



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in October 2010, as well as all outstanding complaints Service Providers as at October 31, 2010.

| Status | Oct '09 | Oct '10 | Nov '09 - Oct '10 | | |
|---|------------------|----------------|----------------------|-------|-----|
| Number of complaints received | 293 | 234 | 4,692 | | |
| Number of complaints resolved | 171 | 103 | 3,959 | | |
| Number of complaints unresolved | 122 | 131 | 589 | | |
| Number of complaints withdrawn | 0 | 0 | 142 | | |
| Resolution rate for complaints received | 58% | 44% | 87% | | |
| No. of outstanding complaints resolved | 381 | 100 | 159 | | |
| Total number of complaints resolved | 552 | 203 | 4,118 | | |
| Rebate/compensation awarded to customers | TT\$1,031 | TT\$918 | TT\$1,259,884 | 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 Sep 30, '10 | No & % of Complaints Received in Oct '10 | No & % of Oct '10 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Oct 31, '10 |
|---------------------|---|--|---------------------------------------|--|---|
| Billing Query | 291 | 6 (3%) | 0 (0%) | 4 | 293 (29%) |
| Inadequate Supply | 526 | 157 (81%) | 89 (46%) | 65 | 529 (53%) |
| Leaks | 30 | 25 (13%) | 6 (3%) | 11 | 38 (4%) |
| Request for Service | 44 | 0 (0%) | 0 (0%) | 1 | 43 (4%) |
| Road Restoration | 25 | 3 (2%) | 0 (0%) | 2 | 26 (3%) |
| Other | 73 | 4 (2%) | 0 (0%) | 2 | 75 (7%) |
| Total | 989 | 195 | 95 (49%) | 85 | 1004 |

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, '10 | No & % of Complaints Received in Oct '10 | No & % of Oct '10 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Oct 31, '10 |
|-----------------------|---|--|---------------------------------------|--|---|
| Billing Query | 29 | 5 (13%) | 2 (5%) | 1 | 31 (12%) |
| Damage Appliances | 99 | 4 (10%) | 1 (3%) | 4 | 98 (37%) |
| High / Low Voltage | 12 | 1 (3%) | 0 (0%) | 0 | 13 (5%) |
| Power Outages | 15 | 13 (33%) | 1 (3%) | 1 | 26 (10%) |
| Request for Service | 16 | 2 (5%) | 1 (3%) | 1 | 16 (6%) |
| Street Lights / Poles | 48 | 9 (23%) | 3 (8%) | 3 | 51 (19%) |
| Other | 30 | 5 (13%) | 0 (0%) | 5 | 30 (11%) |
| Total | 249 | 39 | 8 (21%) | 15 | 265 |

2.0 Complaints Analysis

| Monthly | Oct '09 | Oct '10 | Sep '10 |
|---|---------|---------|---------|
| Number of complaints received | 293 | 234 | 179 |
| Number of complaints resolved | 171 | 103 | 94 |
| Number of complaints unresolved | 122 | 131 | 85 |
| Resolution rate for complaints received | 58% | 44% | 53% |
| No. of outstanding complaints resolved | 381 | 100 | 159 |
| Total number of complaints resolved | 552 | 203 | 253 |

The total number of complaints received in October 2010 increased by 55 or 31% when compared to Sep '10. Using the same comparative period, the resolution rate for October 2010 decreased by 16%. The number of complaints resolved for the current month increased by 9 or 10% and from a previous period (unresolved from Jan '08 to Sep '10) decreased by 59 or 37%. The total number of complaints resolved overall decreased by 50 or 20%.

| Cumulative | Jan '09 - Oct '09 | Jan '10 - Oct '10 | Nov '09 - Oct '10 |
|---------------------------------|-------------------|-------------------|-------------------|
| Number of complaints received | 3,661 | 4,007 | 4,692 |
| Number of complaints resolved | 2,863 | 3,340 | 3,959 |
| Number of complaints unresolved | 798 | 545 | 589 |
| Number of complaints withdrawn | 77 | 122 | 142 |
| Resolution rate | 80% | 86% | 87% |

The cumulative number of complaints received and resolved from Jan '09 - Oct '09 increased by 346 or 42% and increased by 477 or 17% 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 234 complaints recorded for October 2010 were reported by 186 customers of which 78 or 42% were new customers. Table 3 shows the frequency of complaints where 143 customers made only one complaint whilst cumulatively 43 or 61% of our customers made more than one complaint. For the period Jan '10 - Sep '10, 1981 customers made 4007 complaints to the RIC of which 1212 or 79% were new customers.

