



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

November 2008

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in November 2008, as well as all outstanding complaints against Service Providers as at October 31, 2008.

Status	Nov '07	Nov '08	Dec '07 - Nov '08		
Number of complaints received	304	260	3,898		
Number of complaints resolved	147	111	2,934		
Number of complaints unresolved	157	149	849		
Number of complaints withdrawn	0	0	111		
Resolution rate for complaints received	<b>48%</b>	<b>43%</b>	<b>77%</b>		
No. of outstanding complaints resolved	83	75	39		
Total number of complaints resolved	<b>230</b>	<b>186</b>	<b>2,973</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$508,570</b>	WASA T&TEC	\$266571 \$241999

**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 Oct 31, 2008	No & % of Complaints Received in Nov '08	No & % of Nov '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '08
Billing Query	274	6 (3%)	0 (0%)	0	280 (25%)
Inadequate Supply	650	193 (89%)	99 (45%)	63	681 (62%)
Leaks	26	14 (6%)	3 (1%)	2	35 (3%)
Request for Service	36	1 (0%)	0 (0%)	1	36 (3%)
Road Restoration	16	1 (0%)	0 (0%)	0	17 (2%)
Other	52	3 (1%)	0 (0%)	0	55 (5%)
<b>Total</b>	<b>1054</b>	<b>218</b>	<b>102(47%)</b>	<b>66</b>	<b>1,104</b>

**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 Oct 31, 2008	No & % of Complaints Received in Nov '08	No & % of Nov '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '08
Billing Query	28	9 (21%)	1 (2%)	2	34 (11%)
Damage Appliances	114	3 (7%)	0 (0%)	1	116 (39%)
High / Low Voltage	12	4 (10%)	0 (0%)	3	13 (4%)
Power Outages	33	2 (5%)	0 (0%)	2	33 (11%)
Request for Service	6	1 (2%)	1 (2%)	0	6 (2%)
Street Lights / Poles	57	16 (38%)	6 (14%)	1	66 (22%)
Other	23	7 (17%)	1 (2%)	0	29 (10%)
<b>Total</b>	<b>273</b>	<b>42</b>	<b>9 (21%)</b>	<b>9</b>	<b>297</b>

## 2.0 Complaints Analysis

Monthly	Nov '07	Nov '08	Oct '08
Number of complaints received	304	260	311
Number of complaints resolved	147	111	163
Number of complaints unresolved	157	149	148
Resolution rate for complaints received	48%	43%	52%
No. of outstanding complaints resolved	83	75	67
Total number of complaints resolved	230	186	230

The total number of complaints received in November 2008 decreased by 51 or 16% when compared to Oct '08. Using the same comparative period, the resolution rate for November 2008 decreased by 19%. The number of complaints resolved for the current month decreased by 52 or 32% and from a previous period (unresolved from Jan '04 to Oct '08) increased by 8 or 12%. The total number of complaints resolved overall decreased by 44 or 19%.

Cumulative	Jan - Nov '07	Jan - Novt '08	Dec '07 - Nov '08
Number of complaints received	4,059	3,654	3,898
Number of complaints resolved	3,269	2,716	2,934
Number of complaints unresolved	790	832	849
Number of complaints withdrawn	110	106	111
Resolution rate	83%	77%	77%

The cumulative number of complaints received and resolved from Jan - Oct '08 decreased by 405 or 38% and decreased by 553 or 17% respectively when compared to Jan - Oct '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 260 complaints recorded for Nov '08 were reported by 197 customers of which 74 or 38% were new customers. Table 3 shows the frequency of complaints where 142 customers made only one complaint whilst cumulatively 55 or 64% of our customers made more than one complaint. For the period Jan - Nov '08, 1530 customers made 3654 complaints to the RIC of which 972 or 79% were new customers.

