



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in November 2010, as well as all outstanding complaints Service Providers as at November 30, 2010.

Status	Nov '09	Nov '10	Dec '09 - Nov '10		
Number of complaints received	322	259	4,629		
Number of complaints resolved	193	123	3,926		
Number of complaints unresolved	129	136	557		
Number of complaints withdrawn	0	0	144		
Resolution rate for complaints received	60%	47%	88%		
No. of outstanding complaints resolved	305	158	100		
Total number of complaints resolved	498	281	4,026		
Rebate/compensation awarded to customers	TT\$68,815	TT\$1,000	TT\$1,234,299	WASA	\$
				T&TEC	\$1

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, '10	No & % of Complaints Received in Nov '10	No & % of Nov '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '10
Billing Query	293	10 (5%)	0 (0%)	14	289 (29%)
Inadequate Supply	529	185 (84%)	108 (49%)	64	542 (54%)
Leaks	38	21 (10%)	3 (1%)	21	35 (3%)
Request for Service	43	0 (0%)	0 (0%)	0	43 (4%)
Road Restoration	26	2 (1%)	0 (0%)	6	22 (2%)
Other	75	3 (1%)	0 (0%)	1	77 (8%)
Total	1004	221	111 (50%)	106	1008

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, '10	No & % of Complaints Received in Nov '10	No & % of Nov '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '10
Billing Query	31	5 (13%)	3 (8%)	10	23 (10%)
Damage Appliances	98	6 (16%)	1 (3%)	16	87 (36%)
High / Low Voltage	13	4 (11%)	1 (3%)	7	9 (4%)
Power Outages	26	7 (18%)	0 (0%)	6	27 (11%)
Request for Service	16	1 (3%)	0 (0%)	0	17 (7%)
Street Lights / Poles	51	9 (24%)	4 (11%)	10	46 (19%)
Other	30	6 (16%)	3 (8%)	3	30 (13%)
Total	265	38	12 (32%)	52	239

2.0 Complaints Analysis

Monthly	Nov '09	Nov '10	Oct '10
Number of complaints received	322	259	234
Number of complaints resolved	193	123	103
Number of complaints unresolved	129	136	131
Resolution rate for complaints received	60%	47%	44%
No. of outstanding complaints resolved	305	158	100
Total number of complaints resolved	498	281	203

The total number of complaints received in November 2010 increased by 25 or 11% when compared to Oct '10. Using the same comparative period, the resolution rate for November 2010 increased by 8%. The number of complaints resolved for the current month increased by 20 or 19% and from a previous period (unresolved from Jan '03 to Oct '10) increased by 58 or 58%. The total number of complaints resolved overall increased by 78 or 38%.

Cumulative	Jan '09 - Nov '09	Jan '10 - Nov '10	Dec '09 - Nov '10
Number of complaints received	3,983	4,266	4,629
Number of complaints resolved	3,148	3,543	3,926
Number of complaints unresolved	835	596	557
Number of complaints withdrawn	79	127	144
Resolution rate	81%	86%	88%

The cumulative number of complaints received and resolved from Jan '10 - Nov '10 increased by 283 or 41% and by 395 or 13% 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 259 complaints recorded for November 2010 were reported by 193 customers of which 79 or 41% were new customers. Table 3 shows the frequency of complaints where 137 customers made only one complaint whilst cumulatively 56 or 68% of our customers made more than one complaint. For the period Jan '10 - Nov '10, 2083 customers made 4266 complaints to the RIC of which 1420 or 79% were new customers.

