



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2012, as well as all outstanding complaints against Service Providers as at May 31, 2012.

Status	May '11	May '12	Jun '11 -May '12		
Number of complaints received	232	280	2,861		
Number of complaints resolved	116	114	2,436		
Number of complaints unresolved	116	135	383		
Number of complaints withdrawn	0	31	42		
Resolution rate for complaints received	50.0%	45.8%	86.4%		
No. of outstanding complaints resolved	64	249	124		
Total number of complaints resolved	180	363	2,560		
Rebate/compensation awarded to customers	TT\$500	TT\$0	TT\$2,480,443	WASA	\$1767523
				T&TEC	\$712920

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, '12	No & % of Complaints Received in May '12	No & % of Total May '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '12
Billing Query	245	20 8.5%	2 0.9%	6	257 49.4%
Inadequate Supply	218	150 63.8%	80 34.0%	165	123 23.7%
Leaks	43	46 19.6%	19 8.1%	29	41 7.9%
Request for Service	31	4 1.7%	1 0.4%	2	32 6.2%
Road Restoration	20	5 2.1%	0 0.0%	6	19 3.7%
Other	44	10 4.3%	2 0.9%	4	48 9.2%
Total	601	235	104 44.3%	212	520

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, '12	No & % of Complaints Received in May '12	No & % of Total May '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '12
Billing Query	6	0 0.0%	0 0.0%	2	4 3.3%
Damage Appliances	45	6 13.3%	0 0.0%	13	38 31.7%
High / Low Voltage	4	4 8.9%	0 0.0%	2	6 5.0%
Power Outages	3	4 8.9%	0 0.0%	2	5 4.2%
Request for Service	12	9 20.0%	4 8.9%	6	11 9.2%
Street Lights / Poles	31	17 37.8%	4 8.9%	9	35 29.2%
Other	21	5 11.1%	2 4.4%	3	21 17.5%
Total	122	45	10 22.2%	37	120

2.0 Complaints Analysis

Monthly	May '11	May '12	Apr '12
Number of complaints received	232	280	455
Number of complaints resolved	116	114	250
Number of complaints unresolved	116	135	186
Resolution rate for complaints received	50.0%	45.8%	57.3%
No. of outstanding complaints resolved	64	249	124
Total number of complaints resolved	180	363	374

The total number of complaints received in May 2012 decreased by 175 or 38% when compared to April 2012. Using the same comparative period, the resolution rate for May 2012 decreased by 20% percentage points. The number of complaints resolved for the current month decreased by 136 or 54% and from a previous period (unresolved from Apr '07 to Apr '12) increased by 125 or 101%. The total number of complaints resolved overall decreased by 11 or 3%.

Cumulative	Jan '11 - May '11	Jan '12 - May '12	Jun '11 - May '12
Number of complaints received	886	1,438	2,861
Number of complaints resolved	670	1,060	2,436
Number of complaints unresolved	200	347	383
Number of complaints withdrawn	16	31	42
Resolution rate	77.0%	75.3%	86.4%

The cumulative number of complaints received and resolved from January 2012 - May 2012 increased by 552 or 62% and by 390 or 58% 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 280 complaints recorded for May 2012 were reported by 224 customers of which 155 or 69% were new customers. Table 3 shows the frequency of complaints where 181 customers made only one complaint whilst cumulatively 43 or 19% of our customers made more than one complaint. For the period January 2012 - May 2012, 897 customers made 1438 complaints to the RIC of which 663 or 74% were new customers.

