



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2003

1.0 Overview of Complaints

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

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	33	8	1	0	40
Inadequate Supply	28	28	28	6	22
Leaks	6	6	3	5	4
Road Restoration	2	1	0	1	2
Other	22	1	0	3	20
Total	91	44	32	15	88

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	14	2	0	4	12
Power Outages	4	1	1	0	4
Volt. Fluct./Damages	21	1	1	0	21
Street Lights/Poles	1	2	1	1	1
Request for Supply	6	2	0	0	8
Other	7	4	0	1	10
Total	53	12	3	6	56

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

Table 3

Complaint Type	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	18	6	1	3	20
Out of Service	6	23	10	3	16
Request for Service	3	3	0	2	4
Other	6	6	0	1	11
Total	33	38	11	9	51

2.0 Complaints Analysis

Monthly	Nov 2002	Oct 2003	Nov 2003
Number of complaints received	38	99	94
Number of complaints resolved	23	48	46
Number of complaints unresolved	15	51	48
Resolution rate for complaints received	61%	48%	49%
No. of outstanding complaints resolved	11	15	30
Total number of complaints resolved	34	63	76

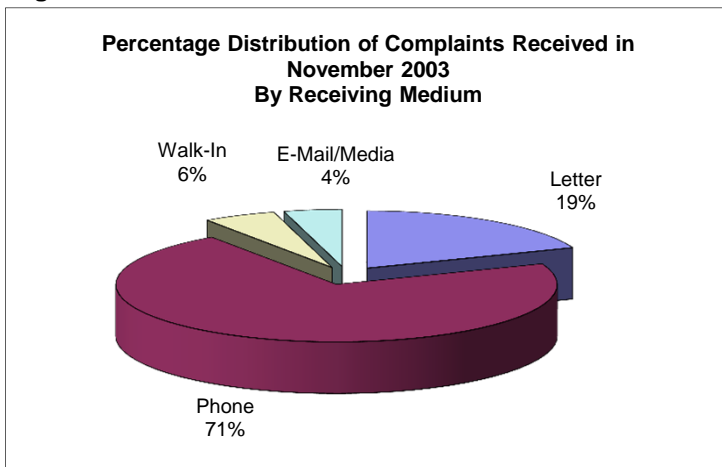
The number of complaints received in November '03, decreased by 5 or 5% when compared with October '03. The resolution rate is relatively low because 54% of the complaints received in November '03 were recorded within the last two weeks. In addition, the **Industrial Action at TSTT led to a significant increase in complaints and consequently unresolved complaints**. The cumulative number of complaints received increased by 305 or 57% for Jan - Nov '03 when compared with the same period last year.

Cumulative	Jan - Nov 2002	Jan - Nov 2003
Number of complaints received	531	836
Number of complaints resolved	464	660
Number of complaints unresolved	67	176
Resolution rate	87%	79%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2003 by receiving medium. The number of complaints received by Letter increased by 7 or 64% and Telephone decreased by 12 or 15% when compared to October '03.

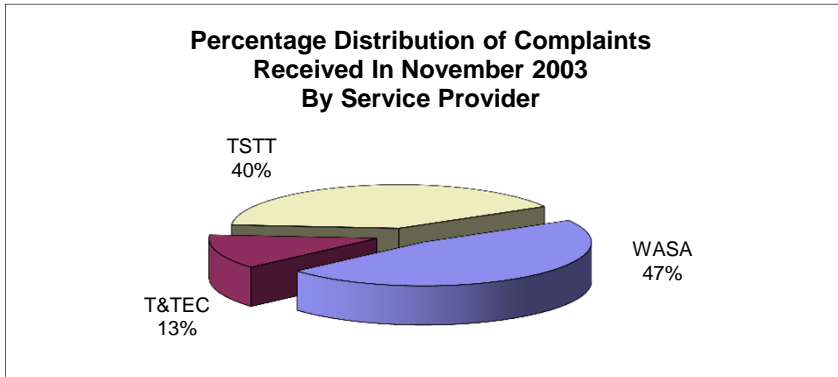
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2003 by Service Provider. The number of complaints filed against WASA & T&TEC in November '03 have decreased by 24 (35%) and 5 (29%) respectively when compared to October '03, while there has been a significant increase of 21 or 171% in the number of complaints filed against TSTT.