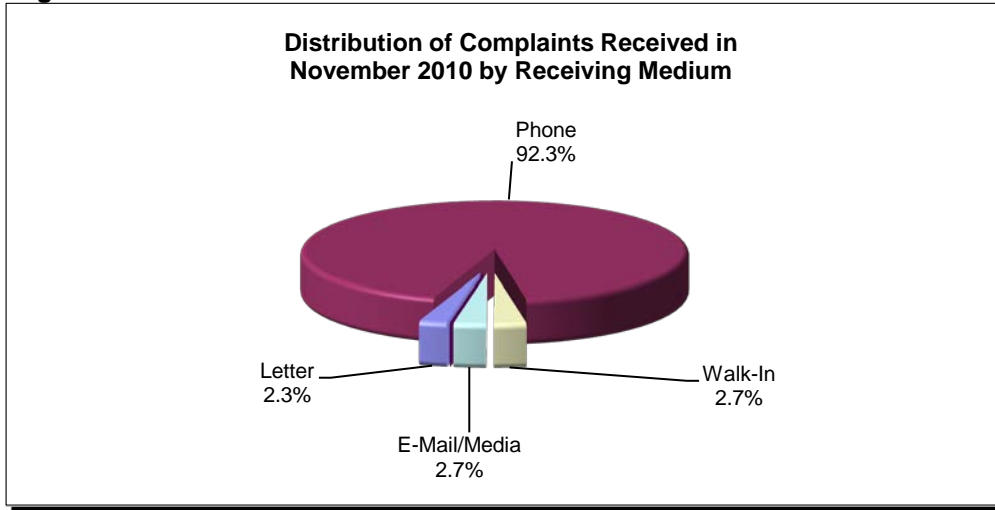
Table 3: Frequency of Complaints

No. of Complaints	No. of Nov '10 Customers	% of Repeat Customers for Nov '10	No. of Customers from Jan '10 - Nov '10	% of Repeat Customers from Jan '10 - Nov '10
1	137	0	1075	0
2	49	25	561	27
3	5	3	186	9
4	1	1	101	5
5	1	1	67	3
>6	0	0	93	4
	193		2083	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2010 by receiving medium. The number of complaints received by Letter decreased by 2 or 25%, Telephone increased by 24 or 11% and Walk in increased by 3 or 75% when compared to Oct '10. There were no changes in the number of complaints received by e-mail/Media.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2010 by Service Provider. The number of complaints filed against WASA have increased by 26 or 13% and those filed against T&TEC have decreased by 1 or 3% when compared to Oct '10.

Fig. 2

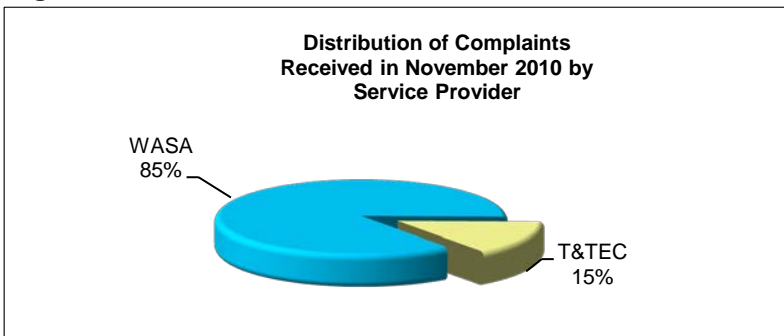
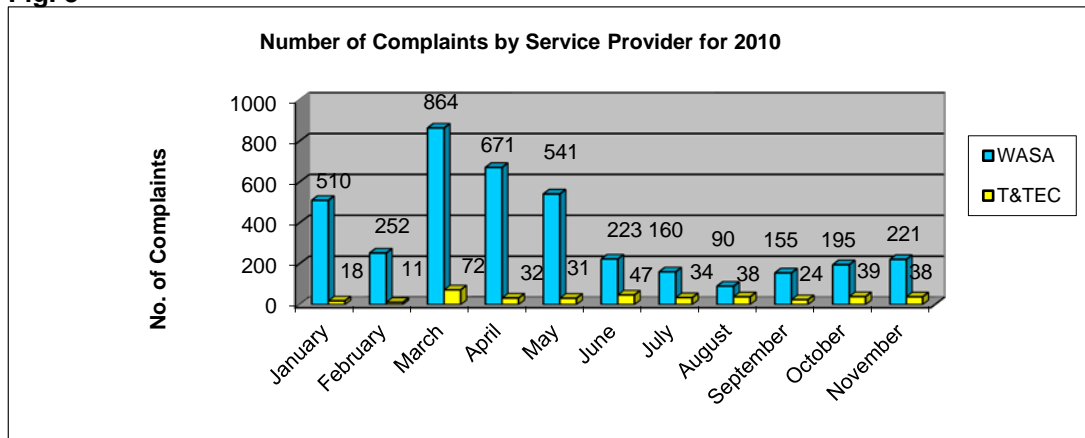


