



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in November 2012, as well as all outstanding complaints against Service Providers as at November 30, 2012.

Status	Nov '11	Nov'12	Dec '11 - Nov '12		
Number of complaints received	244	195	3,350		
Number of complaints resolved	133	91	2,808		
Number of complaints unresolved	111	102	480		
Number of complaints withdrawn	0	2	62		
Resolution rate for complaints received	54.5%	47.2%	85.4%		
No. of outstanding complaints resolved	86	141	141		
Total number of complaints resolved	219	232	2,949		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$1,812,483	WASA	\$1105843
				T&TEC	\$706640

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, '12	No & % of Complaints Received in Nov '12	No & % of Total Nov'12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '12
Billing Query	269	18 11.6%	0 0.0%	19	268 44.7%
Inadequate Supply	222	93 60.0%	60 38.7%	68	187 31.2%
Leaks	37	32 20.6%	17 11.0%	14	38 6.3%
Request for Service	31	2 1.3%	1 0.6%	2	30 5.0%
Road Restoration	23	4 2.6%	1 0.6%	6	20 3.3%
Other	54	6 3.9%	0 0.0%	4	56 9.3%
Total	636	155	79 51.0%	113	599

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, '12	No & % of Complaints Received in Nov '12	No & % of Total Nov'12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '12
Billing Query	10	2 5.0%	1 2.5%	2	9 5.3%
Damage Appliances	43	5 12.5%	1 2.5%	1	46 27.1%
High / Low Voltage	10	3 7.5%	1 2.5%	3	9 5.3%
Power Outages	12	3 7.5%	0 0.0%	4	11 6.5%
Request for Service	15	8 20.0%	2 5.0%	3	18 10.6%
Street Lights / Poles	51	12 30.0%	4 10.0%	10	49 28.8%
Other	29	7 17.5%	3 7.5%	5	28 16.5%
Total	170	40	12 30.0%	28	170

2.0 Complaints Analysis

Monthly	Nov '11	Nov'12	Oct '12
Number of complaints received	244	195	316
Number of complaints resolved	133	91	132
Number of complaints unresolved	111	102	182
Resolution rate for complaints received	54.5%	47.2%	42.0%
No. of outstanding complaints resolved	86	141	141
Total number of complaints resolved	219	232	273

The total number of complaints received in November 2012 decreased by 121 or 38% when compared to October 2012. Using the same comparative period, the resolution rate for November 2012 increased by 12% percentage points. The number of complaints resolved for the current month decreased by 41 or 31%. However, there was no change in the number of complaints resolved from a previous period. The total number of complaints resolved overall decreased by 41 or 15%.

Cumulative	Jan '11 - Nov '11	Jan '12 - Nov '12	Dec '11 - Nov '12
Number of complaints received	2,071	3,114	3,350
Number of complaints resolved	1,804	2,558	2,808
Number of complaints unresolved	239	497	480
Number of complaints withdrawn	28	59	62
Resolution rate	88.3%	83.7%	85.4%

The cumulative number of complaints received and resolved from Jan '12 - Nov '12 increased by 1,043 or 50% and by 754 or 42% 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 195 complaints recorded for November 2012 were reported by 148 customers of which 84 or 57% were new customers. Table 3 shows the frequency of complaints where 118 customers made only one complaint whilst cumulatively 30 or 20% of our customers made more than one complaint. For the period Jan '12 - Nov '12, 1765 customers made 3,114 complaints to the RIC of which 1,231 or 70% were new customers.