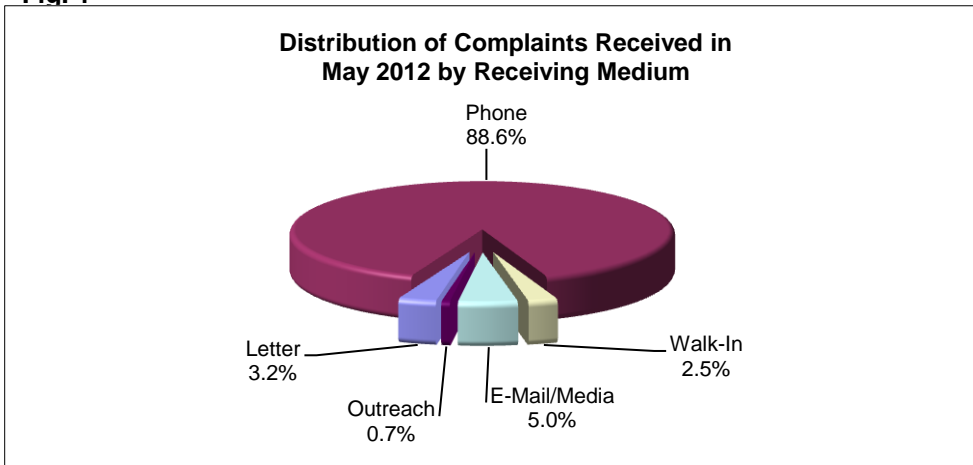
Table 3: Frequency of Complaints

No. of Complaints	No. of May '12 Customers	% of Repeat Customers for May '12	No. of Customers from Jan '12 - May '12	% of Repeat Customers from Jan '12 - May '12
1	181	0	569	0
2	33	15	224	25
3	8	4	49	5
4	1	0	29	3
5	1	0	11	1
>6	0	0	15	2
	224		897	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2012 by receiving medium. The number of complaints received by Letter increased by 3 or 50%, Telephone decreased by 144 or 37%, Walk in increased by 3 or 75%, Outreach decreased by 45 or 96% and e-mail/Media increased by 8 or 133% when compared to April 2012. The CSD held one Outreach Programme, which was conducted in Tobago. However, one was scheduled for Point Fortin but had to be cancelled as advised by the Point Fortin Regional Corporation because of late notice of space unavailability.

Fig. 1



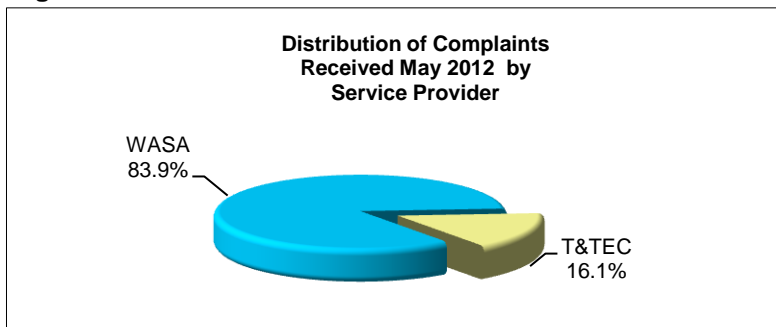
Receiving Medium

	Apr '12	May '12
Letter	6	9
Telephone	392	248
Walk-In	4	7
Email/Media	6	14
Outreach	47	2

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2012 by Service Provider. The number of complaints filed against WASA have decreased by 190 or 45%, which was related to improved production at Desalcott. Those filed against T&TEC have increased by 15 or 50% when compared to April 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

