



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

October 2006

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in October 2006, as well as all outstanding complaints against Service Providers as at October 31, 2006.

Status	Oct '05	Oct '06	Nov '05 - Oct '06
Number of complaints received	299	306	3,843
Number of complaints resolved	194	187	3,245
Number of complaints unresolved	105	119	582
Number of complaints withdrawn	0	0	92
<b>Resolution rate for complaints received</b>	<b>65%</b>	<b>61%</b>	<b>87%</b>
No. of outstanding complaints resolved	46	133	39
Total number of complaints resolved	<b>240</b>	<b>320</b>	<b>3,284</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$513,114</b>

**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, 2006	No & % of Complaints Received in Oct '06	No & % of Complaints Resolved Oct '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '06
Billing Query	215	5 (2%)	0 (0%)	7	213 (42%)
Inadequate Supply	211	265 (91%)	177 (61%)	96	203 (40%)
Leaks	19	18 (6%)	8 (3%)	10	19 (4%)
Request for Service	24	0 (0%)	0 (0%)	1	23 (5%)
Road Restoration	9	2 (1%)	0 (0%)	1	10 (2%)
Other	38	0 (0%)	0 (0%)	4	34 (7%)
<b>Total</b>	<b>516</b>	<b>290</b>	<b>185(64%)</b>	<b>119</b>	<b>502</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 Sep 30, 2006	No & % of Complaints Received in Oct '06	No & % of Complaints Resolved Oct '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '06
Billing Query	20	1 (6%)	0 (0%)	1	20 (7%)
Damaged Appliances	117	0 (0%)	0 (0%)	0	117 (41%)
High / Low Voltage	23	1 (6%)	0 (0%)	1	23 (8%)
Power Outages	17	3 (19%)	1 (6%)	2	17 (6%)
Request for Service	9	3 (19%)	1 (6%)	2	9 (3%)
Street Lights / Poles	84	7 (44%)	0 (0%)	7	84 (29%)
Other	18	1 (6%)	0 (0%)	1	18 (6%)
<b>Total</b>	<b>288</b>	<b>16</b>	<b>2 (13%)</b>	<b>14</b>	<b>288</b>

## 2.0 Complaints Analysis

Monthly	Oct '05	Oct '06	Sep '06
Number of complaints received	299	306	332
Number of complaints resolved	194	187	174
Number of complaints unresolved	105	119	158
<b>Resolution rate for complaints received</b>	<b>65%</b>	<b>61%</b>	<b>52%</b>
No. of outstanding complaints resolved	46	133	149
Total number of complaints resolved	240	320	323

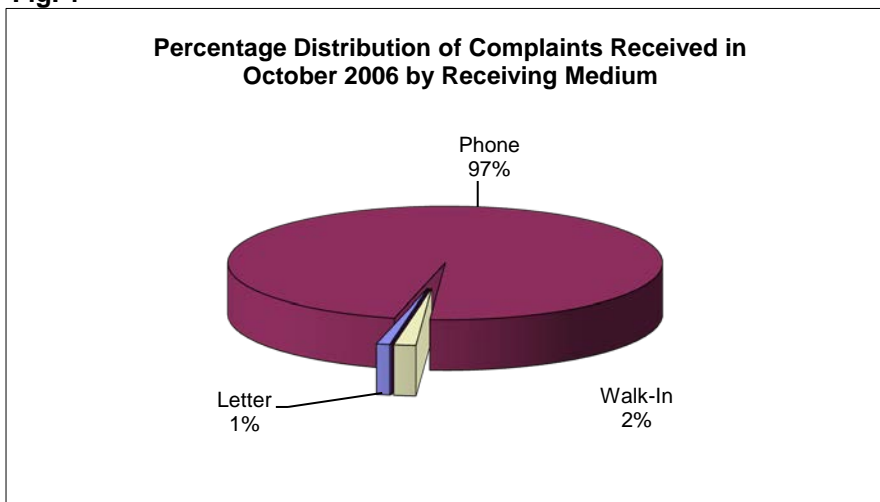
The total number of complaints received in October 2006 decreased by 26 or 8% when compared to Sep '06. Using the same comparative period, the resolution rate for October 2006 increased by 17%. The number of complaints resolved for the current month increased by 13 or 7% and from a previous period (unresolved from Jan '03 to September '06) decreased by 16 or 11%. The total number of complaints resolved overall decreased by 3 or 1%. The cumulative number of complaints received and resolved from Jan - Oct '06 increased by 923 or 39% and 882 or 48% respectively when compared to Jan - Oct '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Oct '05	Jan - Oct '06	Nov '05 - Oct '06
Number of complaints received	2,349	3,272	3,843
Number of complaints resolved	1,825	2,707	3,245
Number of complaints unresolved	524	550	582
Number of complaints withdrawn	21	63	92
Resolution rate	78%	84%	87%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2006 by receiving medium. The number of complaints received by Letter decreased by 11 or 79%, Telephone decreased by 8 or 3%, and e-mail/Media decreased by 7 or 100% when compared to Sep '06.