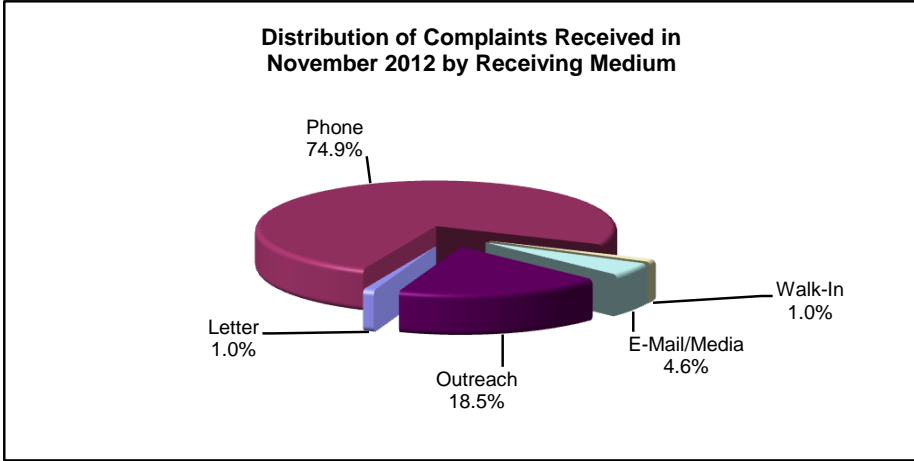
Table 3: Frequency of Complaints

No. of Complaints	No. of Nov'12 Customers	% of Repeat Customers for Nov'12	No. of Customers from Jan '12 - Nov '12	% of Repeat Customers from Jan '12 - Nov '12
1	118	0	1123	0
2	21	14	371	21
3	6	4	127	7
4	3	2	58	3
5	0	0	25	1
>6	0	0	61	3
	148		1765	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2012 by receiving medium. The number of complaints received by Letter decreased by 2 or 50%, Telephone decreased by 123 or 46%, Walk in increased by 1 or 100% and Outreach increased by 3 or 9% a when compared to Oct '12.

Fig. 1



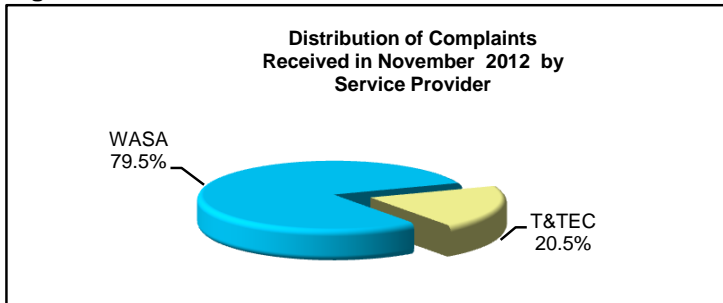
Receiving Medium

	Oct '12	Nov'12
Letter	4	2
Telephone	269	146
Walk-In	1	2
Email/Media	9	9
Outreach	33	36

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2012 by Service Provider. The number of complaints filed against WASA have decreased by 101 or 39% and those filed against T&TEC have decreased by 20 or 33% when compared to October 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2012.