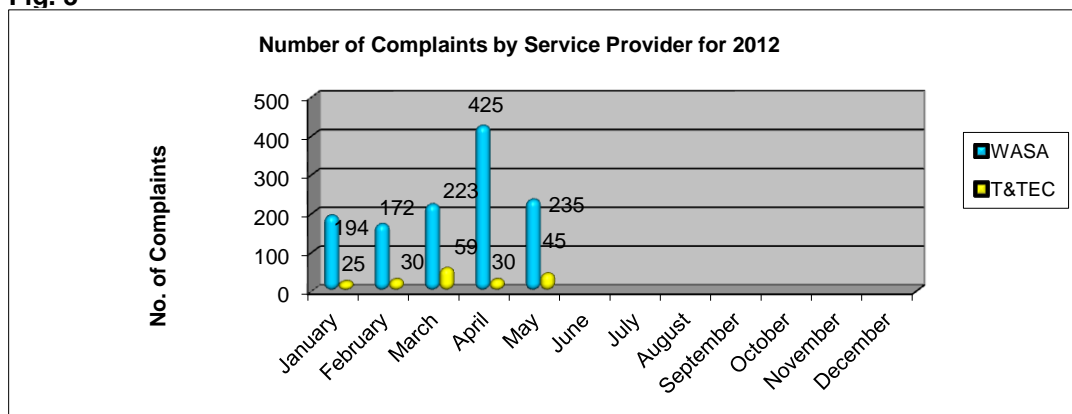
Fig. 2



Service Providers

	Apr '12	May '12
WASA	425	235
T&TEC	30	45

Fig. 3



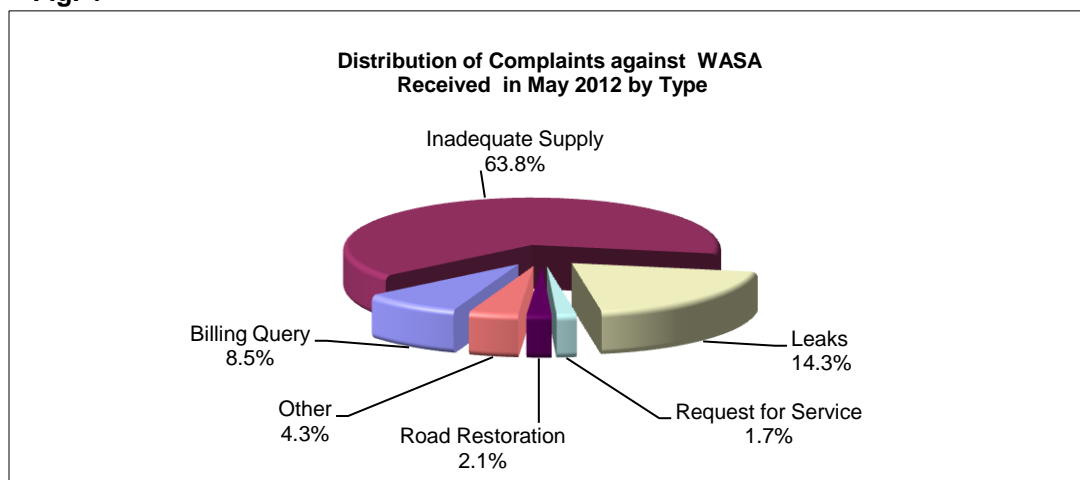
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2012 by type. When compared to April 2012 the number of complaints related to Billing Queries decreased by 8 or 29%, Inadequate Supply decreased by 173 or 54%, Leaks decreased by 5 or 10%, Road Restoration decreased by 9 or 64% and the category Other increased by 5 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, '12	No of Complaints Received		No of May '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '12
		Apr '12	May '12			
Billing Query	245	28	20	2	6	257 49.4%
Inadequate Supply	218	323	150	80	165	123 23.7%
Leaks	43	51	46	19	29	41 7.9%
Request for Service	31	4	4	1	2	32 6.2%
Road Restoration	20	14	5	0	6	19 3.7%
Other	44	5	10	2	4	48 9.2%
Total	601	425	235	104	212	520

Fig. 4



Cumulative	Jan '12 - May '12	Jun '11 - May '12
Number of complaints received	1,249	2,474
Number of complaints resolved	946	2,139
Number of complaints unresolved	279	300
Number of complaints withdrawn	24	35
Resolution rate	77.2%	87.7%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative. However, the spike observed in April was related to plant maintenance issues at Desalcott resulting in production shortfalls, which affected many areas in Central and South Trinidad.