Fig. 1



## 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2006 by Service Provider. The number of complaints filed against WASA have increased by 3 or 1% and those filed against T&TEC decreased by 29 or 64% when compared to Sep '06.

Fig. 2

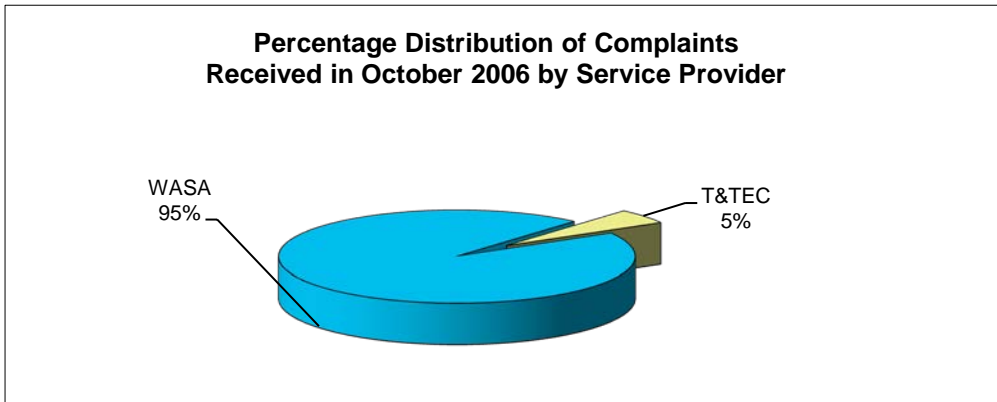
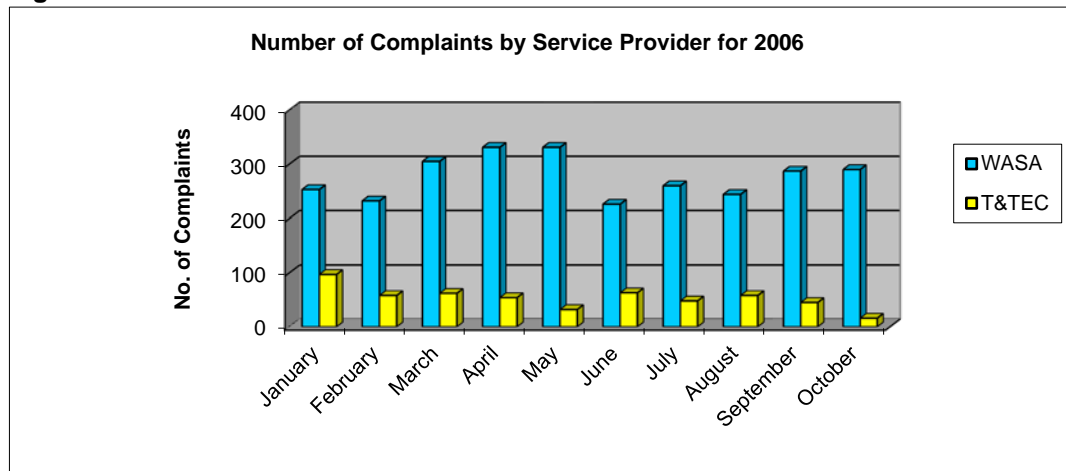