Fig. 3



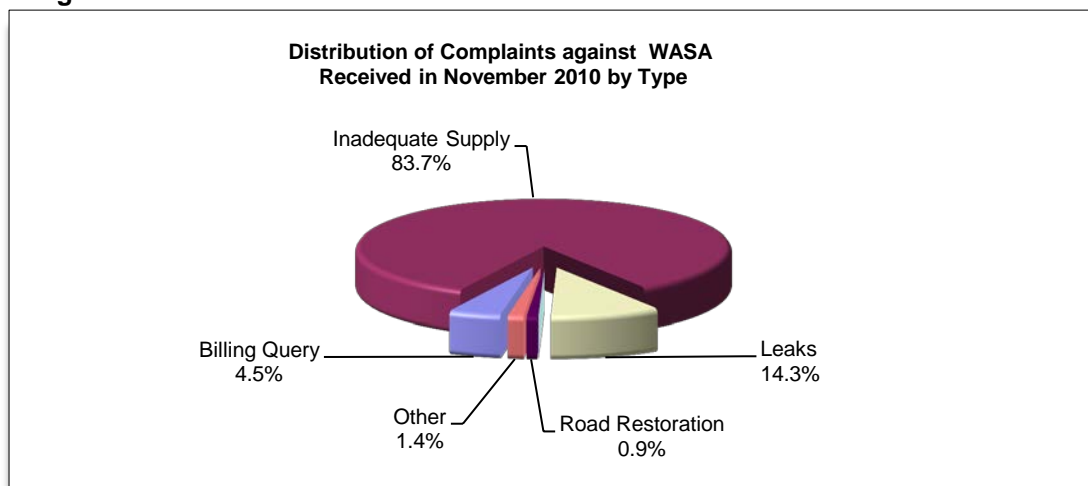
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2010 by type. When compared to Oct '10 the number of complaints related to Billing Queries increased by 4 or 67%, Inadequate Supply increased by 28 or 18%, Leaks decreased by 4 or 16%, Road Restoration decreased by 1 or 33% and the category Other decreased by 1 or 25%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Oct 31, '10	No of Complaints Received in Nov '10	No of Nov '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '10
Billing Query	293	10	0	14	289 (29%)
Inadequate Supply	529	185	108	64	542 (54%)
Leaks	38	21	3	21	35 (3%)
Request for Service	43	0	0	0	43 (4%)
Road Restoration	26	2	0	6	22 (2%)
Other	75	3	0	1	77 (8%)
Total	1004	221	111	106	1008

Fig. 4



Cumulative	Jan '10 - Nov '10	Dec '09 - Nov '10
Number of complaints received	3,882	4,227
Number of complaints resolved	3,281	3,634
Number of complaints unresolved	477	450
Number of complaints withdrawn	124	141
Resolution rate	87%	89%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