Fig. 2



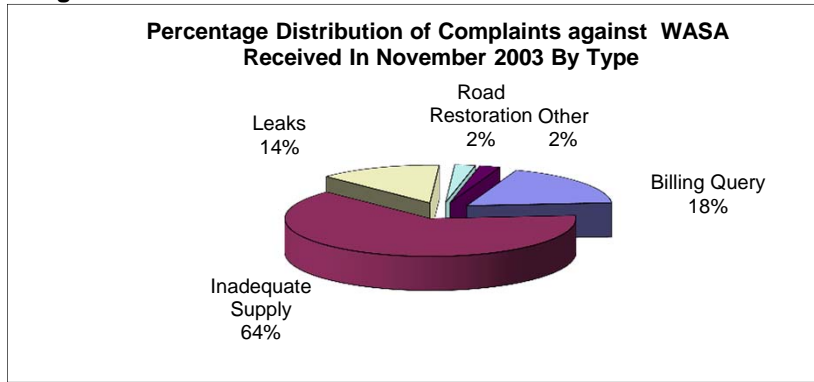
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number and category of complaints received against WASA in November 2003 and their status, as well as, the type and number of all unresolved complaints as at November 30, 2003. Figure 3 shows the percentage distribution of the complaints received in November 2003 by type. The number of complaints related to Inadequate Supply decreased by 21 (43%) when compared to October '03

Table 4

Complaint Category	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	33	8	1	0	40
Inadequate Supply	28	28	28	6	22
Leaks	6	6	3	5	4
Road Restoration	2	1	0	1	2
Other	22	1	0	3	20
Total	91	44	32	15	88

Fig. 3



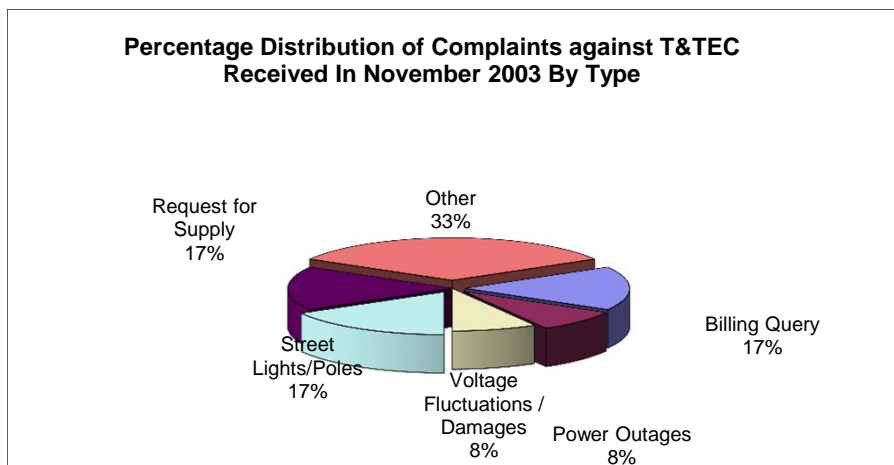
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number and types of complaints received against T&TEC in November 2003 and their status, as well as, the type and number of all unresolved complaints as at November 30, 2003. Figure 4 shows the percentage distribution of the complaints received in November 2003 by type. The number of complaints related to Voltage Fluctuations/Damages decreased by 6 (86%) when compared to October '03

Table 5

Complaint Type	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	14	2	0	4	12
Power Outages	4	1	1	0	4
Volt. Fluct /Damages	21	1	1	0	21
Street Lights/Poles	1	2	1	1	1
Request for Supply	6	2	0	0	8
Other	7	4	0	1	10
Total	53	12	3	6	56

Fig. 4



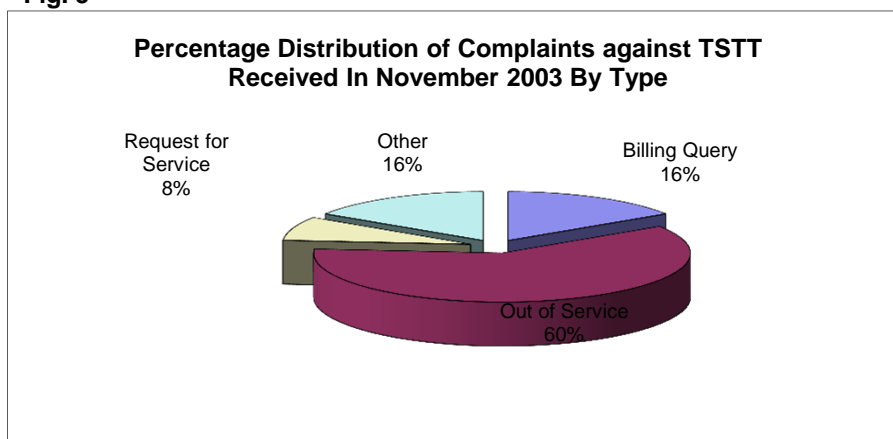
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number and types of complaints received against TSTT in November 2003 and their status, as well as, the type and number of all unresolved complaints as at November 30, 2003. Figure 5 shows the percentage distribution of the complaints received in November 2003 by type. The number of Out of Service complaints has increased by 13 or 130% and Billing by 5 or 500% when compared with October '03.