Fig. 5

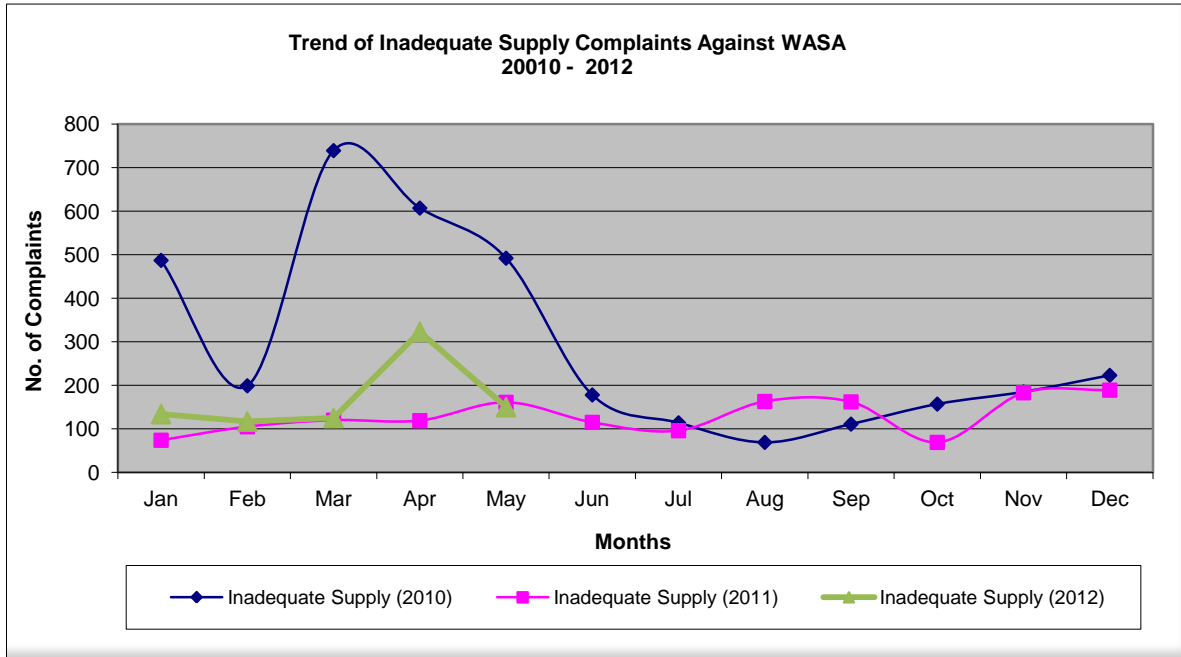
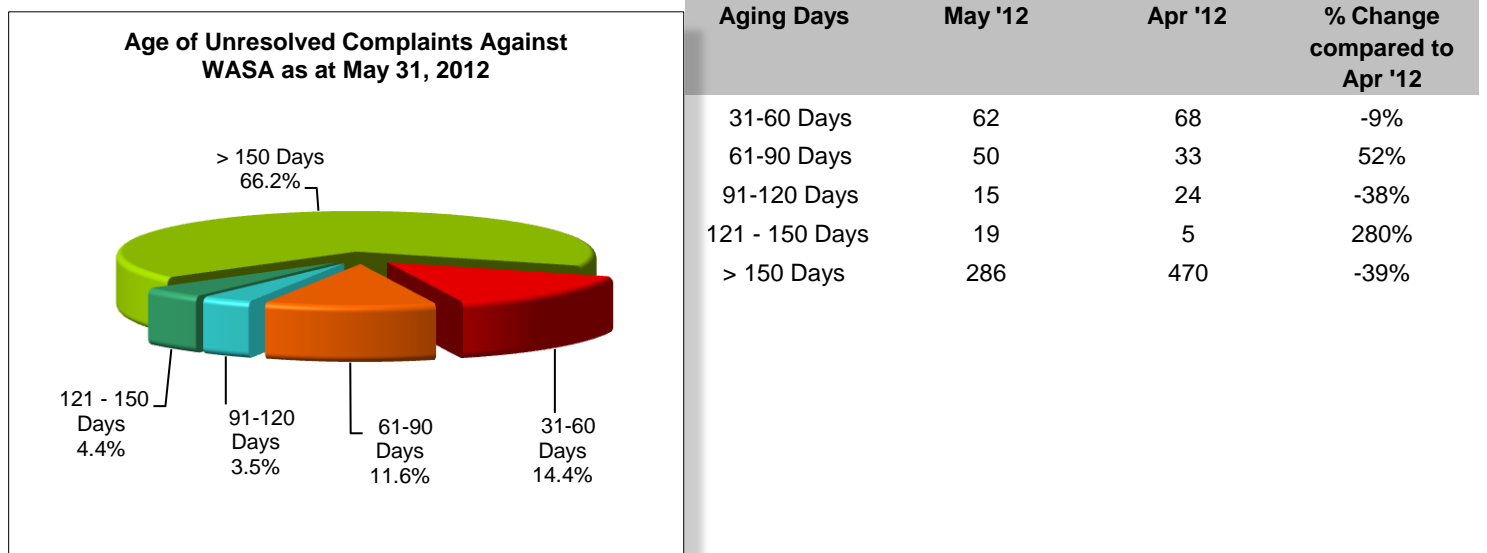