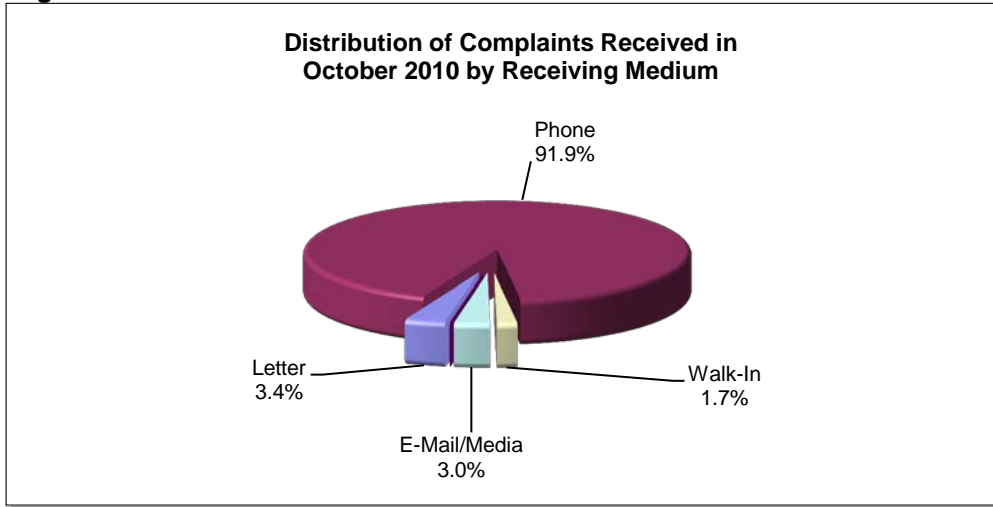
Table 3: Frequency of Complaints

| No. of Complaints | No. of Oct '10 Customers | % of Repeat Customers for Oct '10 | No. of Customers from Jan '10 - Sep '10 | % of Repeat Customers from Jan '10 - Sep '10 |
|-------------------|--------------------------|-----------------------------------|---|--|
| 1 | 143 | 0 | 1018 | 0 |
| 2 | 39 | 21 | 544 | 27 |
| 3 | 3 | 2 | 174 | 9 |
| 4 | 1 | 1 | 100 | 5 |
| 5 | 0 | 0 | 61 | 3 |
| >6 | 0 | 0 | 84 | 4 |
| | 186 | | 1981 | |

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2010 by receiving medium. The number of complaints received by Letter increased by 1 or 14%, Telephone increased by 47 or 28%, Walk in increased by 3 or 300%, and e-mail/Media increased by 4 or 133% when compared to Sep '10.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2010 by Service Provider. The number of complaints filed against WASA have increased by 40 or 26% and those filed against T&TEC have increased by 15 or 63% when compared to Sep '10.