Fig. 3



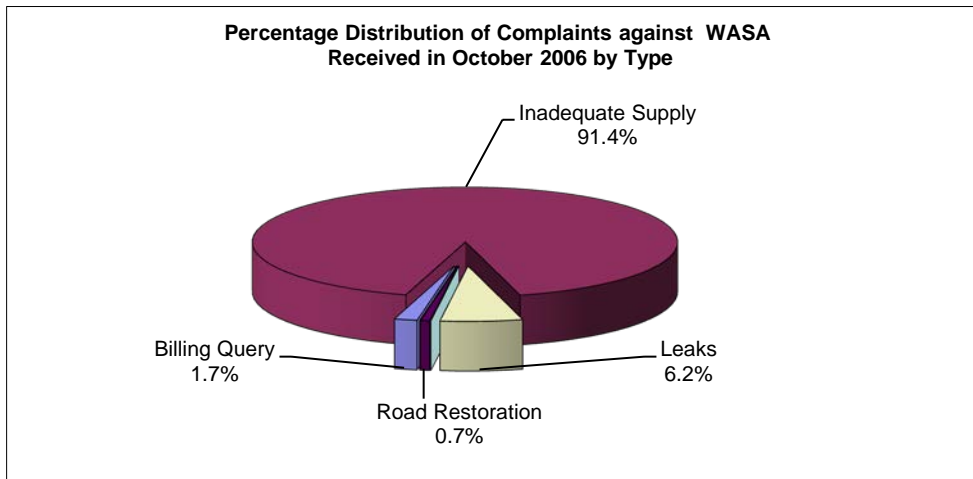
## 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in October 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2006 by type. When compared to Sep '06 the number of complaints related to Billing Queries decreased by 7 or 58%, Inadequate Supply increased by 21 or 9%, and Leaks decreased by 8 or 31%,

**Table 3: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Sep 30, 2006	No of Complaints Received in Oct '06	No of Oct '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '06
Billing Query	215	5	0	7	213 (42%)
Inadequate Supply	211	265	177	96	203 (40%)
Leaks	19	18	8	10	19 (4%)
Request for Service	24	0	0	1	23 (5%)
Road Restoration	9	2	0	1	10 (2%)
Other	38	0	0	4	34 (7%)
<b>Total</b>	<b>516</b>	<b>290</b>	<b>185</b>	<b>119</b>	<b>502</b>

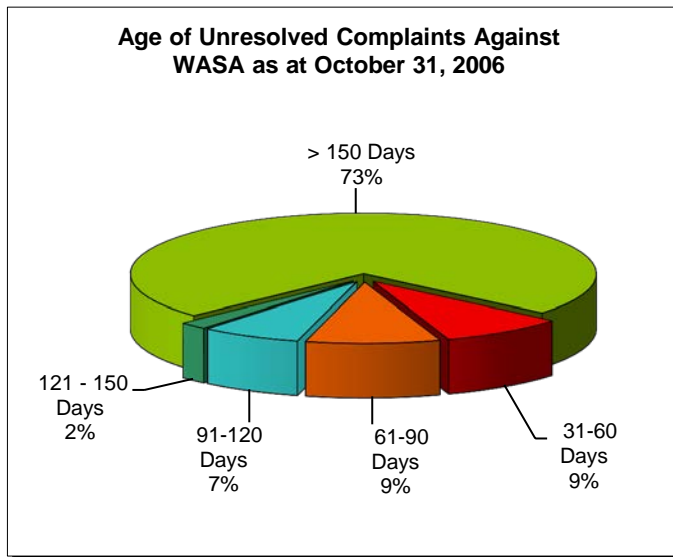
**Fig. 4**



Cumulative	Jan - Oct '06	Nov '05 - Oct '06
Number of complaints received	2,731	3,232
Number of complaints resolved	2,350	2,833
Number of complaints unresolved	381	399
Number of complaints withdrawn	48	76
Resolution rate	88%	90%

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	October 31, 2006	% Change compared to Sep '06
31-60 Days	40	-26%
61-90 Days	43	26%
91-120 Days	32	129%
121 - 150 Days	9	-68%
> 150 Days	338	-12%