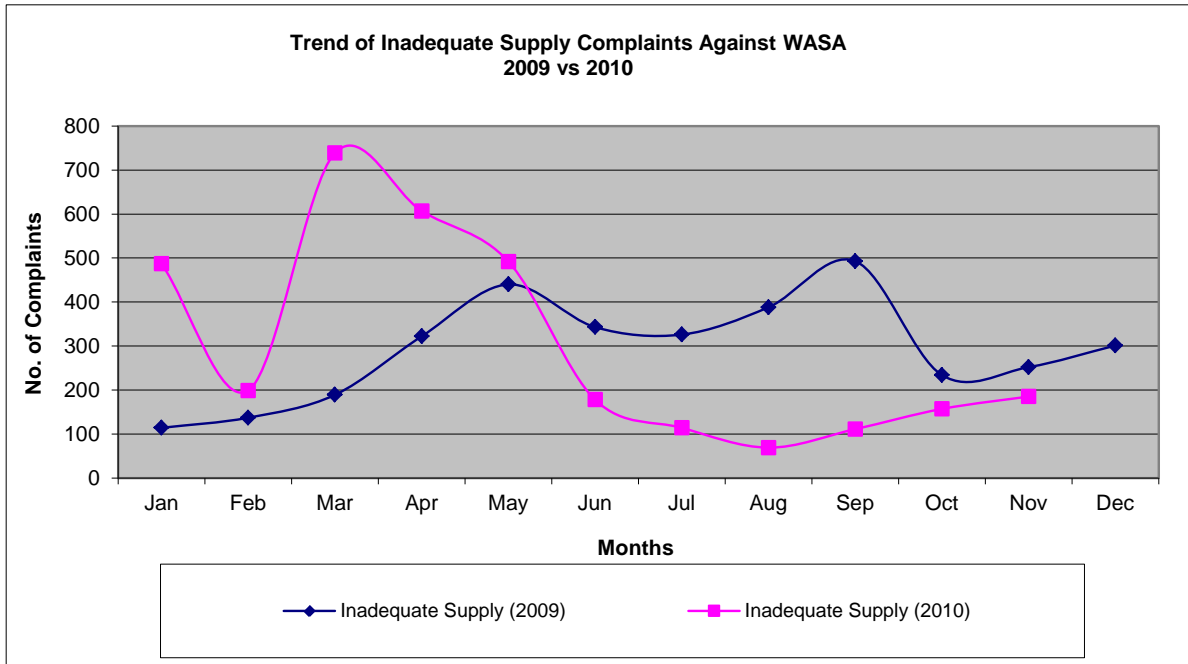
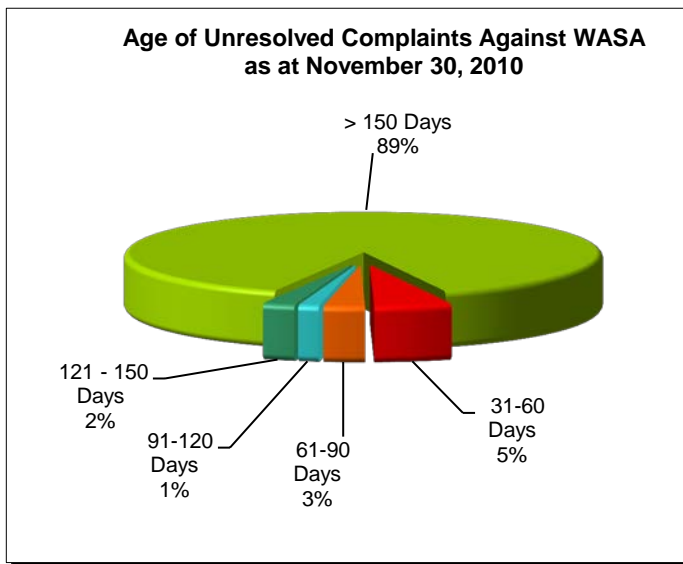


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Nov '10	Oct '10	% Change Oct
31-60 Days	53	32	66
61-90 Days	28	15	87
91-120 Days	14	25	-42
121 - 150 Days	22	29	-24
> 150 Days	891	890	0

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	5 (9%)	4 (14%)	2 (14%)	6 (27%)	272 (31%)	289
Inadequate Supply	35 (66%)	17 (61%)	12 (86%)	11 (50%)	467 (52%)	542
Leaks	6 (11%)	3 (11%)	0 (0%)	1 (5%)	25 (3%)	35
Other	4 (8%)	2 (7%)	0 (0%)	1 (5%)	70 (8%)	77
Request for Service	0 (0%)	0 (0%)	0 (0%)	1 (5%)	42 (5%)	43
Road Restoration	3 (6%)	2 (7%)	0 (0%)	2 (9%)	15 (2%)	22
	53	28	14	22	891	1008