Fig. 2

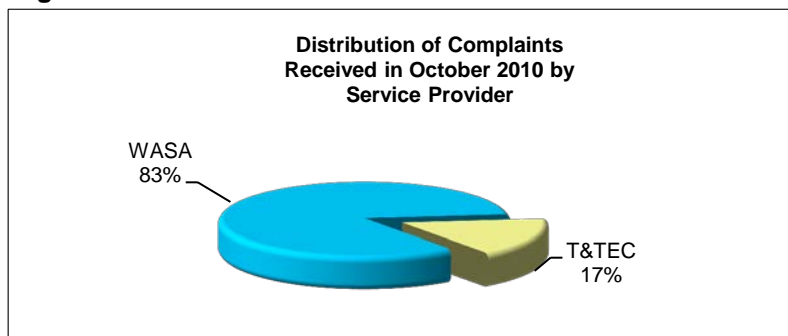
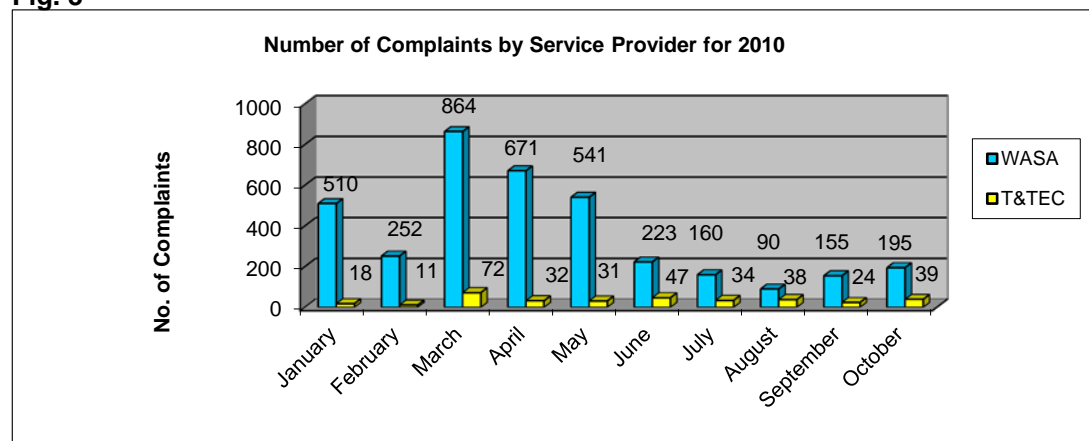


Fig. 3



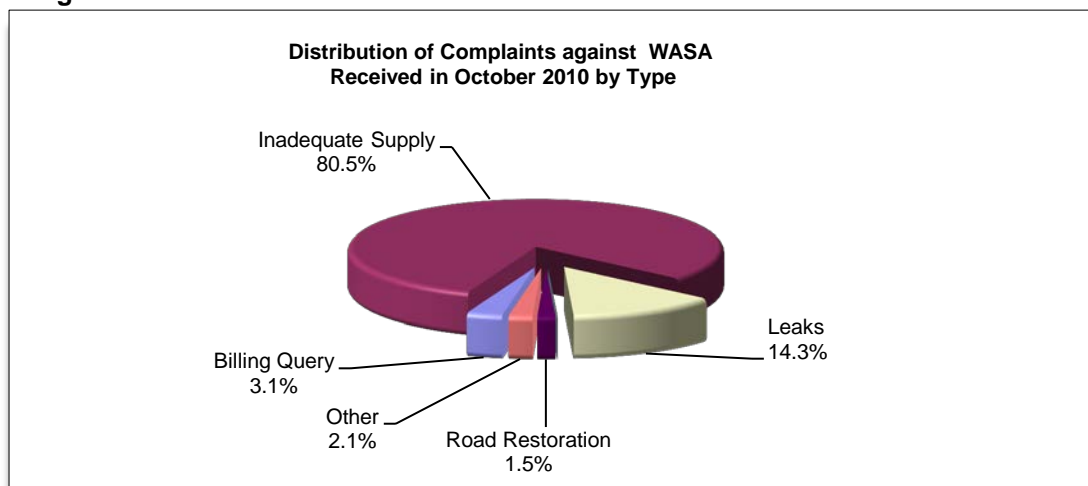
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2010 by type. When compared to Sep '10 the number of complaints related to Billing Queries increased by 1 or 20%, Inadequate Supply increased by 46 or 41%, Leaks decreased by 2 or 7%, Request for Service decreased by 2 or 100%, Road Restoration decreased by 2 or 40%.and the category Other decreased by 1 or 20%

Table 4: Summary of Complaints Filed Against WASA

| Complaint Category | Total Unresolved Complaints as at Sep 30, '10 | No of Complaints Received in Oct '10 | No of Complaints Resolved Oct '10 | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Oct 31, '10 |
|---------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 291 | 6 | 0 | 4 | 293 (29%) |
| Inadequate Supply | 526 | 157 | 89 | 65 | 529 (53%) |
| Leaks | 30 | 25 | 6 | 11 | 38 (4%) |
| Request for Service | 44 | 0 | 0 | 1 | 43 (4%) |
| Road Restoration | 25 | 3 | 0 | 2 | 26 (3%) |
| Other | 73 | 4 | 0 | 2 | 75 (7%) |
| Total | 989 | 195 | 95 | 85 | 1004 |