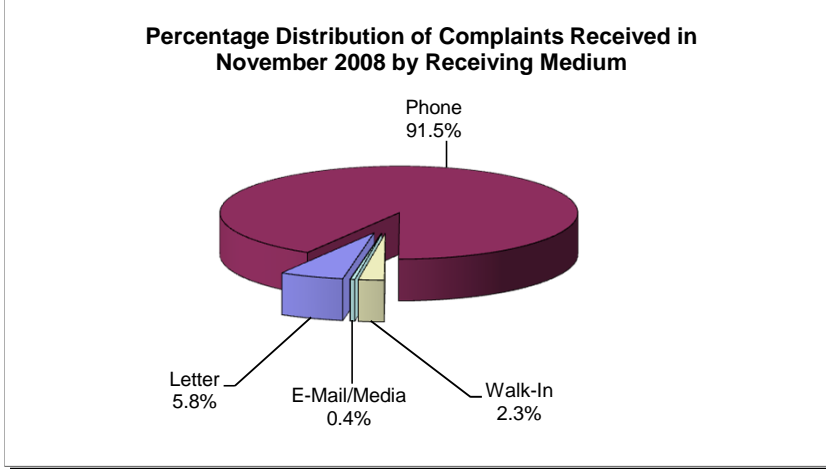
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Nov '08 Customers	% of Repeated Customers Nov '08	No. of Customers Jan - Nov '08	% of Repeated Customers Jan - Nov '08
1	142	0	780	0
2	47	24	348	23
3	8	4	138	9
4	0	0	86	6
5	0	0	61	4
>6	0	0	117	8
0	197		1530	

## 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2008 by receiving medium. The number of complaints received by Letter increased by 9 or 150%, Telephone decreased by 59 or 20%, Walk in increased by 5 or 500%, and e-mail/Media decreased by 1 or 50% when compared to Oct '08.

Fig. 1



## 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2008 by Service Provider. The number of complaints filed against WASA have decreased by 67 or 24% and those filed against T&TEC increased by 16 or 62% when compared to Oct '08.

Fig. 2

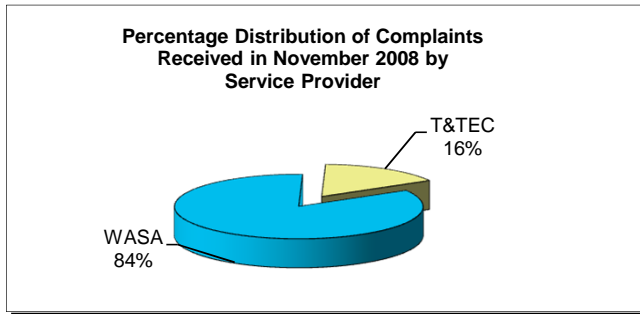
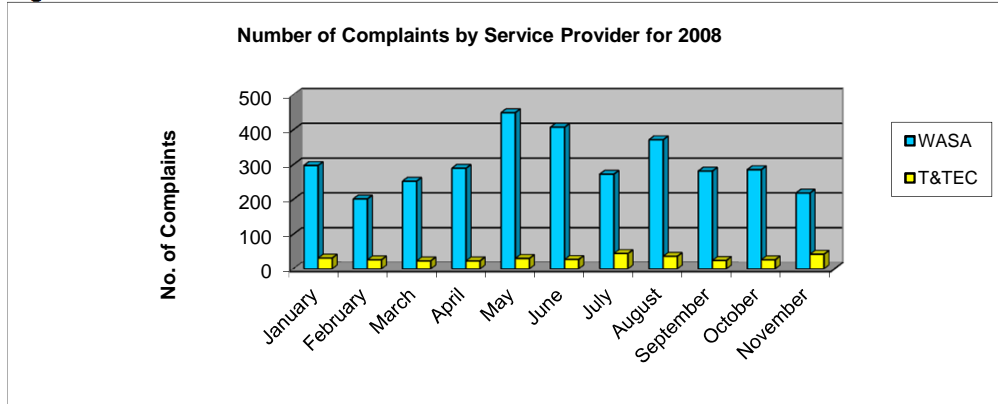