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	11 (28%)	12 (28%)	18 (56%)	3 (33%)	162 (48%)	215 (45%)
Inadequate Supply	22 (55%)	21 (49%)	7 (22%)	3 (33%)	124 (37%)	211 (38%)
Leaks	4 (10%)	1 (2%)	3 (9%)	(0%)	6 (2%)	19 (3%)
Other	2 (5%)	3 (7%)	4 (13%)	2 (22%)	23 (7%)	38 (7%)
Request for Service	(0%)	5 (12%)	(0%)	(0%)	18 (5%)	24 (5%)
Road Restoration	1 (3%)	1 (2%)	(0%)	1 (11%)	5 (1%)	9 (2%)
	<b>40</b>	<b>43</b>	<b>32</b>	<b>9</b>	<b>338</b>	<b>516</b>

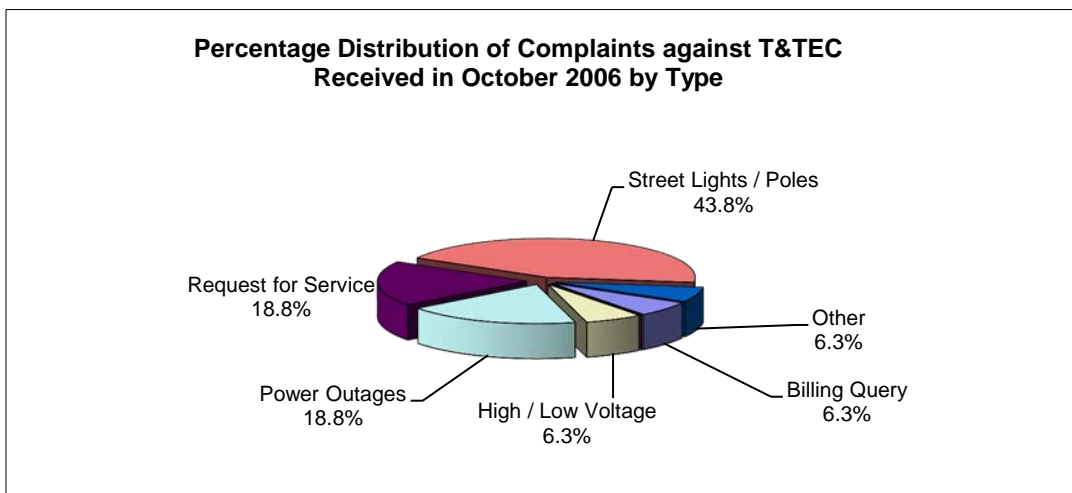
#### 4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in October 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in October 2006 by type. When compared to Sep '06, the number of complaints related to Billing Queries decreased by 3 or 75%, Damage Appliances decreased by 3 or 100%, High/Low Voltage decreased by 3 or 75%, Street Lights/Poles decreased by 16 or 70%, and the category Other decreased by 4 or 80% .

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

Complaint Type	Total Unresolved Complaints as at Sep 30, 2006	No of Complaints Received in Oct '06	No of Oct '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '06
Billing Query	20	1	0	1	20 (7%)
Damaged Appliances	117	0	0	0	117 (41%)
High / Low Voltage	23	1	0	1	23 (8%)
Power Outages	17	3	1	2	17 (6%)
Request for Service	9	3	1	2	9 (3%)
Street Lights / Poles	84	7	0	7	84 (29%)
Other	18	1	0	1	18 (6%)
<b>Total</b>	<b>288</b>	<b>16</b>	<b>2</b>	<b>14</b>	<b>288</b>