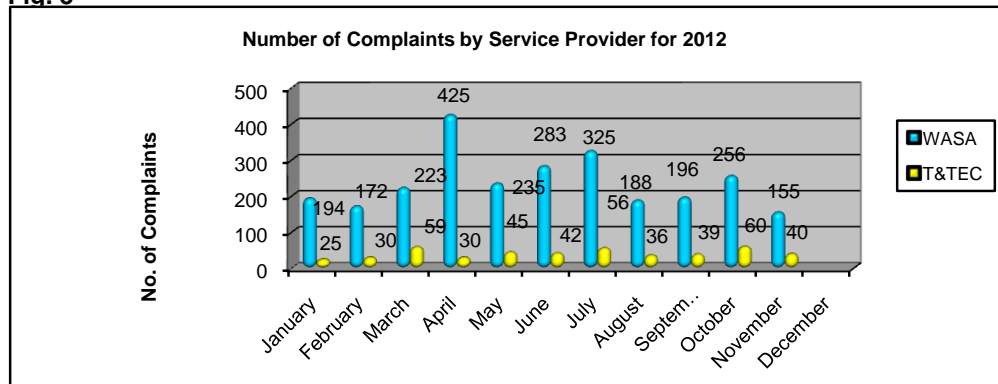
Fig. 2



Service Providers

	Oct '12	Nov'12
WASA	256	155
T&TEC	60	40

Fig. 3



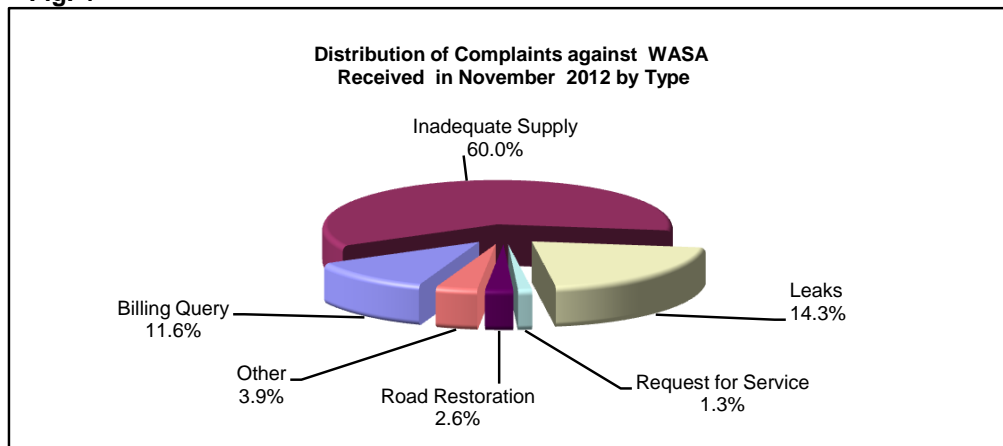
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2012 by type. When compared to October 2012 the number of complaints related to Billing Queries increased by 1 or 6%, Inadequate Supply decreased by 101 or 52%, Leaks increased by 7 or 28%, Request for Service decreased by 4 or 67%, Road Restoration decreased by 2 or 33% and the category Other decreased by 2 or 25%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Oct 31, '12	No of Complaints Received		No of Nov'12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '12
		Oct '12	Nov'12			
Billing Query	269	17	18	0	19	268 44.7%
Inadequate Supply	222	194	93	60	68	187 31.2%
Leaks	37	25	32	17	14	38 6.3%
Request for Service	31	6	2	1	2	30 5.0%
Road Restoration	23	6	4	1	6	20 3.3%
Other	54	8	6	0	4	56 9.3%
Total	636	256	155	79	113	599

Fig. 4



Cumulative	Jan '12 - Nov '12	Dec '11 - Nov '12
Number of complaints received	2,652	2,870
Number of complaints resolved	2,232	2,464
Number of complaints unresolved	368	351
Number of complaints withdrawn	52	54
Resolution rate	85.8%	87.5%

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 24/5 initiative.