Fig. 3



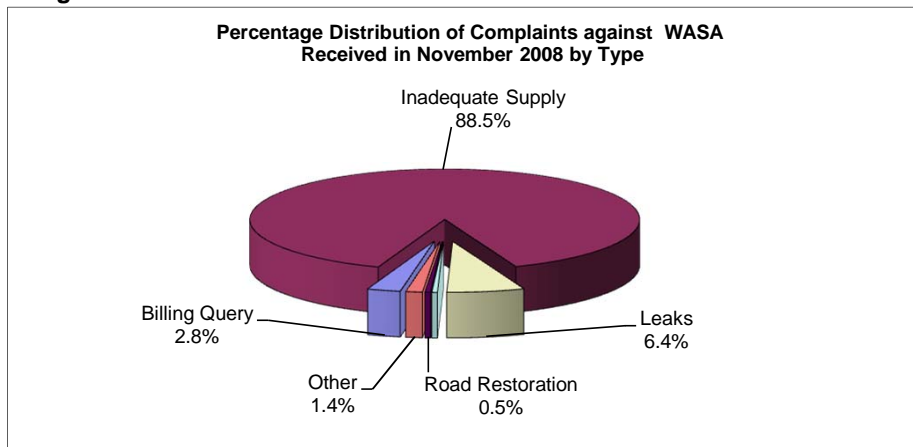
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2008 by type. When compared to Oct '08 the number of complaints related to Billing Queries decreased by 1 or 14% and Inadequate Supply decreased by 66 or 25%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Oct 31, 2008	No of Complaints Received in Nov '08	No of Nov '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '08
Billing Query	274	6	0	0	280 (25%)
Inadequate Supply	650	193	99	63	681 (62%)
Leaks	26	14	3	2	35 (3%)
Request for Service	36	1	0	1	36 (3%)
Road Restoration	16	1	0	0	17 (2%)
Other	52	3	0	0	55 (5%)
<b>Total</b>	<b>1,054</b>	<b>218</b>	<b>102</b>	<b>66</b>	<b>1104</b>

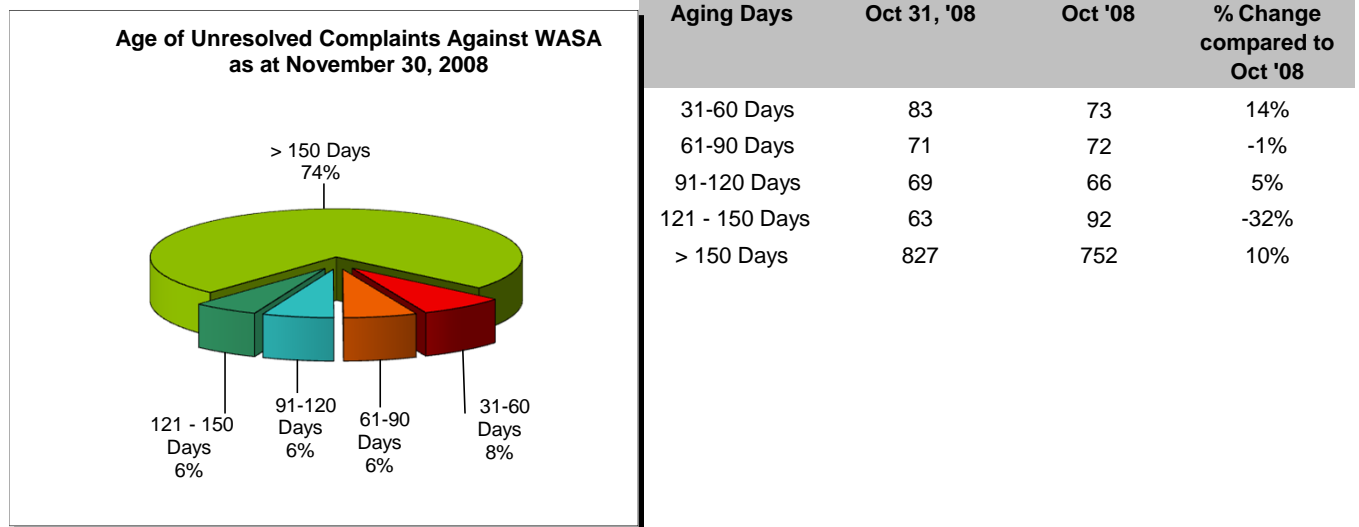
**Fig. 4**



Cumulative	Jan - Nov '08	Dec '07 - Nov '08
Number of complaints received	3,322	3,533
Number of complaints resolved	2,525	2,718
Number of complaints unresolved	695	704
Number of complaints withdrawn	102	107
Resolution rate	78%	79%

