



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in October 2005, as well as all outstanding complaints against Service Providers as at October 31, 2005.

Status	Oct '04	Oct '05	Nov '04 - Oct '05
Number of complaints received	124	299	2,585
Number of complaints resolved	55	194	2,018
Number of complaints unresolved	69	105	532
Number of complaints withdrawn	0	0	35
Resolution rate for complaints received	44%	65%	79%
No. of outstanding complaints resolved	39	46	39
Total number of complaints resolved	94	240	2,057
Rebate/compensation awarded to customers		TT\$0	TT\$796,784

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 Sep 30, 2005	No & % of Complaints Received in Oct '05	No & % of Oct '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '05
Billing Query	118	7 (3%)	0 (0%)	5	120 (33%)
Inadequate Supply	140	245 (94%)	185 (71%)	22	178 (49%)
Leaks	12	7 (3%)	2 (1%)	4	13 (4%)
Request for Service	17	0 (0%)	0 (0%)	0	17 (5%)
Road Restoration	10	1 (0%)	0 (0%)	2	9 (2%)
Other	24	2 (1%)	0 (0%)	0	26 (7%)
Total	321	262	187(71%)	33	363

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 Sep 30, 2005	No & % of Complaints Received in Oct '05	No & % of Oct '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '05
Billing Query	32	2 (5%)	1 (3%)	0	33 (10%)
Damage Appliances	106	3 (8%)	0 (0%)	0	109 (33%)
High / Low Voltage	46	7 (19%)	1 (3%)	1	51 (15%)
Power Outages	24	5 (14%)	1 (3%)	1	27 (8%)
Request for Service	17	2 (5%)	0 (0%)	0	19 (6%)
Street Lights / Poles	67	15 (41%)	4 (11%)	11	67 (20%)
Other	25	3 (8%)	0 (0%)	0	28 (8%)
Total	317	37	7(19%)	13	334

2.0 Complaints Analysis

Monthly	Oct '04	Oct '05	Sep '05
Number of complaints received	124	299	342
Number of complaints resolved	55	194	253
Number of complaints unresolved	69	105	89
Resolution rate for complaints received	44%	65%	74%
No. of outstanding complaints resolved	39	46	118
Total number of complaints resolved	94	240	371

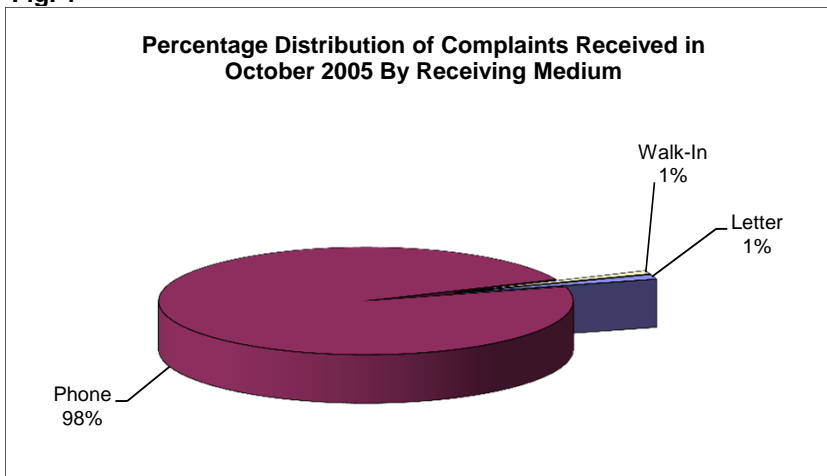
The total number of complaints received in October 2005 decreased by 43 or 13% when compared to Sep '05. Using the same comparative period, the resolution rate for October 2005 decreased by 12%. The number of complaints resolved for the current month decreased by 59 or 23% and from a previous period (unresolved from Jan '03 to Sep '05) decreased by 72 or 61%. The total number of complaints resolved overall decreased by 131 or 35%. The cumulative number of complaints received and resolved from Jan - Oct '05 increased by 1253 or 114% and increased by 1092 or 149% respectively when compared to Jan - Oct '04. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Oct '04	Jan - Oct '05	Nov '04 - Oct '05
Number of complaints received	1,096	2,349	2,585
Number of complaints resolved	733	1,825	2,018
Number of complaints unresolved	363	494	532
Number of complaints withdrawn	82	30	35
Resolution rate	72%	79%	79%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2005 by receiving medium. The number of complaints received by Letter decreased by 10 or 71%, Telephone decreased by 18 or 6%, Walk in decreased by 9 or 75%, when compared to Sep '05. No Outreach programmes were conducted because the CSD wanted to focus on resolving outstanding complaints.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2005 by Service Provider. The number of complaints filed against WASA have decreased by 15 or 5% and those filed against T&TEC decreased by 28 or 43% when compared to Sep '05.