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

Complaint Type	Dec '09 - Nov '10	Jan '10 - Nov '10	Nov '10
Billing Classification	450.00	450.00	-
Billing Query	120,965.00	106,657.00	-
Damage to Property	25,500.00	25,500.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	-	-	-
	\$ 146,915.00	\$ 132,607.00	\$ -

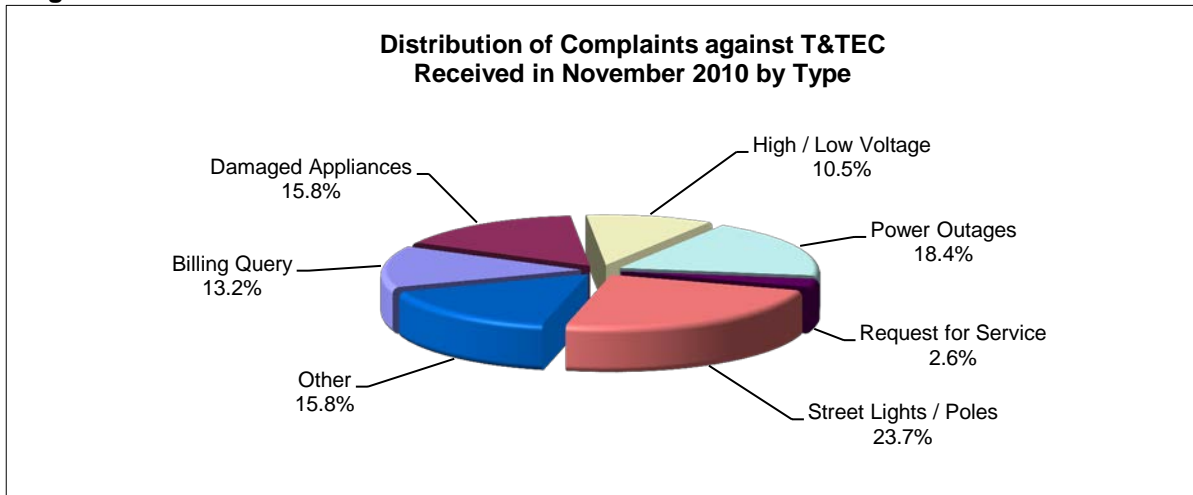
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in November 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in November 2010 by type. When compared to Oct '10, the number of complaints related to Damage Appliances increased by 2 or 50%, High/ Low Voltage increased by 3 or 300%, Power Outages decreased by 6 or 46%, Request for Service decreased by 1 or 50% and the category Other increased by 1 or 20%. There were no changes in the number of complaints received for the categories Billing Queries and Streetlight/Poles.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Oct 31, '10	No of Complaints Received in Nov '10	No of Nov '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '10
Billing Query	31	5	3	10	23 (10%)
Damaged Appliances	98	6	1	16	87 (36%)
High / Low Voltage	13	4	1	7	9 (4%)
Power Outages	26	7	0	6	27 (11%)
Request for Service	16	1	0	0	17 (7%)
Street Lights / Poles	51	9	4	10	46 (19%)
Other	30	6	3	3	30 (13%)
Total	265	38	12	52	239

Fig. 7



Cumulative	Jan '10 - Nov '10	Dec '09 - Nov '10
Number of complaints received	384	402
Number of complaints resolved	262	292
Number of complaints unresolved	119	107
Number of complaints withdrawn	3	3
Resolution rate	69%	73%

