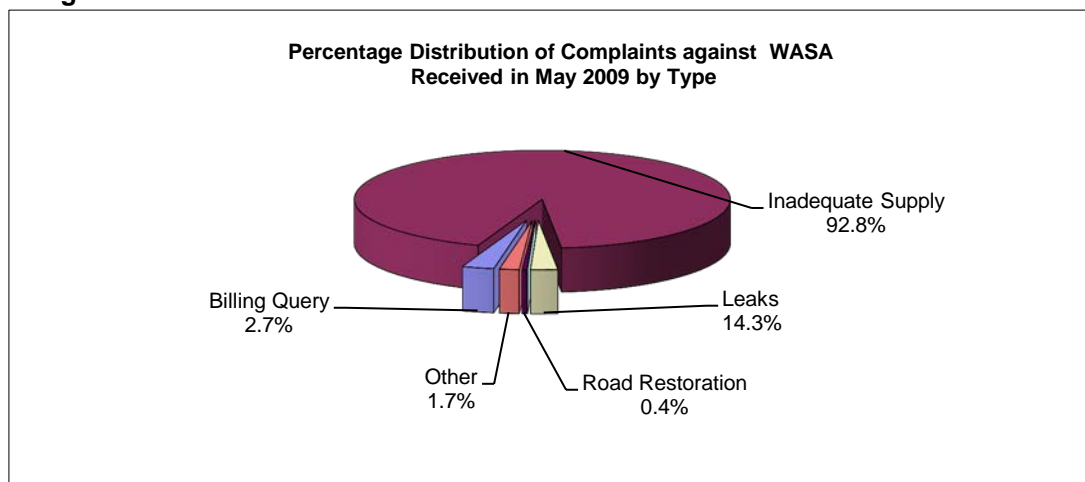
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2009 by type. When compared to April '09 the number of complaints related to Billing Queries decreased by 5 or 28%, Inadequate Supply increased by 119 or 37%, Leaks decreased by 12 or 52%, and Road Restoration decreased by 1 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, '09	No of Complaints Received in May '09	No of May '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '09
Billing Query	279	13	0	0	292 (25%)
Inadequate Supply	640	441	266	116	699 (61%)
Leaks	49	11	1	21	38 (3%)
Request for Service	32	0	0	0	32 (3%)
Road Restoration	20	2	0	0	22 (2%)
Other	57	8	1	0	64 (6%)
Total	1077	475	268	137	1147

Fig. 4



Cumulative	<i>Jan '09- May'09</i>	<i>Jun '08 - May '09</i>
Number of complaints received	1,384	3,395
Number of complaints resolved	926	2,622
Number of complaints unresolved	441	686
Number of complaints withdrawn	17	85
Resolution rate	68%	79%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months. There has been a sharp increase in the number of inadequate supply complaints associated with the dry season.