Fig. 5

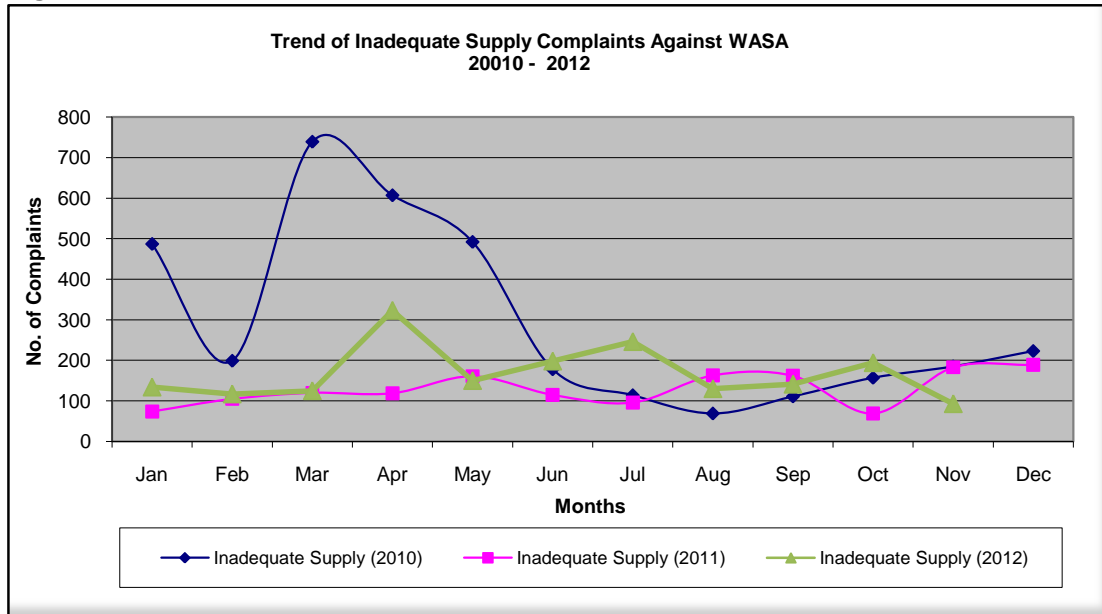
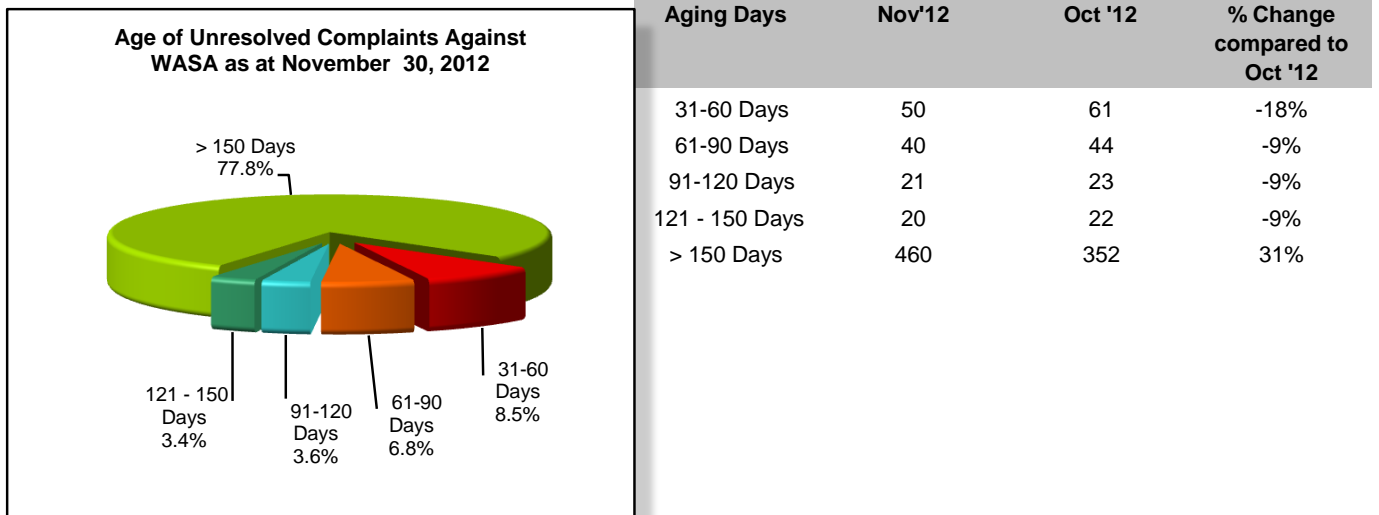


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Nov'12	Oct '12	% Change compared to Oct '12
31-60 Days	50	61	-18%
61-90 Days	40	44	-9%
91-120 Days	21	23	-9%
121 - 150 Days	20	22	-9%
> 150 Days	460	352	31%

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	9 18.0%	8 20.0%	7 33.3%	11 55.0%	231 50.2%	266	45.0%
Inadequate Supply	28 56.0%	26 65.0%	8 38.1%	5 25.0%	119 25.9%	186	31.5%
Leaks	6 12.0%	4 10.0%	1 4.8%	2 10.0%	21 4.6%	34	5.8%
Other	3 6.0%	1 2.5%	2 9.5%	1 5.0%	49 10.7%	56	9.5%
Request for Service	2 4.0%	0 0.0%	0 0.0%	0 0.0%	28 6.1%	30	5.1%
Road Restoration	2 4.0%	1 2.5%	3 14.3%	1 5.0%	12 2.6%	19	3.2%
	50	40	21	20	460	591	

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

Complaint Type	Dec '11 - Nov '12	Jan '12 - Nov '12	Nov'12
Billing Classification	14,697.00	14,697.00	-
Billing Query	396,146.00	370,639.00	-
Damage to Property	695,000.00	670,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,105,843.00	\$ 1,055,336.00	\$ -