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	Oct 31, '08	Oct '08	% Change compared to Oct '08
31-60 Days	83	73	14%
61-90 Days	71	72	-1%
91-120 Days	69	66	5%
121 - 150 Days	63	92	-32%
> 150 Days	827	752	10%

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	121 - 150	> 150	
Billing Query	6 (7%)	8 (11%)	5 (7%)	10 (16%)	251 (30%)	274 (25%)
Inadequate Supply	64 (77%)	55 (77%)	58 (84%)	46 (73%)	463 (56%)	650 (62%)
Leaks	9 (11%)	4 (6%)	2 (3%)	1 (2%)	22 (3%)	26 (3%)
Other	3 (4%)	3 (4%)	1 (1%)	3 (5%)	45 (5%)	52 (5%)
Request for Service	(0%)	1 (1%)	(0%)	2 (3%)	33 (4%)	36 (3%)
Road Restoration	1 (1%)	(0%)	3 (4%)	1 (2%)	13 (2%)	17 (2%)
	<b>83</b>	<b>71</b>	<b>69</b>	<b>63</b>	<b>827</b>	<b>1055</b>

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

Complaint Type	Dec '07 - Nov '08	Jan - Nov '08	Nov '08
Billing Classification	7,270.00	286.00	-
Billing Query	243,864.00	141,330.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	15,437.00	13,137.00	-
	<b>\$ 266,571.00</b>	<b>\$154,753.00</b>	<b>\$ -</b>

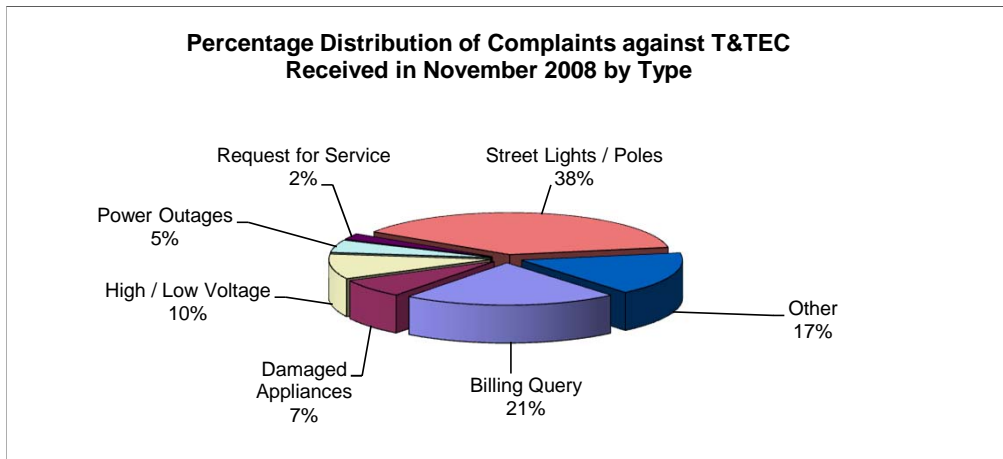
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in November 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in November 2008 by type. When compared to Oct '08, the number of complaints related to Billing Queries increased by 3 or 50%, Street Lights/Poles increased by 7 or 78%, and the category Other increased by 5 or 250% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Oct 31, 2008	No of Complaints Received in Nov '08	No of Nov '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '08
Billing Query	28	9	1	2	34 (11%)
Damaged Appliances	114	3	0	1	116 (39%)
High / Low Voltage	12	4	0	3	13 (4%)
Power Outages	33	2	0	2	33 (11%)
Request for Service	6	1	1	0	6 (2%)
Street Lights / Poles	57	16	6	1	66 (22%)
Other	23	7	1	0	29 (10%)
<b>Total</b>	<b>273</b>	<b>42</b>	<b>9</b>	<b>9</b>	<b>297</b>