Fig. 2

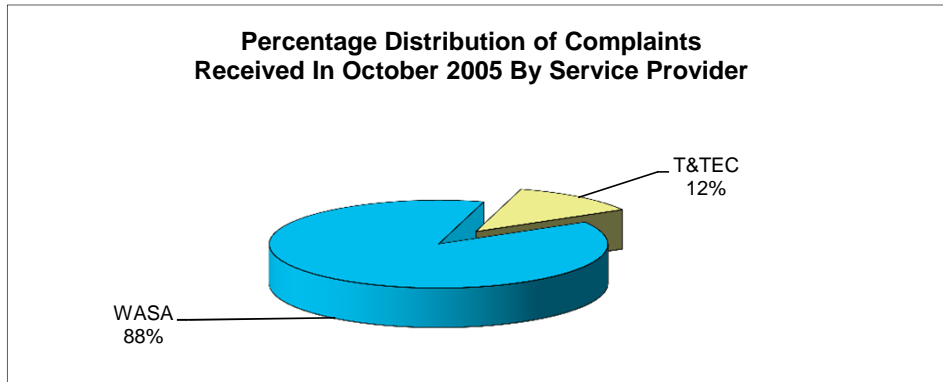
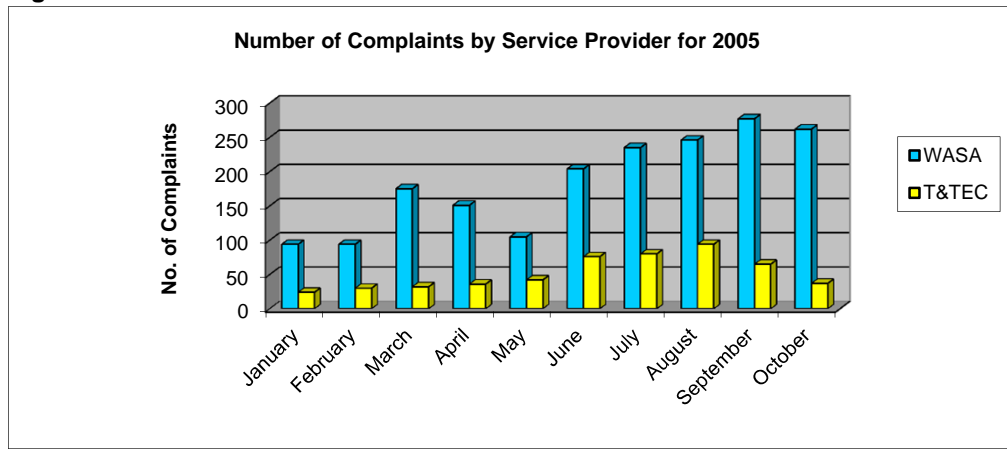