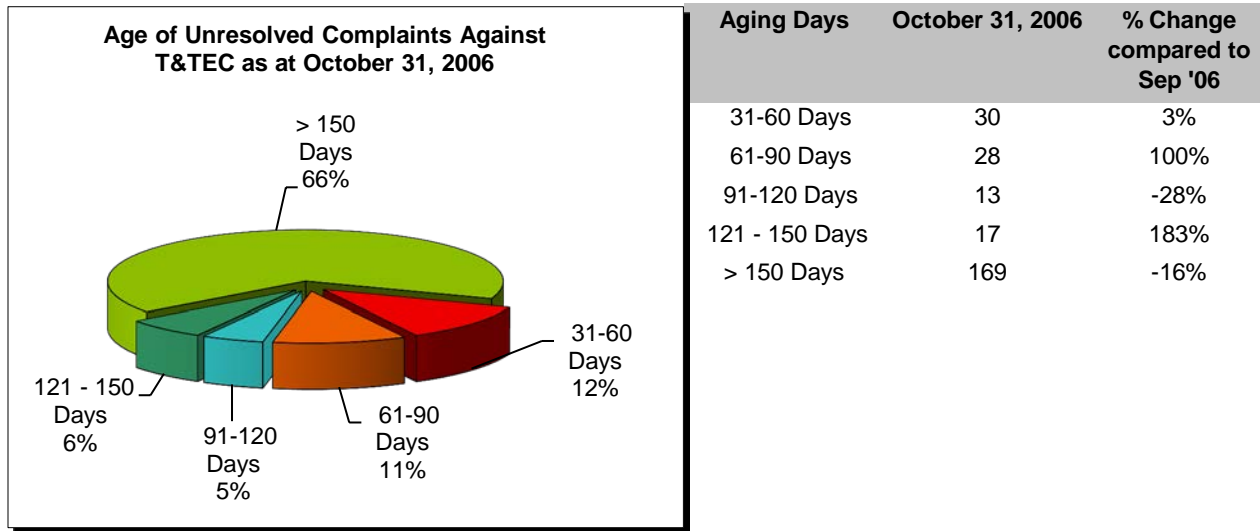
**Fig. 6**



<b>Cumulative</b>	<b>Jan - Oct '06</b>	<b>Nov '05 - Oct '06</b>
Number of complaints received	541	611
Number of complaints resolved	357	412
Number of complaints unresolved	169	183
Number of complaints withdrawn	15	16
Resolution rate	68%	69%

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, 2006	% Change compared to Sep '06
31-60 Days	30	3%
61-90 Days	28	100%
91-120 Days	13	-28%
121 - 150 Days	17	183%
> 150 Days	169	-16%

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	3 (10%)	2 (7%)	2 (15%)	1 (6%)	7 (4%)	15 (6%)
Damaged Appliances	3 (10%)	9 (32%)	4 (31%)	5 (29%)	96 (57%)	117 (46%)
High / Low Voltage	2 (7%)	2 (7%)	(0%)	4 (24%)	10 (6%)	18 (7%)
Other	3 (10%)	3 (11%)	(0%)	(0%)	7 (4%)	13 (5%)
Power Outages	2 (7%)	1 (4%)	(0%)	(0%)	10 (6%)	13 (5%)
Request for Service	3 (10%)	(0%)	(0%)	(0%)	6 (4%)	9 (4%)
Street Lights / Poles	14 (47%)	11 (39%)	7 (54%)	7 (41%)	33 (20%)	72 (28%)
<b>Totals</b>	<b>30</b>	<b>28</b>	<b>13</b>	<b>17</b>	<b>169</b>	<b>257</b>

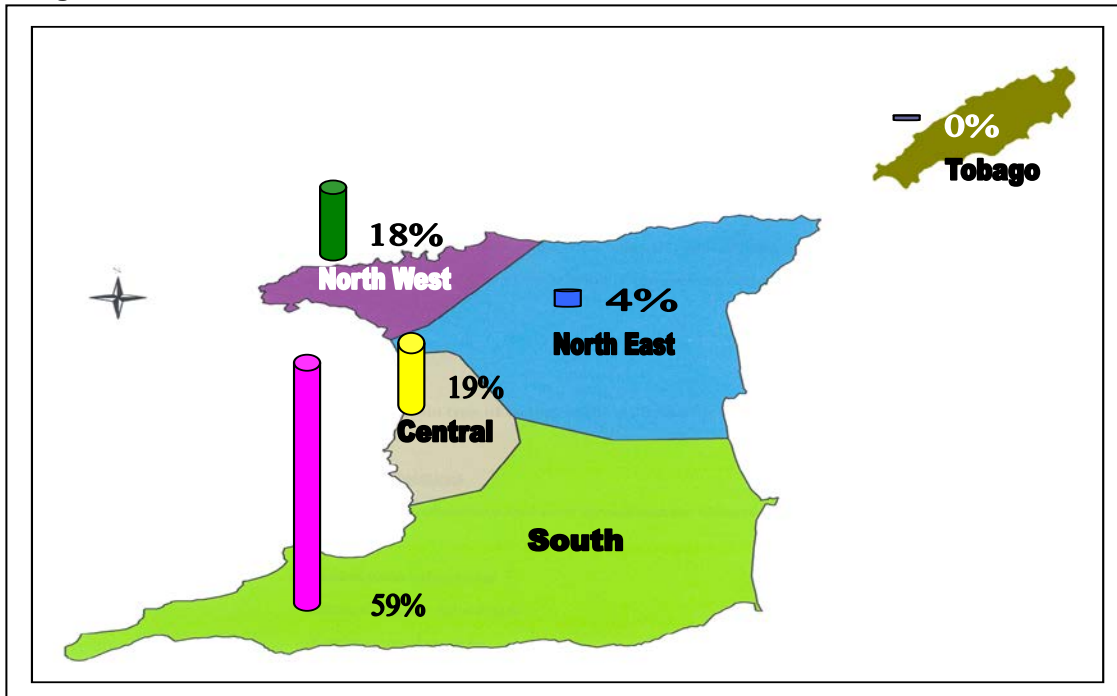
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2006 by geographic regions.