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

Fig. 8

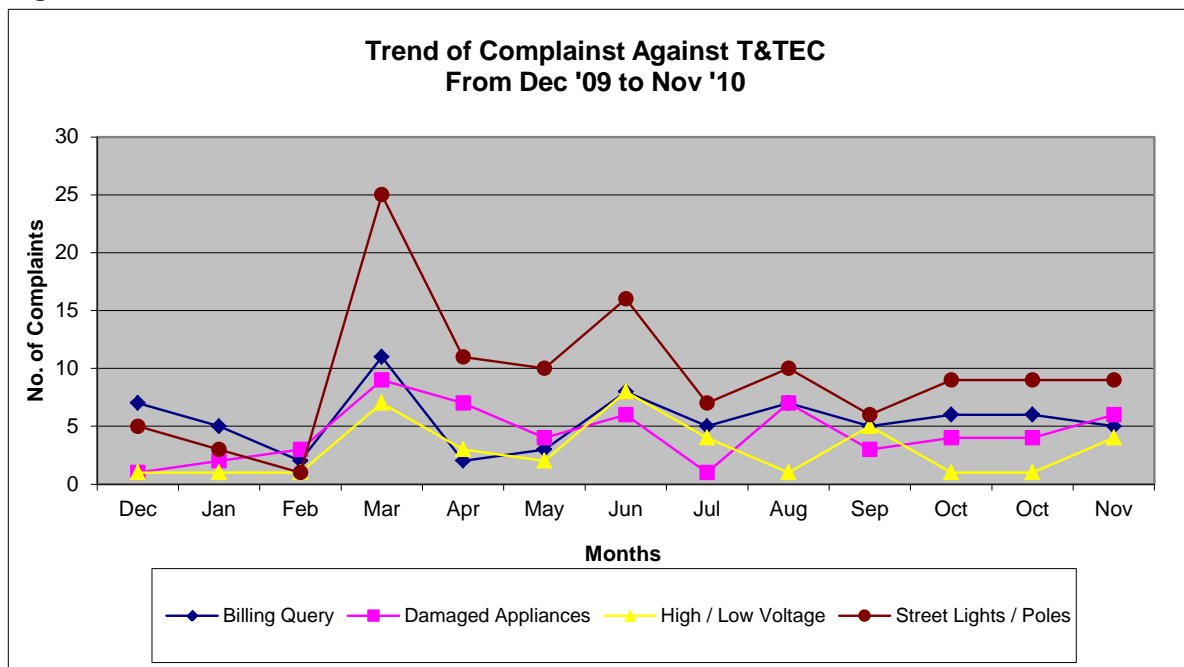
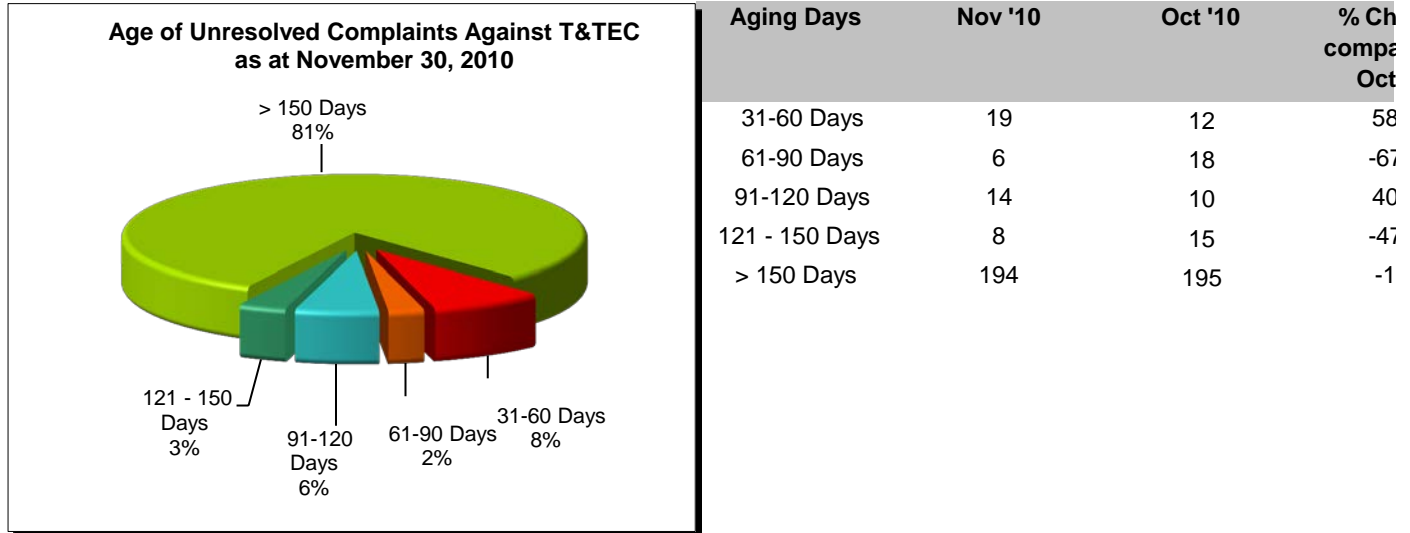