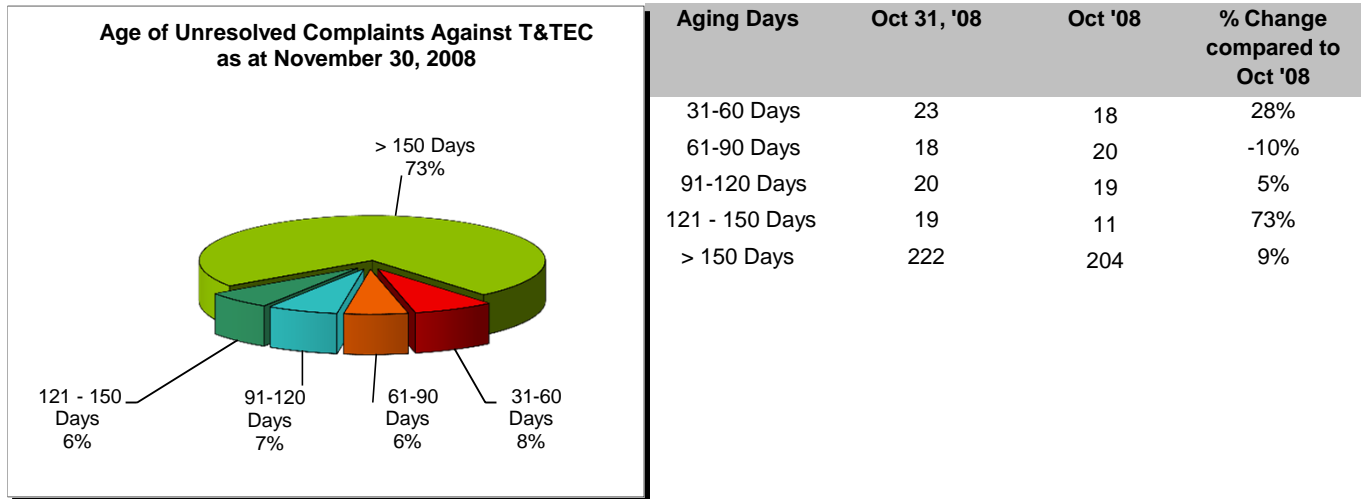
**Fig. 6**



<b>Cumulative</b>	<i>Jan - Nov '08</i>	<i>Dec '07 - Nov '08</i>
Number of complaints received	332	365
Number of complaints resolved	191	216
Number of complaints unresolved	137	145
Number of complaints withdrawn	4	4
Resolution rate	58%	60%

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**



Aging Days	Oct 31, '08	Oct '08	% Change compared to Oct '08
31-60 Days	23	18	28%
61-90 Days	18	20	-10%
91-120 Days	20	19	5%
121 - 150 Days	19	11	73%
> 150 Days	222	204	9%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	5 (22%)	3 (17%)	1 (5%)	1 (5%)	25 (11%)	35 (12%)
Damaged Appliances	3 (13%)	1 (6%)	8 (40%)	3 (16%)	102 (46%)	117 (39%)
High / Low Voltage	2 (9%)	3 (17%)	2 (10%)	(0%)	8 (4%)	15 (5%)
Other	1 (4%)	4 (22%)	2 (10%)	1 (5%)	21 (9%)	29 (10%)
Power Outages	3 (13%)	5 (28%)	5 (25%)	9 (47%)	12 (5%)	34 (11%)
Request for Service	(0%)	1 (6%)	(0%)	1 (5%)	4 (2%)	6 (2%)
Street Lights / Poles	9 (39%)	1 (6%)	2 (10%)	4 (21%)	50 (23%)	66 (22%)
<b>Totals</b>	<b>23</b>	<b>18</b>	<b>20</b>	<b>19</b>	<b>222</b>	<b>302</b>

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

Complaint Type	Dec '07 - Nov '08	Jan - Nov '08	Nov '08
Billing Query	202,806.00	136,711.00	-
Damaged Appliance	39,193.00	37,193.00	-
Request for Service	-	-	-
	<b>\$ 241,999.00</b>	<b>\$ 173,904.00</b>	<b>\$ -</b>