Fig. 5

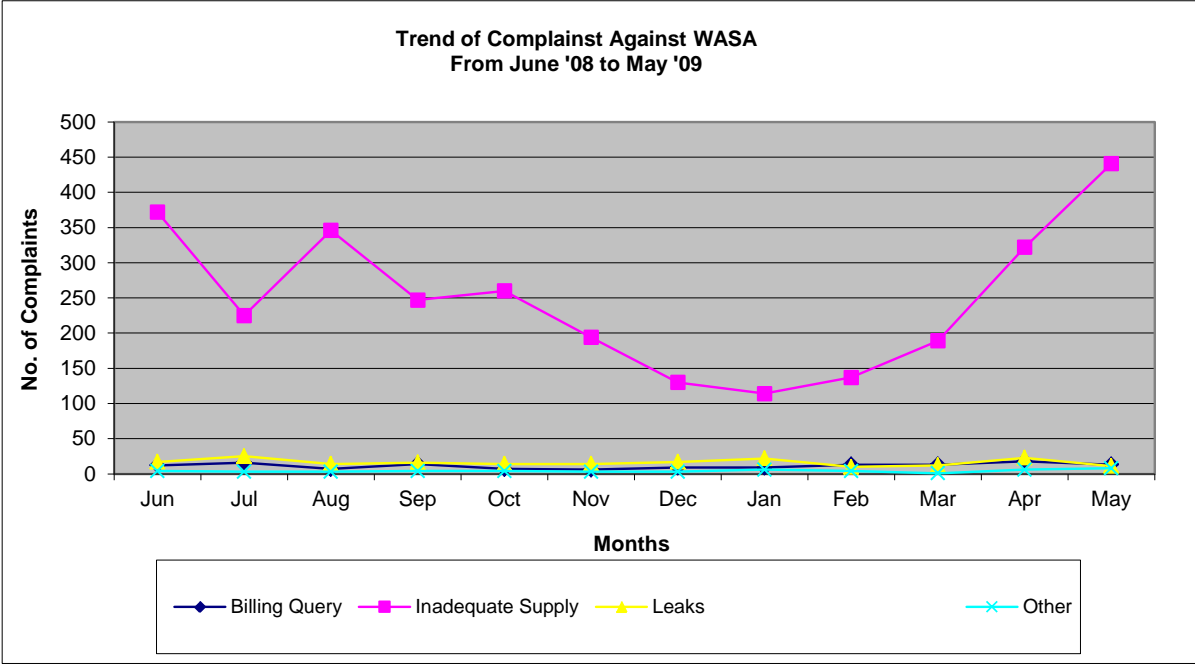
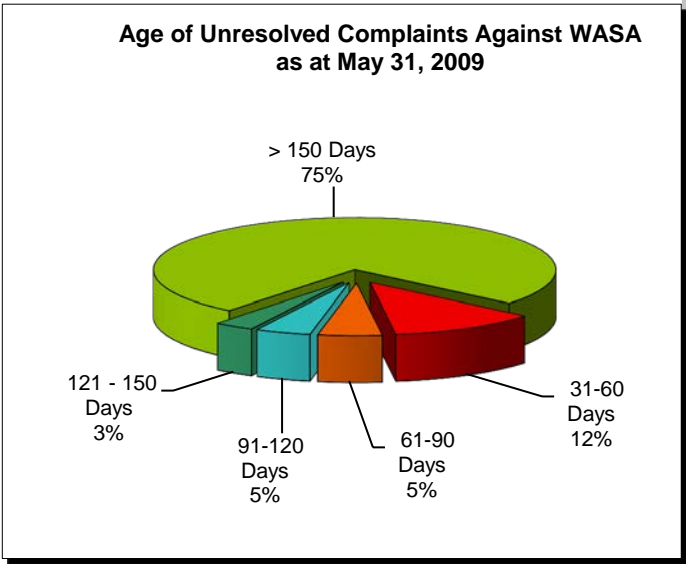


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	May '09	Apr '09	% Change
31-60 Days	134	63	113%
61-90 Days	58	61	-5%
91-120 Days	50	38	32%
121 - 150 Days	36	21	71%
> 150 Days	853	860	-1%

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	91-120	> 150	
Billing Query	17 (13%)	10 (17%)	10 (20%)	7 (19%)	248 (29%)	280
Inadequate Supply	98 (73%)	42 (72%)	31 (62%)	19 (53%)	494 (58%)	605
Leaks	11 (8%)	2 (3%)	1 (2%)	4 (11%)	19 (2%)	49
Other	6 (4%)	1 (2%)	4 (8%)	4 (11%)	49 (6%)	57
Request for Service	0 (0%)	3 (5%)	1 (2%)	0 (0%)	28 (3%)	32
Road Restoration	2 (1%)	0 (0%)	3 (6%)	2 (6%)	15 (2%)	20
	134	58	50	36	853	1043

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

Complaint Type	Jun '08 - May '09	Jan '09- May'09	May '09
Billing Classification	324.00	324.00	-
Billing Query	212,766.00	152,605.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing	9,881.00	-	-
Adjustment	9,881.00	-	-
	\$ 222,971.00	\$ 152,929.00	\$ -