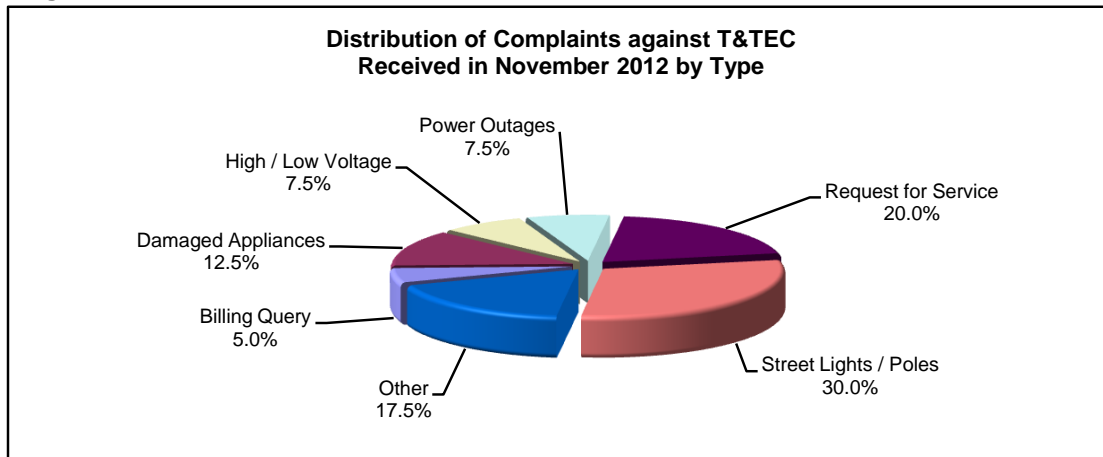
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in November 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in November 2012 by type. When compared to October 2012, the number of complaints related to Billing Queries decreased by 3 or 60%, Damaged Appliances increased by 1 or 25%, High/ Low Voltage decreased by 2 or 40%, Power Outages decreased by 5 or 63%, Street Lights/Poles decreased by 12 or 50%, and the category Other increased by 1 or 17% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Oct 31, '12	No of Complaints Received		No of Nov'12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '12	
		Oct '12	Nov'12				
Billing Query	10	5	2	1	2	9	5.3%
Damaged Appliances	43	4	5	1	1	46	27.1%
High / Low Voltage	10	5	3	1	3	9	5.3%
Power Outages	12	8	3	0	4	11	6.5%
Request for Service	15	8	8	2	3	18	10.6%
Street Lights / Poles	51	24	12	4	10	49	28.8%
Other	29	6	7	3	5	28	16.5%
Total	170	60	40	12	28	170	

Fig. 7



Cumulative	<i>Jan '12 - Nov '12</i>	<i>Dec '11 - Nov '12</i>
Number of complaints received	462	480
Number of complaints resolved	326	344
Number of complaints unresolved	129	128
Number of complaints withdrawn	7	8
Resolution rate	71.6%	72.9%