Fig. 4



| Cumulative | Jan '10 - Sep '10 | Oct '09 - Sep '10 |
|---------------------------------|-------------------|-------------------|
| Number of complaints received | 3,661 | 4,294 |
| Number of complaints resolved | 3,122 | 3,694 |
| Number of complaints unresolved | 419 | 458 |
| Number of complaints withdrawn | 120 | 140 |
| Resolution rate | 88% | 89% |

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

Fig. 5

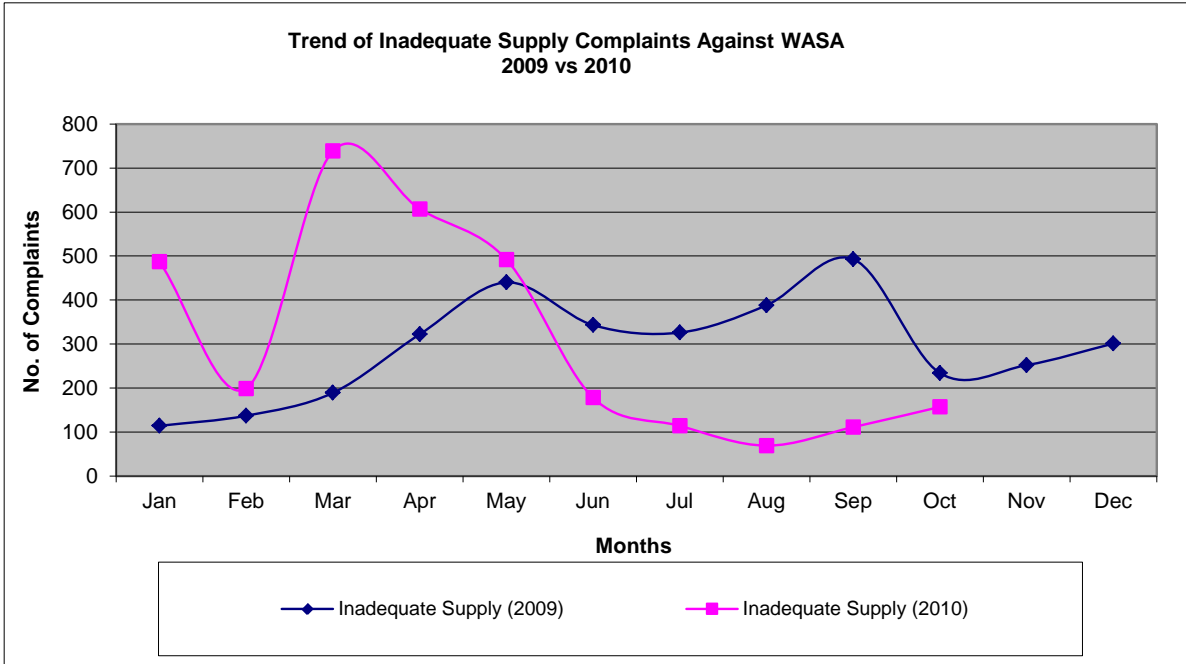
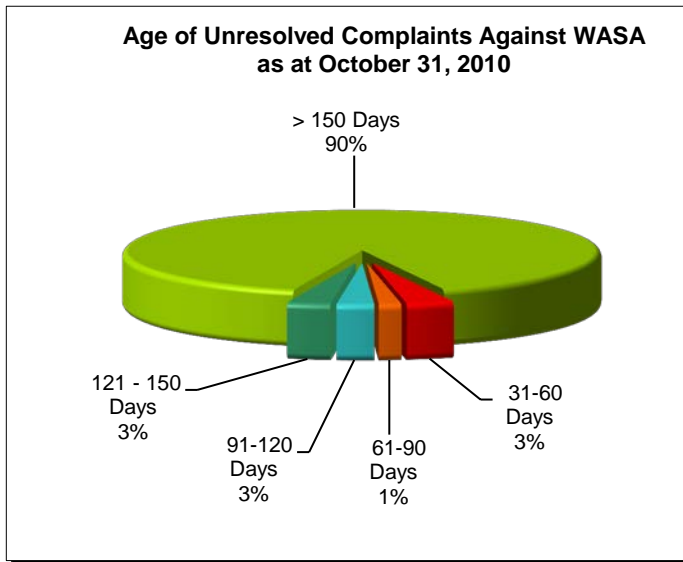