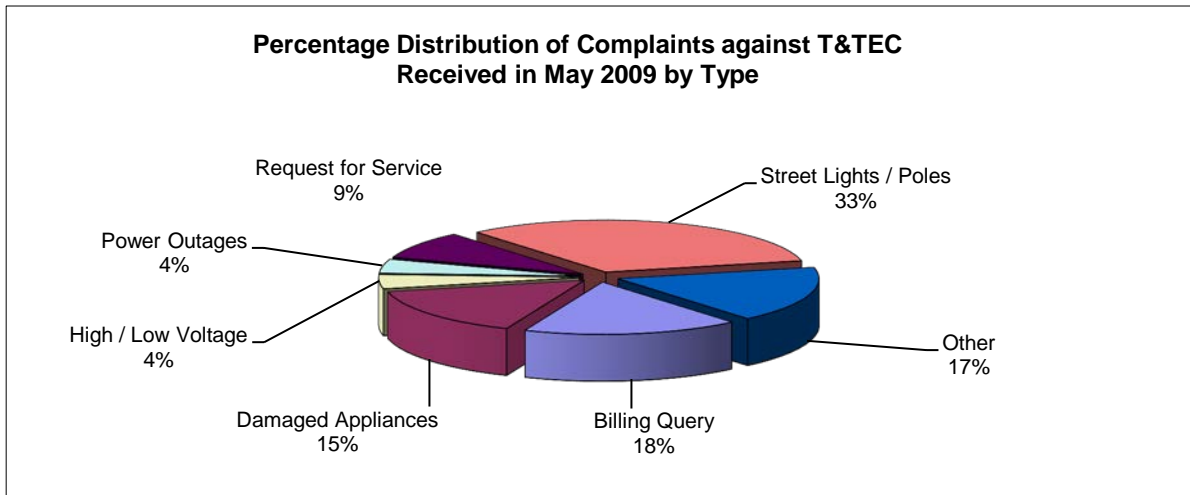
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in May 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in May 2009 by type. When compared to April '09, the number of complaints related to Billing Queries decreased by 3 or 27%, Damage Appliances increased by 4 or 133%, High/ Low Voltage increased by 1 or 100%, Power Outages increased by 1 or 100%, Street Lights/Poles increased by 5 or 50%, and the category Other increased by 5 or 167% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Apr 30, '09	No of Complaints Received in May '09	No of May '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '09
Billing Query	43	8	3	10	38 (15%)
Damaged Appliances	125	7	0	3	129 (50%)
High / Low Voltage	5	2	0	2	5 (2%)
Power Outages	9	2	0	2	9 (3%)
Request for Service	6	4	1	3	6 (2%)
Street Lights / Poles	49	15	4	10	50 (19%)
Other	21	8	0	6	23 (9%)
Total	258	46	8	36	260

Fig. 7



Cumulative	<i>Jan '09- May'09</i>	<i>Jun '08 - May '09</i>
Number of complaints received	154	404
Number of complaints resolved	82	281
Number of complaints unresolved	72	121
Number of complaints withdrawn	0	2
Resolution rate	53%	70%