Fig. 3



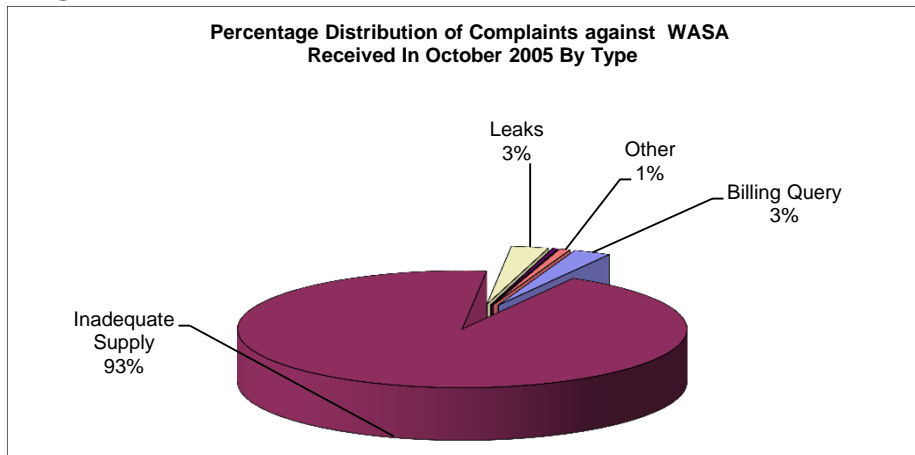
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in October 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2005 by type. When compared to Sep '05 the number of complaints related to Billing Queries decreased by 13 or 65%, Inadequate Supply increased by 22 or 10%, Leaks decreased by 18 or 72% and the category Road Restoration decreased by 4 or 80%. No other significant changes were recorded.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Sep 30, 2005	No of Complaints Received in Oct '05	No of Oct '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '05
Billing Query	118	7	0	5	120 (33%)
Inadequate Supply	140	245	185	22	178 (49%)
Leaks	12	7	2	4	13 (4%)
Request for Service	17	0	0	0	17 (5%)
Road Restoration	10	1	0	2	9 (2%)
Other	24	2	0	0	26 (7%)
Total	321	262	187	33	363

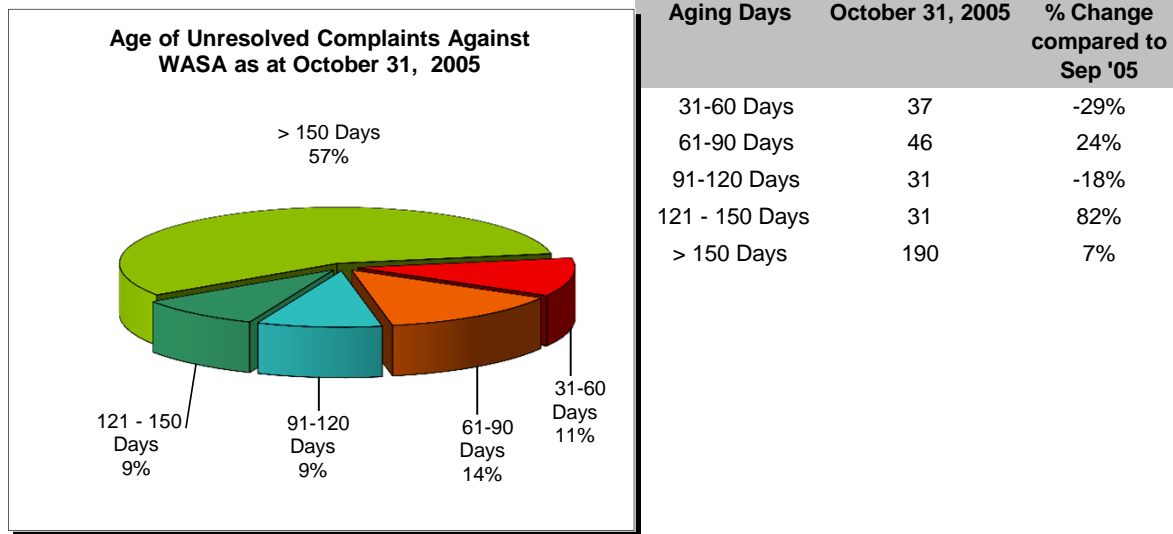
Fig. 4



Cumulative	Jan '05 - Oct '05	Nov '04 - Oct '05
Number of complaints received	1,818	1,957
Number of complaints resolved	1,555	1,679
Number of complaints unresolved	263	278
Number of complaints withdrawn	24	25
Resolution rate	87%	87%

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



The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as shown in Table 4.