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

Fig. 8

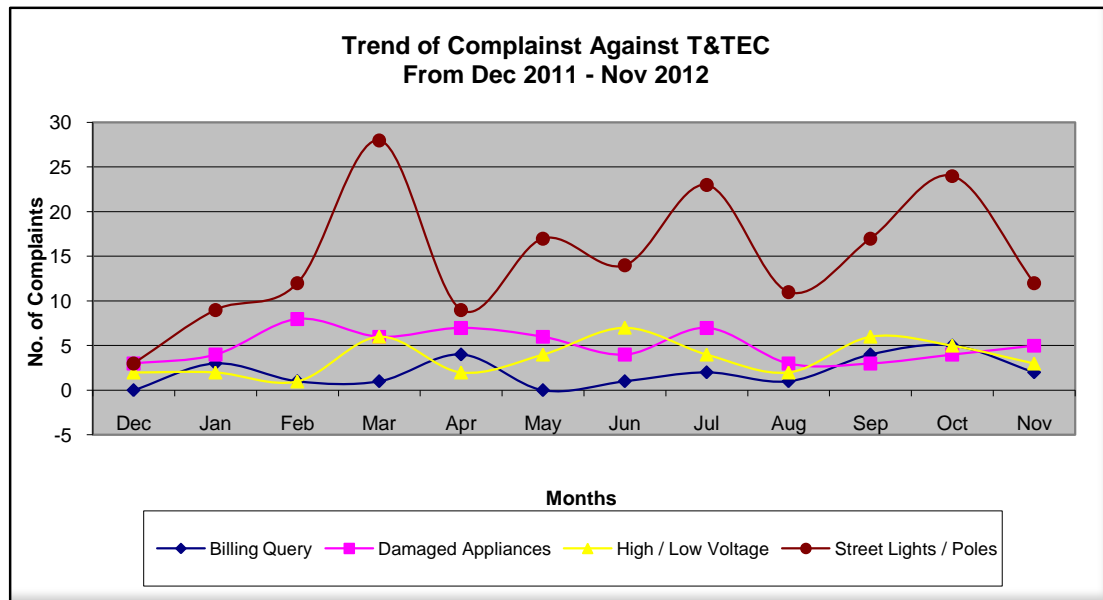
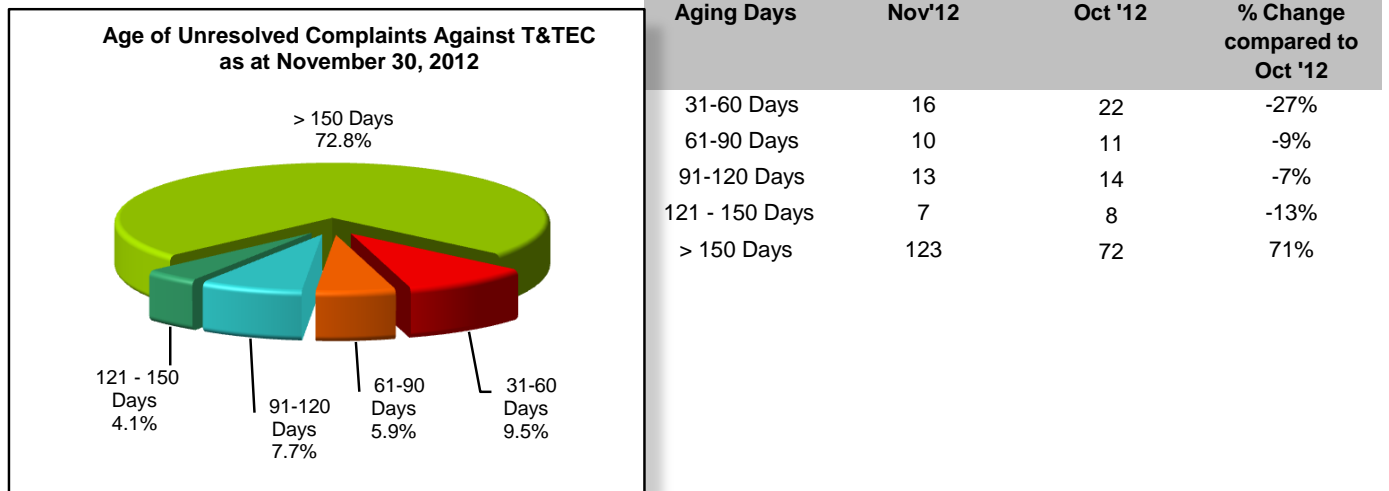


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



The 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	12.5%	0	0.0%	0	0.0%	1	14.3%	6	4.9%	9	5.3%
Damaged Appliances	3	18.8%	3	30.0%	4	30.8%	2	28.6%	34	27.6%	46	27.2%
High / Low Voltage	3	18.8%	1	10.0%	0	0.0%	1	14.3%	4	3.3%	9	5.3%
Other	2	12.5%	1	10.0%	4	30.8%	0	0.0%	21	17.1%	28	16.6%
Power Outages	0	0.0%	2	20.0%	0	0.0%	1	14.3%	8	6.5%	11	6.5%
Request for Service	0	0.0%	1	10.0%	2	15.4%	0	0.0%	14	11.4%	17	10.1%
Street Lights / Poles	6	37.5%	2	20.0%	3	23.1%	2	28.6%	36	29.3%	49	29.0%
Totals	16		10		13		7		123		169	