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

Fig. 8

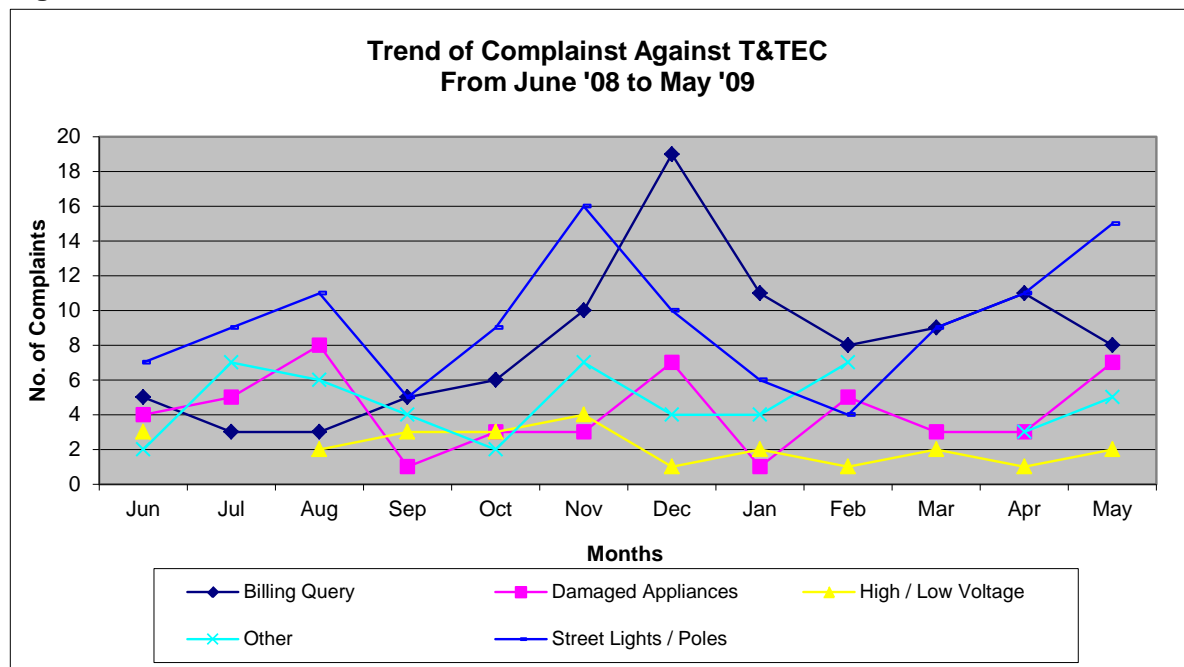
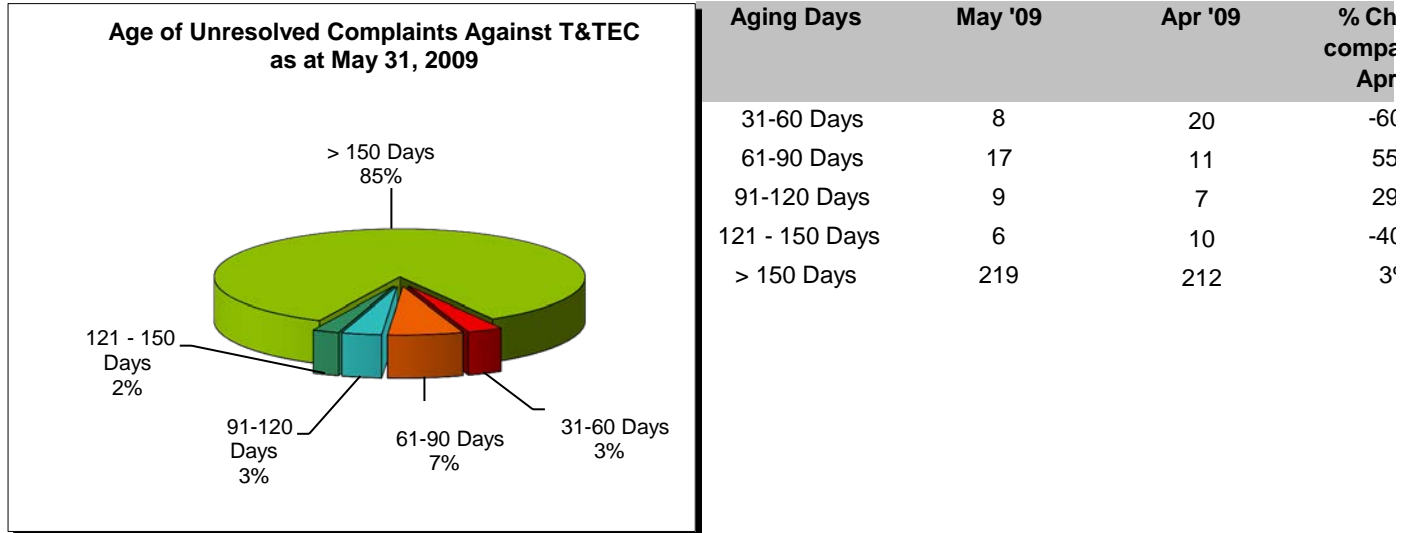