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



| Aging Days | Oct '10 | Sep '10 | % Change Sep |
|----------------|---------|---------|--------------|
| 31-60 Days | 32 | 18 | 78 |
| 61-90 Days | 15 | 30 | -50 |
| 91-120 Days | 25 | 30 | -17 |
| 121 - 150 Days | 29 | 38 | -24 |
| > 150 Days | 890 | 818 | 9 |

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 | 91-120 | > 150 | |
| Billing Query | 5 (16%) | 2 (13%) | 6 (24%) | 6 (21%) | 272 (31%) | 291 |
| Inadequate Supply | 17 (53%) | 12 (80%) | 12 (48%) | 19 (66%) | 461 (52%) | 521 |
| Leaks | 5 (16%) | 0 (0%) | 2 (8%) | 2 (7%) | 28 (3%) | 37 |
| Other | 2 (6%) | 1 (7%) | 1 (4%) | 2 (7%) | 69 (8%) | 75 |
| Request for Service | 0 (0%) | 0 (0%) | 1 (4%) | 0 (0%) | 42 (5%) | 43 |
| Road Restoration | 3 (9%) | 0 (0%) | 3 (12%) | 0 (0%) | 18 (2%) | 24 |
| | 32 | 15 | 25 | 29 | 890 | 991 |

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

| Complaint Type | Oct '09 - Sep '10 | Jan '10 - Sep '10 | Oct '10 |
|--------------------------------|----------------------|----------------------|-------------|
| Billing Classification | 9,268.00 | 450.00 | - |
| Billing Query | 119,651.00 | 85,440.00 | - |
| Damage to Property | 25,500.00 | 25,500.00 | - |
| Disconnection / Reconnection | - | - | - |
| Retroactive Billing Adjustment | - | - | - |
| | \$ 154,419.00 | \$ 111,390.00 | \$ - |

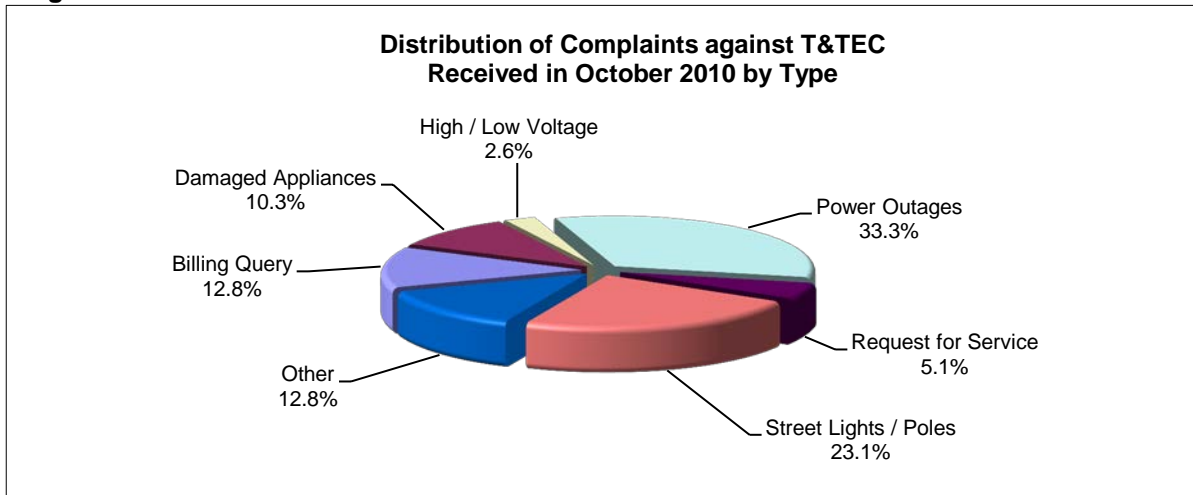
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in October 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in October 2010 by type. When compared to Sep '10, the number of complaints related to Damage Appliances increased by 1 or 33%, High/ Low Voltage decreased by 4 or 80%, Power Outages increased by 11 or 550%, Request for Service increased by 2 or 200%, Street Lights/Poles increased by 3 or 50%, and the category Other increased by 2 or 67% .