Table 6

Complaint Type	Total Unresolved Complaints As At October 31, 2003	Complaints Received in Nov. '03	Complaints Resolved in Nov. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At November 30,
Billing Query	18	6	1	3	20
Out of Service	6	23	10	3	4
Request for Service	3	3	0	2	4
Other	6	6	0	1	8
Total	33	38	11	9	36

Fig. 5



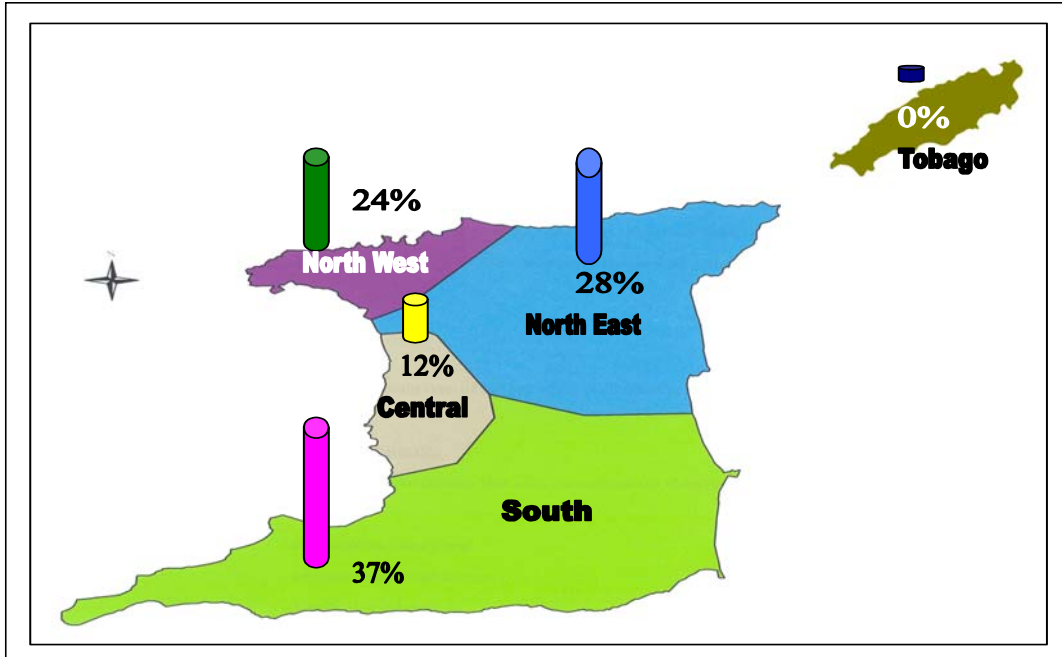
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	11	5	11	27
North West	14	3	5	22
Central	4	2	5	11
South	15	2	17	34
Tobago	0	0	0	0
Total	44	12	38	94

Fig. 6



The number of complaints received for November '03 increased only in the North East and North West regions. The North East region increased by 8 or 44%, and North West by 8 or 57% when compared to October '03. The South region decreased by 15 or 31%, and Central by 7 or 39% when compared to the same period. However, the South region represents 37% of all complaints received and continues to be the region with the highest number of complaints. As indicated in Table 4, forty-four complaints were registered against WASA and there was a significant decrease in the number of complaints from the South and Central regions of 21 and 11 respectively when compared to October '03. The area of Williamsville had 4 or 26% of the complaints from the South region, while Diego Martin had 5 or 33% of the complaints from the North West region. No other significant relationship was reflected between the number of complaints and location.

6.0 Distribution of Complaints Received Per Week

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

Fig. 7