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	May '09	Apr '09	% Ch comp Apr
31-60 Days	8	20	-60
61-90 Days	17	11	55
91-120 Days	9	7	29
121 - 150 Days	6	10	-40
> 150 Days	219	212	3'

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	120 - 150	> 150	
Billing Query	1 (13%)	5 (29%)	3 (33%)	2 (33%)	26 (12%)	37
Damaged Appliances	2 (25%)	3 (18%)	3 (33%)	1 (17%)	120 (55%)	129
High / Low Voltage	0 (0%)	2 (12%)	0 (0%)	0 (0%)	2 (1%)	4
Other	1 (13%)	0 (0%)	3 (33%)	1 (17%)	18 (8%)	23
Power Outages	0 (0%)	0 (0%)	0 (0%)	0 (0%)	9 (4%)	9
Request for Service	1 (13%)	1 (6%)	0 (0%)	1 (17%)	3 (1%)	6
Street Lights / Poles	3 (38%)	6 (35%)	0 (0%)	1 (17%)	41 (19%)	51
Totals	8	17	9	6	219	259

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

Complaint Type	Jun '08 - May '09	Jan '09- May'09	May '09
Billing Query	53,340.00	13,255.00	1,860.00
Damaged Appliance	26,666.00	17,327.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	50,000.00	30,000.00	9,358.00
	\$ 271,798.00	\$ 202,374.00	\$ 11,218.00

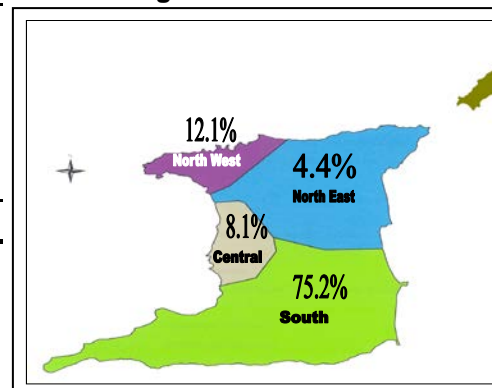
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 May 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	10 (2%)	13 (28%)	23 (4%)
North West	56 (12%)	7 (15%)	63 (12%)
Central	38 (8%)	4 (9%)	42 (8%)
South	371 (78%)	21 (46%)	392 (75%)
Tobago	0 (0%)	1 (2%)	1 (0%)
Total	475	46	521

Fig. 10



When compared to April '09, the number of complaints from the Central region increased by 1 or 2%, from the North East increased by 8 or 53%, from the North West increased by 10 or 19%, complaints from the South region increased by 98 or 33% while those from Tobago decreased by 1 or 50%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- May'09 . Penal Barrackpore and Princes Town continues to be the most affected with respect to an inadequate water supply.

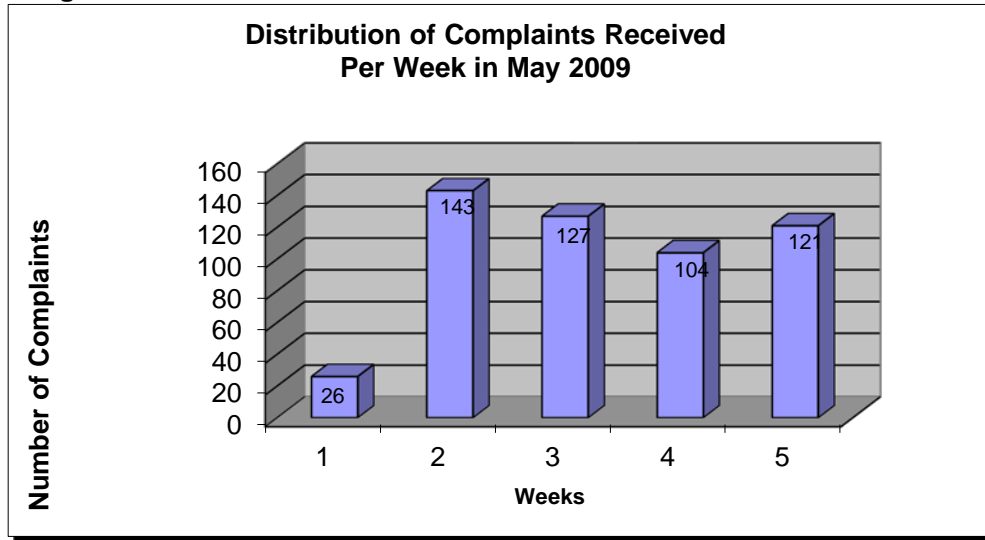
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	22
			Cunupia	20
			Las Lomas No.	17
		North East	Grand Couva	12
			Las Lomas No.	6
			Chaguanas	4
		North West	San Raphael	32
			Tunapuna	24
			Las Lomas No.	22
			Penal	242
		South	Barrackpore	147
			Princes Town	116
			Siparia	73
T&TEC	Street Lights / Poles	South	Rio Claro	4
		North East	Arima	4
		South	Barrackpore	4
		South	Mayaro	3