Table 4: 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 (16%)	13 (28%)	13 (42%)	9 (29%)	76 (40%)	130
Inadequate Supply	24 (65%)	24 (52%)	13 (42%)	14 (45%)	83 (44%)	15
Leaks	2 (5%)	1 (2%)	1 (3%)	0 (0%)	7 (4%)	24
Other	2 (5%)	2 (4%)	1 (3%)	3 (10%)	16 (8%)	20
Request for Service	0 (0%)	5 (11%)	3 (10%)	4 (13%)	5 (3%)	10
Road Restoration	3 (8%)	1 (2%)	0 (0%)	1 (3%)	3 (2%)	336
	37	46	31	31	190	335

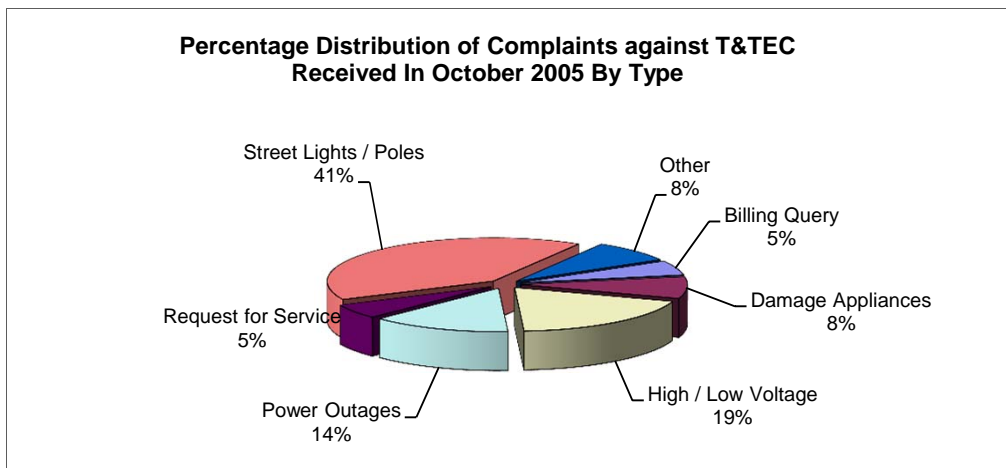
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in October 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in October 2005 by type. When compared to Sep '05, the number of complaints related to Billing Queries decreased by 5 or 71%, High/ Low Voltage decreased by 9 or 56%, Power Outages decreased by 6 or 55%, Streetlights/ Poles decreased by 2 or 11% and the category Other decreased by 4 or 57%. No other significant changes were recorded.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Sep 30, 2005	No of Complaints Received in Oct '05	No of Oct '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '05
Billing Query	32	2	1	0	33 (10%)
Damage Appliances	106	3	0	0	109 (33%)
High / Low Voltage	46	7	1	1	51 (15%)
Power Outages	24	5	1	1	27 (8%)
Request for Service	17	2	0	0	19 (6%)
Street Lights / Poles	67	15	4	11	67 (20%)
Other	25	3	0	0	28 (8%)
Total	317	37	7	13	334