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	May '12	Apr '12	% Change compared to Apr '12
31-60 Days	62	68	-9%
61-90 Days	50	33	52%
91-120 Days	15	24	-38%
121 - 150 Days	19	5	280%
> 150 Days	286	470	-39%

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											
	31-60		61-90		91-120		121-150		> 150		Total	
Billing Query	24	38.7%	14	28.0%	7	46.7%	12	63.2%	182	63.6%	239	55.3%
Inadequate Supply	23	37.1%	18	36.0%	1	6.7%	2	10.5%	50	17.5%	94	21.8%
Leaks	4	6.5%	8	16.0%	1	6.7%	2	10.5%	0	0.0%	15	3.5%
Other	3	4.8%	4	8.0%	2	13.3%	2	10.5%	29	10.1%	40	9.3%
Request for Service	2	3.2%	1	2.0%	1	6.7%	0	0.0%	25	8.7%	29	6.7%
Road Restoration	6	9.7%	5	10.0%	3	20.0%	1	5.3%	0	0.0%	15	3.5%
	62		50		15		19		286		432	

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

Complaint Type	Jun '11 - May '12	Jan '12 - May '12	May '12
Billing Classification	2,155.00	2,155.00	-
Billing Query	322,671.00	151,838.00	-
Damage to Property	1,442,697.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,767,523.00	\$ 738,993.00	\$ -

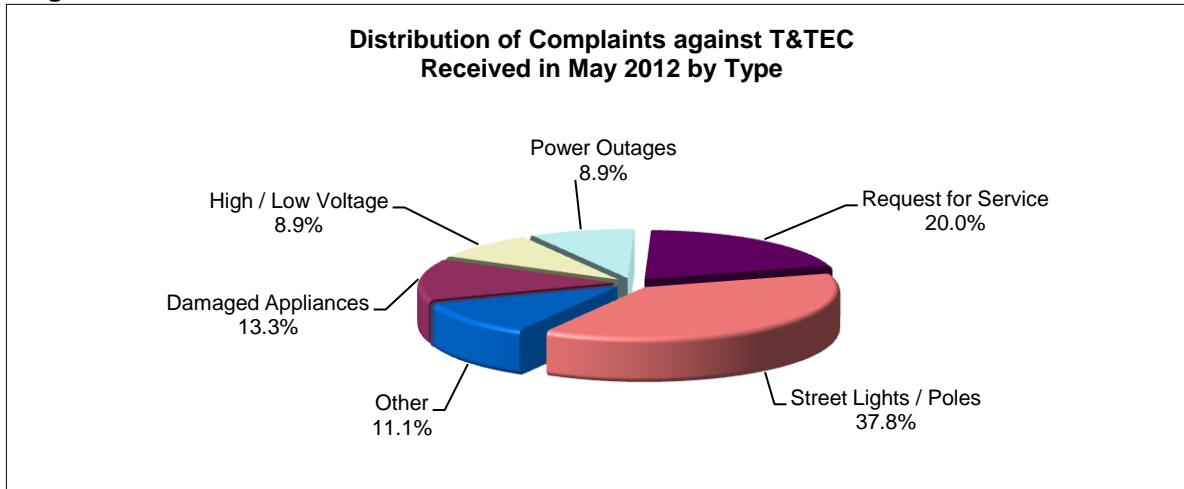
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in May 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in May 2012 by type. When compared to April 2012, the number of complaints related to Billing Queries decreased by 4 or 100%, Damaged Appliances decreased by 1 or 14%, High/ Low Voltage increased by 2 or 100%, Power Outages increased by 3 or 300%, Request for Service increased by 4 or 80%, Street Lights/Poles increased by 8 or 89%, and the category Other increased by 3 or 150% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Apr 30, '12	No of Complaints Received		No of May '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '12	
		Apr '12	May '12				
Billing Query	6	4	0	0	2	4	3.3%
Damaged Appliances	45	7	6	0	13	38	31.7%
High / Low Voltage	4	2	4	0	2	6	5.0%
Power Outages	3	1	4	0	2	5	4.2%
Request for Service	12	5	9	4	6	11	9.2%
Street Lights / Poles	31	9	17	4	9	35	29.2%
Other	21	2	5	2	3	21	17.5%
Total	122	30	45	10	37	120	