**Table 7: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	9 (3%)	3 (19%)	12 (4%)
North West	48 (17%)	8 (50%)	56 (18%)
Central	55 (19%)	2 (13%)	57 (19%)
South	178 (61%)	3 (19%)	181 (59%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>290</b>	<b>16</b>	<b>306</b>

**Fig. 8**



When compared to Sep '06, the number of complaints from the Central region increased by 7 or 14%, from the North East decreased by 31 or 72%, from the North West decreased by 21 or 27%, complaints from the South region increased by 19 or 12%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Oct '06 . The south region continues to suffer water woes because of state of the Penal Water Treatment Plant and the low suction at the Malgretoute Booster Station due to leaks on the Navet Trunk Main.

**Table 8: Problematic Areas**

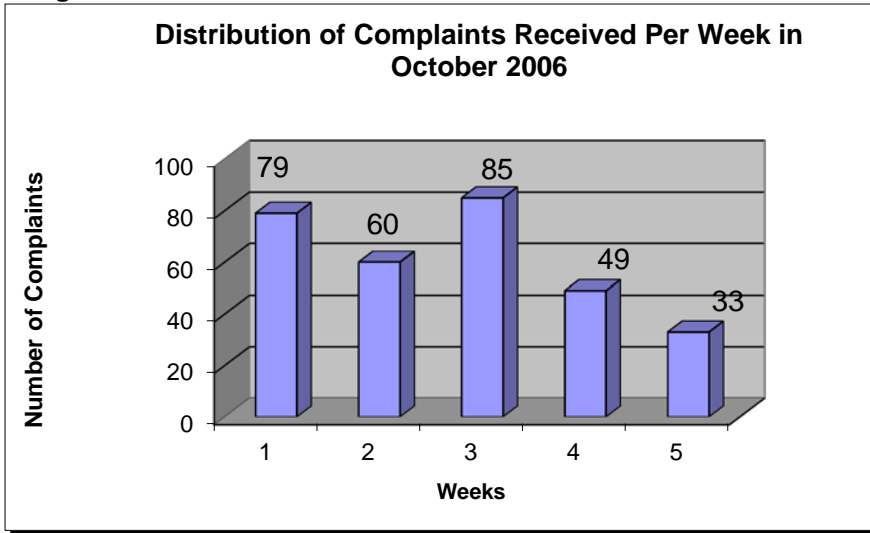
Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	425
		South	Barrackpore	249
	"	South	Princes Town	230
	"	South	San Fernando	99
	"	North West	St. Anns	56
	"	South	Barrackpore	53
	"	North West	St. James	53
	"	South	Williamsville	50
	Billing Query	South	Barrackpore	53
	Billing Query	South	Princes Town	28
Leaks	South	San Fernando	25	
T&TEC	Street Lights / Poles	South	Barrackpore	29
	Street Lights / Poles	Tobago	Tobago	19
	Damage Appliances	Tobago	Tobago	10
	High / Low Voltage	Tobago	Tobago	8



## 6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in October 2006

Fig. 9



## 7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Oct '06