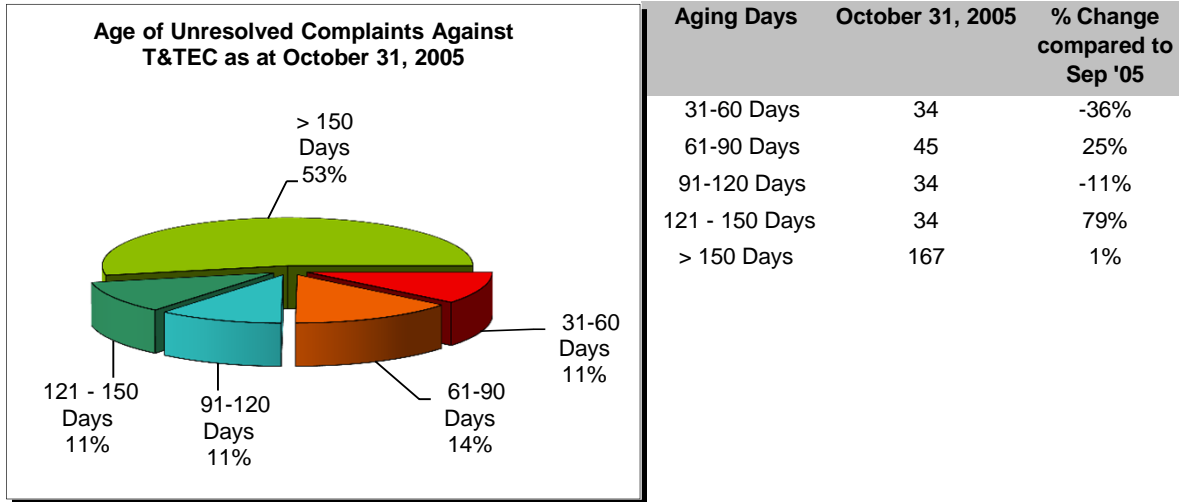
Fig. 6



Cumulative	Jan '05 - Oct '05	Nov '04 - Oct '05
Number of complaints received	501	603
Number of complaints resolved	270	339
Number of complaints unresolved	231	254
Number of complaints withdrawn	6	10
Resolution rate	55%	57%

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	October 31, 2005	% Change compared to Sep '05
31-60 Days	34	-36%
61-90 Days	45	25%
91-120 Days	34	-11%
121 - 150 Days	34	79%
> 150 Days	167	1%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: 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 (6%)	6 (13%)	2 (6%)	0 (0%)	14 (8%)	24
Damage Appliances	4 (12%)	12 (27%)	17 (50%)	7 (21%)	67 (40%)	107
High / Low Voltage	11 (32%)	7 (16%)	2 (6%)	8 (24%)	21 (13%)	49
Other	4 (12%)	3 (7%)	2 (6%)	1 (3%)	15 (9%)	25
Power Outages	5 (15%)	2 (4%)	2 (6%)	2 (6%)	16 (10%)	27
Request for Service	2 (6%)	2 (4%)	3 (9%)	3 (9%)	7 (4%)	17
Street Lights / Poles	6 (18%)	13 (29%)	6 (18%)	13 (38%)	27 (16%)	65
Totals	34	45	34	34	167	314