Fig. 7



Cumulative	Jan '12 - May '12	Jun '11 - May '12
Number of complaints received	189	387
Number of complaints resolved	114	297
Number of complaints unresolved	68	83
Number of complaints withdrawn	7	7
Resolution rate	62.6%	78.2%

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

Fig. 8

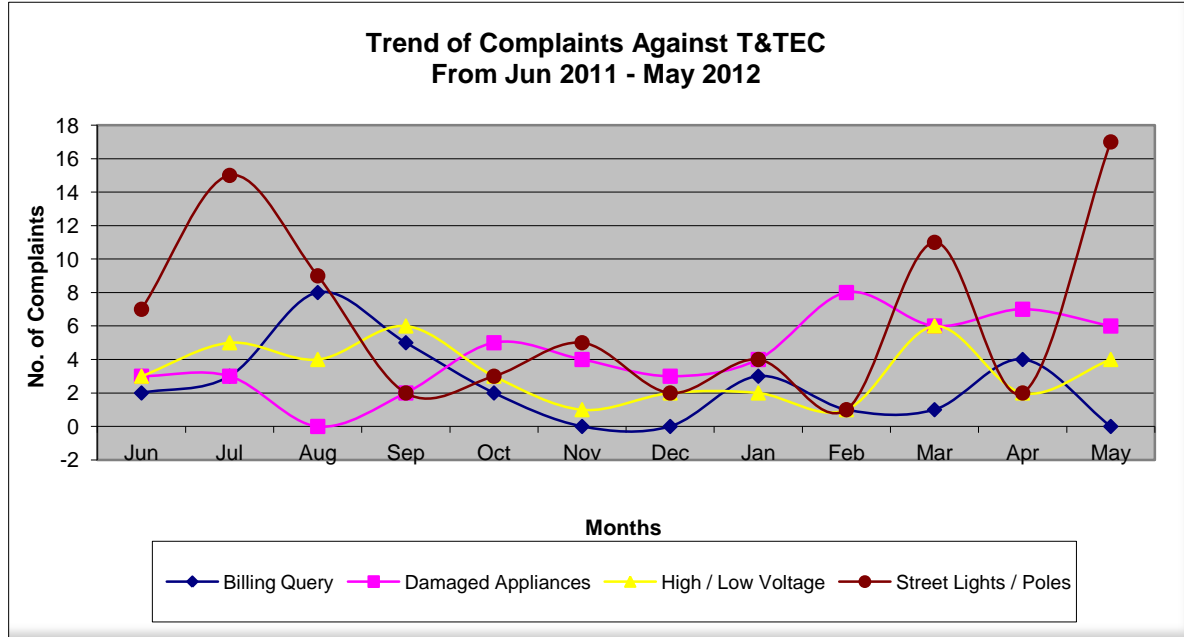
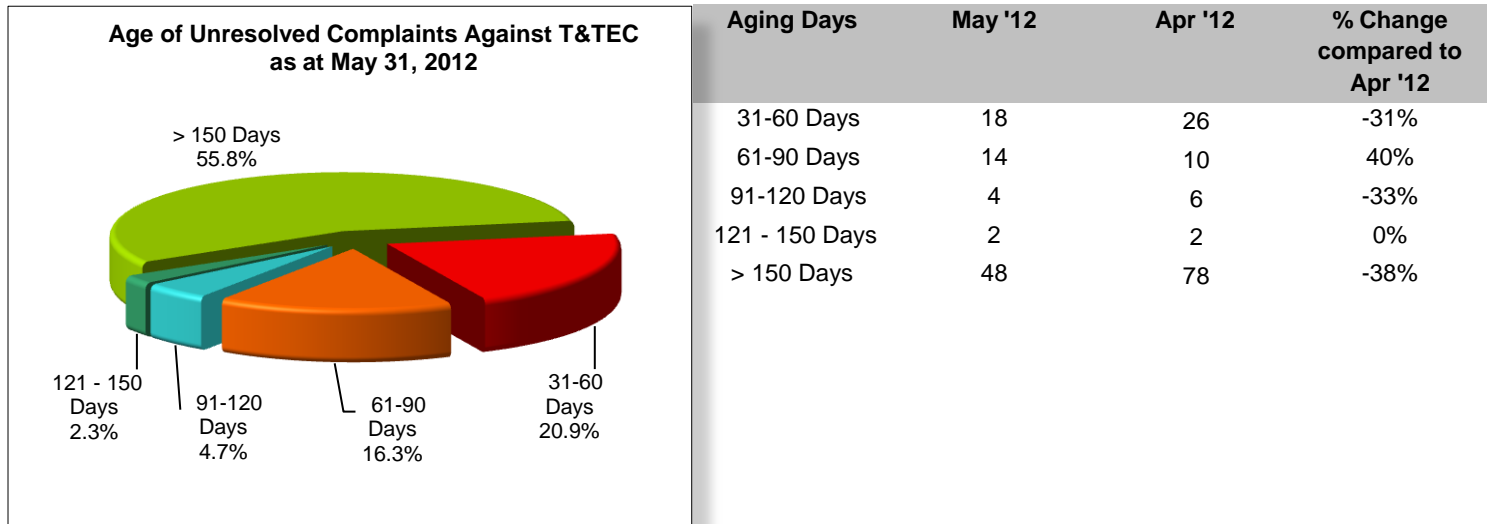


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	May '12	Apr '12	% Change compared to Apr '12
31-60 Days	18	26	-31%
61-90 Days	14	10	40%
91-120 Days	4	6	-33%
121 - 150 Days	2	2	0%
> 150 Days	48	78	-38%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

Table 7: 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	2	11.1%	0	0.0%	0	0.0%	0	0.0%	2	4.2%	4	4.7%
Damaged Appliances	5	27.8%	2	14.3%	2	50.0%	0	0.0%	23	47.9%	32	37.2%
High / Low Voltage	2	11.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.3%
Other	2	11.1%	5	35.7%	0	0.0%	0	0.0%	11	22.9%	18	20.9%
Power Outages	0	0.0%	0	0.0%	0	0.0%	1	50.0%	0	0.0%	1	1.2%
Request for Service	3	16.7%	1	7.1%	1	25.0%	0	0.0%	2	4.2%	7	8.1%
Street Lights / Poles	4	22.2%	6	42.9%	1	25.0%	1	50.0%	10	20.8%	22	25.6%
Totals	18		14		4		2		48		86	

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

Complaint Type	Jun '11 - May '12	Jan '12 - May '12	May '12
Billing Query	40,977.00	243.00	-
Damaged Appliance	69,904.00	20,317.00	-
KVA Reduction	-	-	-
Other Claims	602,039.00	600,623.00	-
	\$ 712,920.00	\$ 621,183.00	\$ -