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

Complaint Type	Dec '11 - Nov '12	Jan '12 - Nov '12	Nov'12
Billing Query	15,295.00	15,295.00	-
Damaged Appliance	82,178.00	55,685.00	-
KVA Reduction	-	-	-
Other Claims	609,167.00	609,167.00	-
	\$ 706,640.00	\$ 680,147.00	\$ -

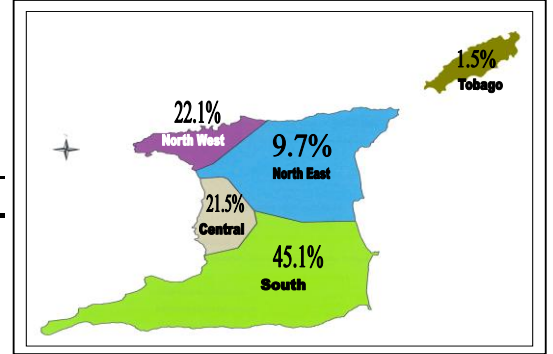
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	10	6.5%	9	22.5%	19	9.7%
North West	40	25.8%	3	7.5%	43	22.1%
Central	33	21.3%	9	22.5%	42	21.5%
South	71	45.8%	17	42.5%	88	45.1%
Tobago	1	0.6%	2	5.0%	3	1.5%
Total	155		40		195	

Fig. 10



When compared to October 2012, the number of complaints received in November 2012 from the Central region decreased by 3 or 7%. Complaints from the North East and North West decreased by 48 or 72%, and by 1 or 2% respectively. Complaints recorded for the South region decreased by 64 or 42% while those from Tobago decreased by 5 or 63%.

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 - Nov '12 .

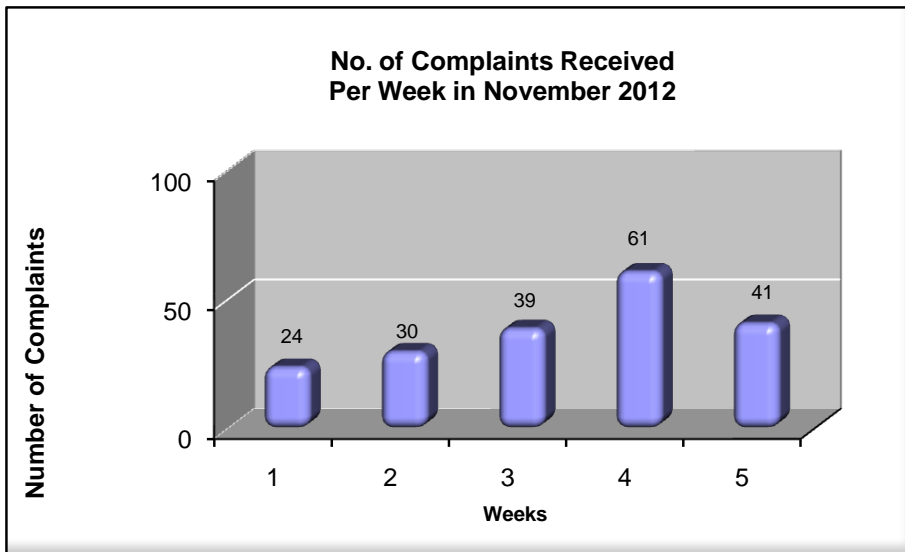
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	51
			Freeport	44
			Cunupia	39
		North East	Arima	29
			D'Abadie	20
			Talparo	12
		North West	Diego Martin	93
			Morvant	51
			Santa Cruz	36
		South	Penal	191
			Gasparillo	163
			Princes Town	126
			Barrackpore	100
T&TEC	Street Lights / Poles	South	Penal	15
		Tobago	Tobago	12
		South	Princes Town	10
		North East	Arima	9

7.0 Distribution of Complaints Received Per Week

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

Fig. 11



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

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 - Nov '12

Fig. 12