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



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	121 - 150	> 150	
Billing Query	4 (21%)	0 (0%)	2 (14%)	3 (38%)	14 (7%)	23
Damaged Appliances	2 (11%)	1 (17%)	1 (7%)	0 (0%)	85 (44%)	89
High / Low Voltage	0 (0%)	2 (33%)	0 (0%)	1 (13%)	6 (3%)	9
Other	3 (16%)	1 (17%)	0 (0%)	1 (13%)	25 (13%)	30
Power Outages	8 (42%)	0 (0%)	3 (21%)	2 (25%)	14 (7%)	27
Request for Service	1 (5%)	0 (0%)	4 (29%)	0 (0%)	12 (6%)	17
Street Lights / Poles	1 (5%)	2 (33%)	4 (29%)	1 (13%)	38 (20%)	46
Totals	19	6	14	8	194	241

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

Complaint Type	Dec '09 - Nov '10	Jan '10 - Nov '10	Nov '10
Billing Query	976,459.00	974,767.00	1,000.00
Damaged Appliance	11,197.00	8,330.00	-
KVA Reduction	-	-	-
Other Claims	99,728.00	5,536.00	-
	\$ 1,087,384.00	\$ 988,633.00	\$ 1,000.00

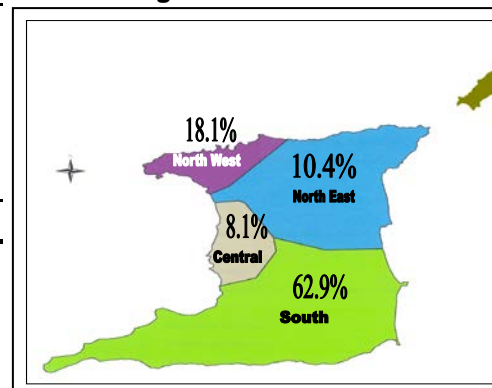
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 November 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	16 (7%)	11 (29%)	27 (10%)
North West	42 (19%)	5 (13%)	47 (18%)
Central	14 (6%)	7 (18%)	21 (8%)
South	149 (67%)	14 (37%)	163 (63%)
Tobago	0 (0%)	1 (3%)	1 (0%)
Total	221	38	259

Fig. 10



When compared to Oct '10, the number of complaints received in November 2010 from the Central region increased by 1 or 5%, from the North East decreased by 4 or 13%, from the North West decreased by 3 or 6% and complaints from the South region increased by 31 or 23%. There were no changes in the number of complaints received from Tobago.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Nov '10 .