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in May 2009

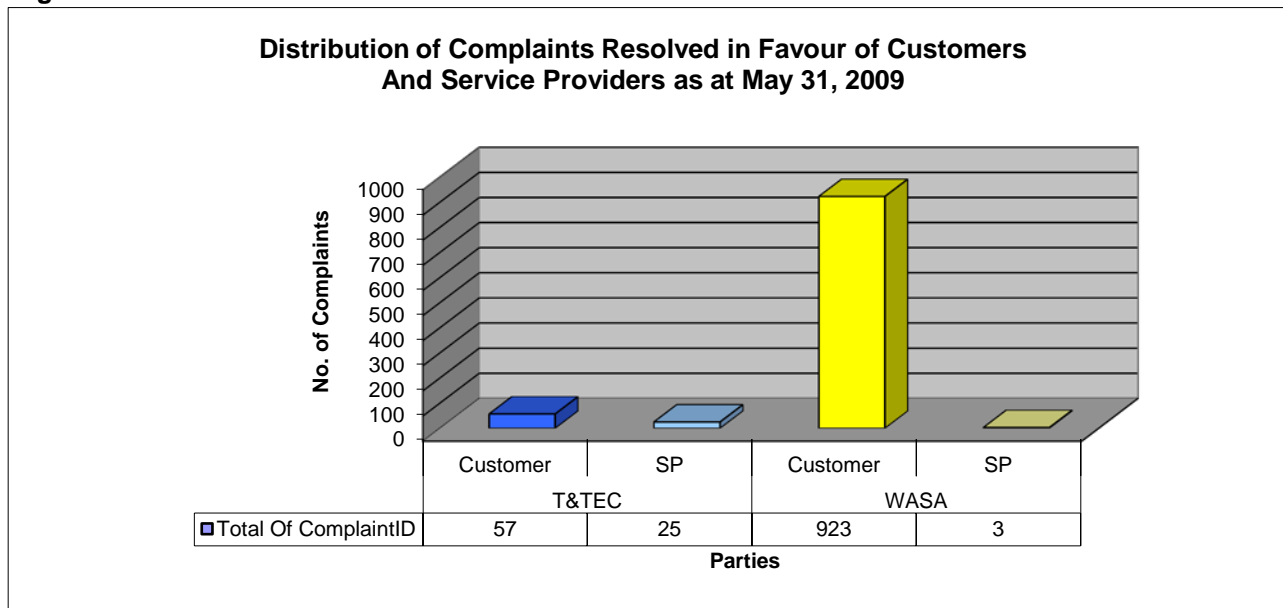
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- May'09

Fig. 12



against

2971
1798

Change
Compared to
'09

- 3%
- %
- 1%
- %
- %

tal
(26%)
(60%)
(3%)
(6%)
(3%)
(2%)

Change
Compared to
'09

0%

1%

2%

3%

4%

Total
(14%)
(50%)
(2%)
(9%)
(3%)
(2%)
(20%)