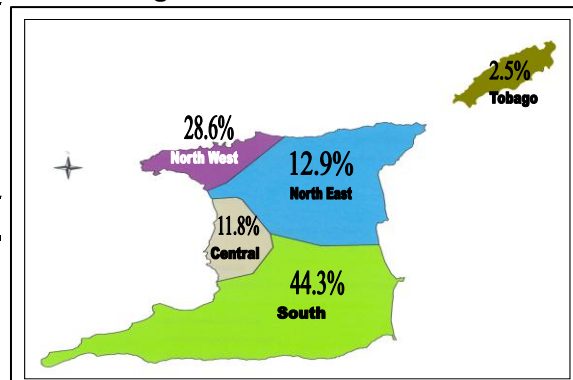
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	25	10.6%	11	24.4%	36	12.9%
North West	71	30.2%	9	20.0%	80	28.6%
Central	25	10.6%	8	17.8%	33	11.8%
South	110	46.8%	14	31.1%	124	44.3%
Tobago	4	1.7%	3	6.7%	7	2.5%
Total	235		45		280	

Fig. 10



When compared to April 2012, the number of complaints received in May 2012 from the Central region decreased by 13 or 28%. Those from the North East decreased by 9 or 20%, and from the North West increased by 15 or 23%. Complaints from the South region decreased by 167 or 57% while those from Tobago decreased by 1 or 13%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '12 - May '12 .

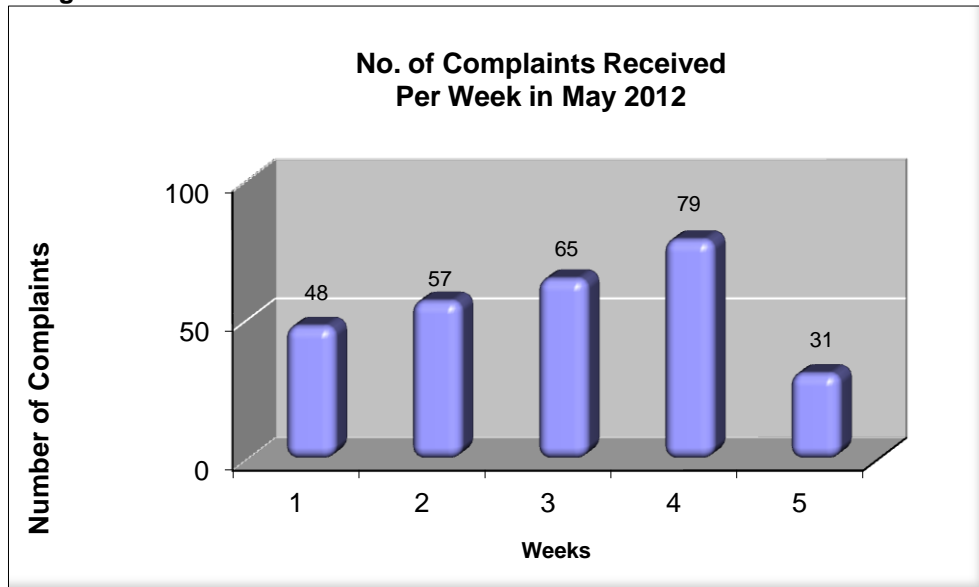
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	17
			Freeport	13
			Las Lomas No.	13
		North East	Arima	12
			D'Abadie	10
			Talparo	5
		North West	Morvant	33
			Diego Martin	30
			Barataria	15
			South	Penal
		South	Gasparillo	74
			Debe	59
			Princes Town	51
T&TEC	Street Lights / Poles		South	Penal
		South	Princes Town	6
		Tobago	Tobago	5
		South	Barrackpore	4

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in May 2012

Fig. 11



Week	Number of Work Days
1	4
2	5
3	5
4	5
5	3

8.0 Distribution of Complaints Resolved

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

Fig. 12