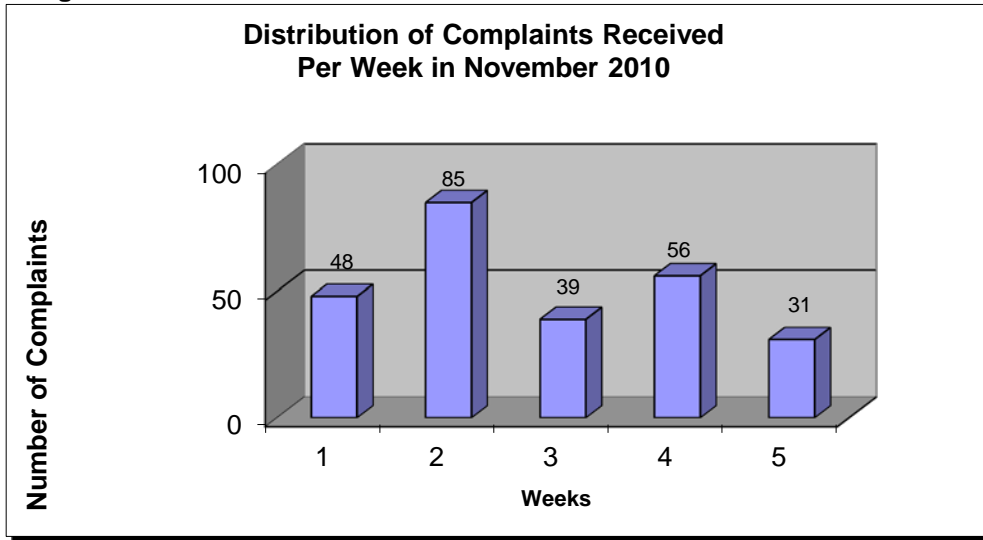
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	139		
			Claxton Bay	79		
			Cunupia	36		
		North East	Arima	148		
			Talparo	63		
			D'Abadie	27		
		North West	San Juan	58		
			Santa Cruz	39		
			Barataria	31		
			South	Penal	479	
					Barrackpore	324
					Princes Town	313
					Siparia	117
T&TEC	Street Lights / Poles	South	Barrackpore	11		
	Billing Query	North West	Port of Spain	7		
	Street Lights / Poles	South	Princes Town	6		
	Power Outages	North East	Arima	6		

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in November 2010

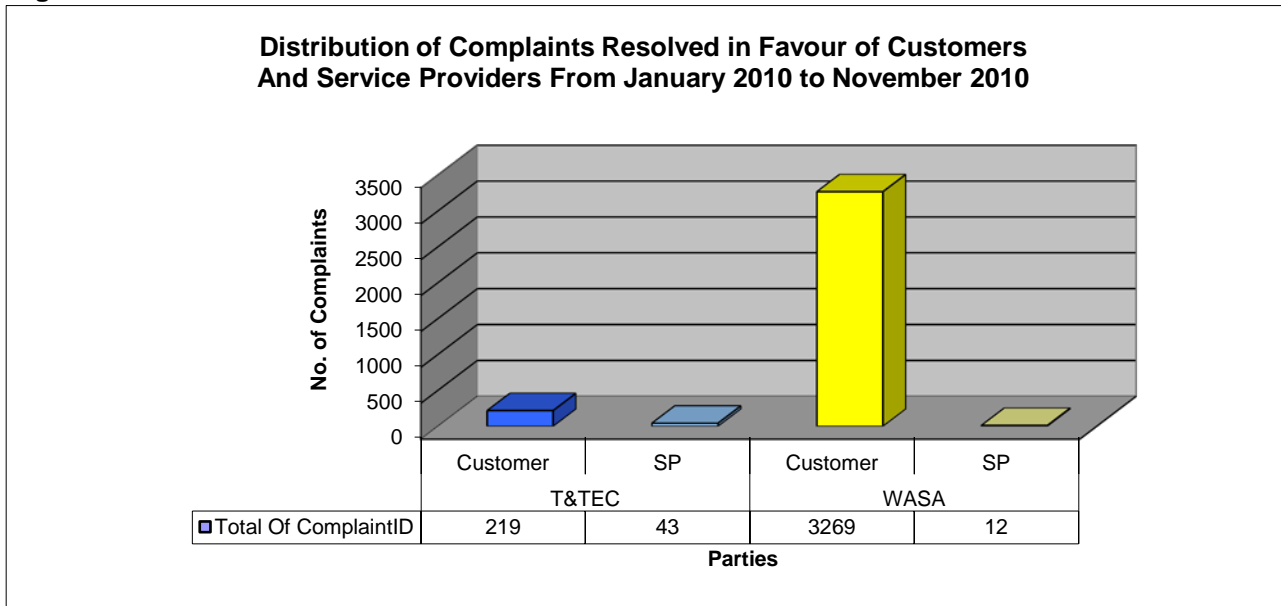
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Nov '10

Fig. 12



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