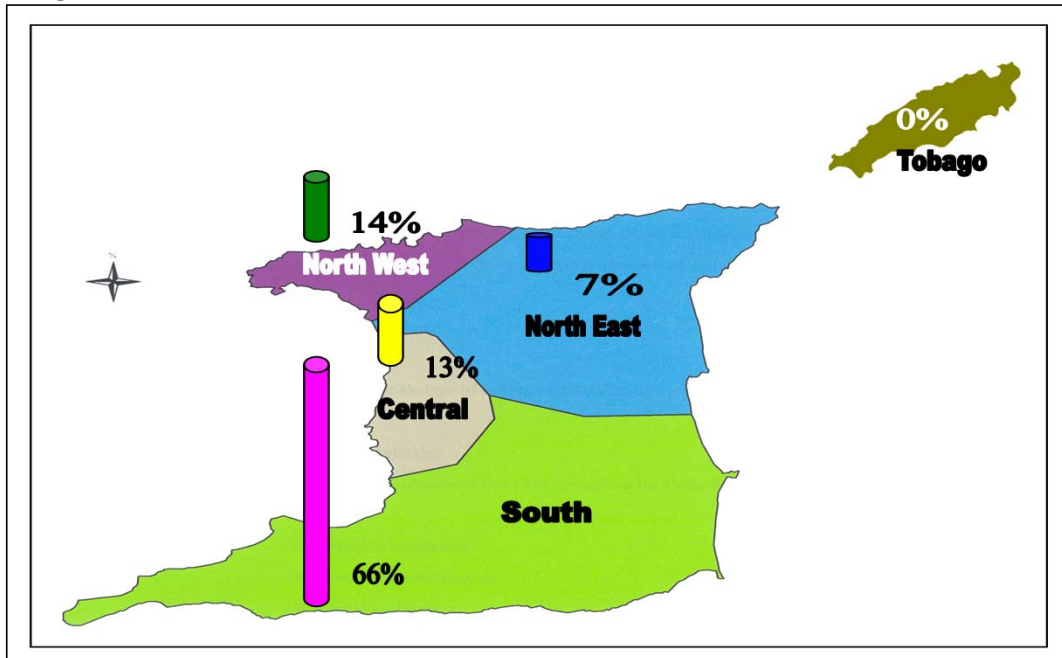
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 October 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	13 (5%)	9 (24%)	22 (7%)
North West	40 (15%)	1 (3%)	41 (14%)
Central	28 (11%)	11 (30%)	39 (13%)
South	181 (69%)	15 (41%)	196 (66%)
Tobago	0 (0%)	1 (3%)	1 (0%)
Total	262	37	299

Fig. 8



When compared to Sep '05, the number of complaints from the Central region increased by 15 or 63%, from the North East decreased by 27 or 55%, from the North West decreased by 18 or 31%, complaints from the South region decreased by 10 or 5% while those from Tobago decreased by 3 or 75%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Oct '05 .

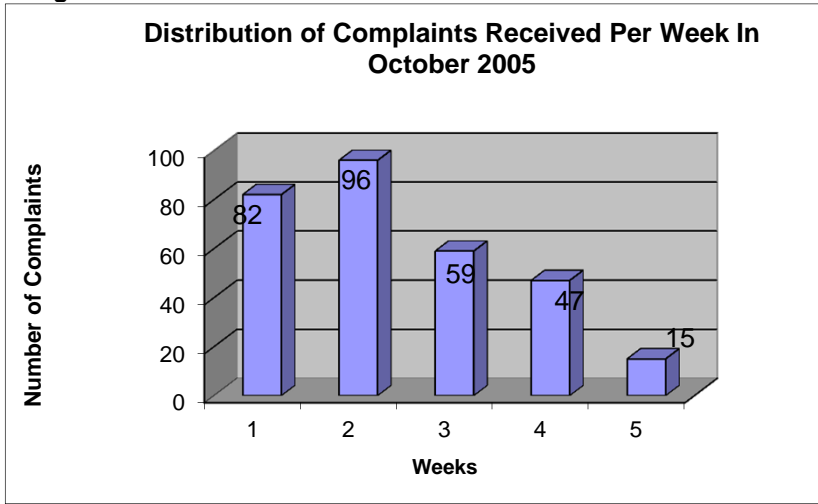
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	252
		South	Penal	155
	"	South	Barrackpore	149
	"	South	Williamsville	77
	"	South	San Fernando	73
	"	South	Gasparillo	57
	"	South	Moruga	50
	"	North West	Diego Martin	39
	Leaks	North West	Belmont	37
	Billing Query	South	Siparia	36
	Billing Query	North East	Arima	16
	T&TEC	Street Lights / Poles	South	Penal
Billing Query		North East	Arima	9
Damage Appliances		Tobago	Tobago	7
High / Low Voltage		South	Penal	6

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in October 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05 - Oct '05