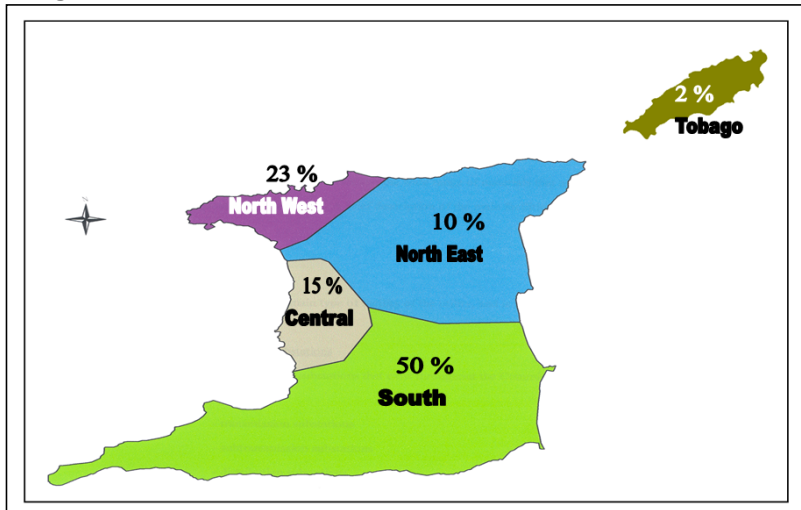
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in November 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	20 (9%)	7 (17%)	27 (10%)
North West	45 (21%)	15 (36%)	60 (23%)
Central	31 (14%)	7 (17%)	38 (15%)
South	122 (56%)	8 (19%)	130 (50%)
Tobago	0 (0%)	5 (12%)	5 (2%)
<b>Total</b>	<b>218</b>	<b>42</b>	<b>260</b>

**Fig. 8**



When compared to Oct '08, the number of complaints from the Central region decreased by 6 or 14%, from the North East decreased by 3 or 10%, from the North West decreased by 13 or 18%, complaints from the South region decreased by 34 or 21% while those from Tobago increased by 5 or 500%.



Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Nov '08 .

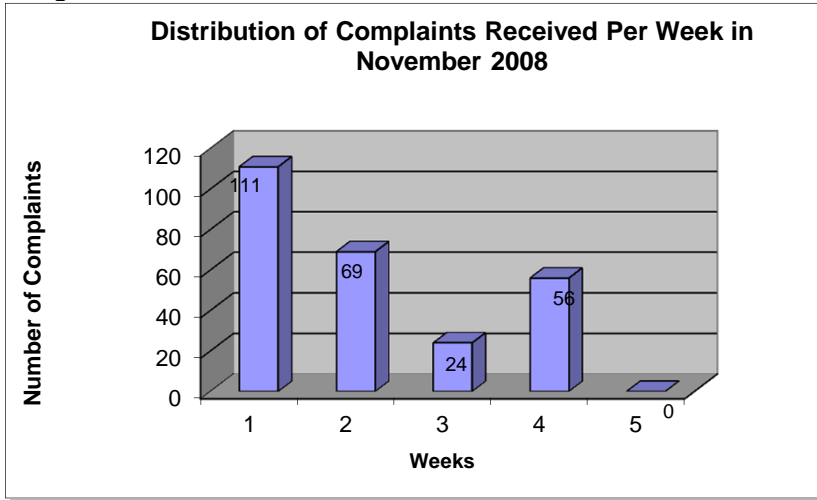
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply " " " " " " " " " " "	Central	Freeport	63
			Cunupia	53
		North East	Talparo	45
			Arima	97
			D'Abadie	32
		North West	St. Joseph	25
			Glencoe	106
			Diego Martin	58
		South	San Juan	34
			Barrackpore	422
			Penal	385
			Princes Town	247
T&TEC	Street Lights / Poles Street Lights / Poles Street Lights / Poles Street Lights / Poles	South	Penal	13
		South	Barrackpore	11
		South	Princes Town	11
		South	San Fernando	7

## 7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in November 2008

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Nov '08