Table 5: Summary of Complaints Filed Against T&TEC

| Complaint Type | Total Unresolved Complaints as at Sep 30, '10 | No of Complaints Received in Oct '10 | No of Oct '10 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Oct 31, '10 |
|-----------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 29 | 5 | 2 | 1 | 31 (12%) |
| Damaged Appliances | 99 | 4 | 1 | 4 | 98 (37%) |
| High / Low Voltage | 12 | 1 | 0 | 0 | 13 (5%) |
| Power Outages | 15 | 13 | 1 | 1 | 26 (10%) |
| Request for Service | 16 | 2 | 1 | 1 | 16 (6%) |
| Street Lights / Poles | 48 | 9 | 3 | 3 | 51 (19%) |
| Other | 30 | 5 | 0 | 5 | 30 (11%) |
| Total | 249 | 39 | 8 | 15 | 265 |

Fig. 7



| Cumulative | Jan '10 - Sep '10 | Oct '09 - Sep '10 |
|---------------------------------|-------------------|-------------------|
| Number of complaints received | 346 | 398 |
| Number of complaints resolved | 218 | 265 |
| Number of complaints unresolved | 126 | 131 |
| Number of complaints withdrawn | 2 | 2 |
| Resolution rate | 63% | 67% |

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

Fig. 8

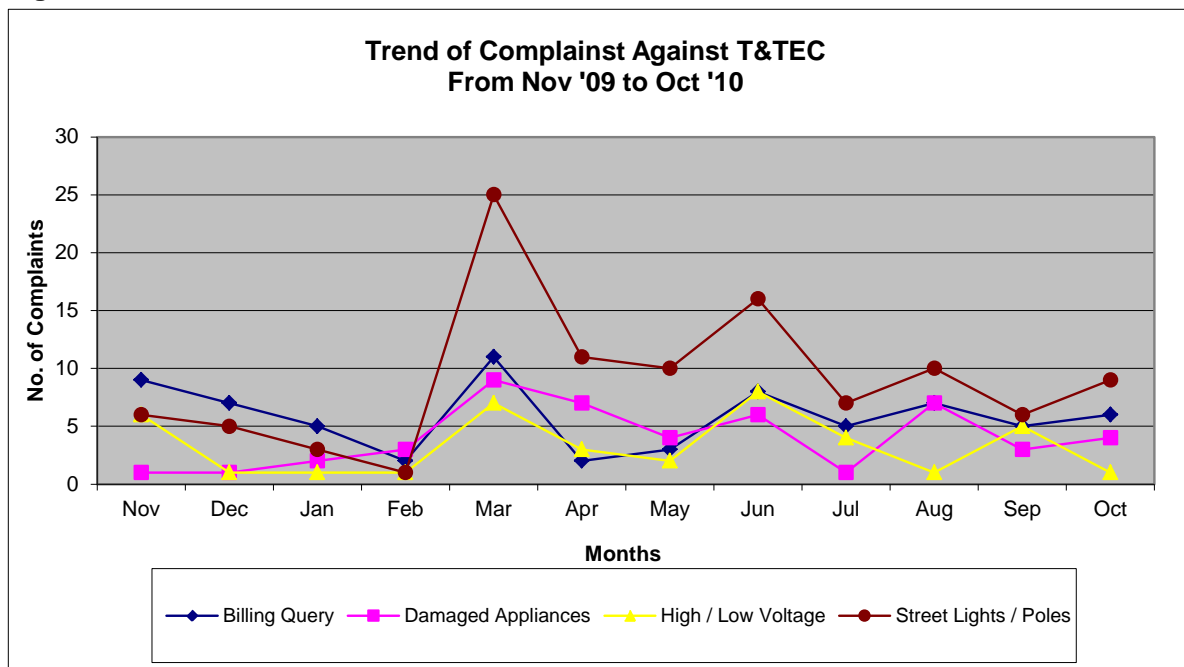
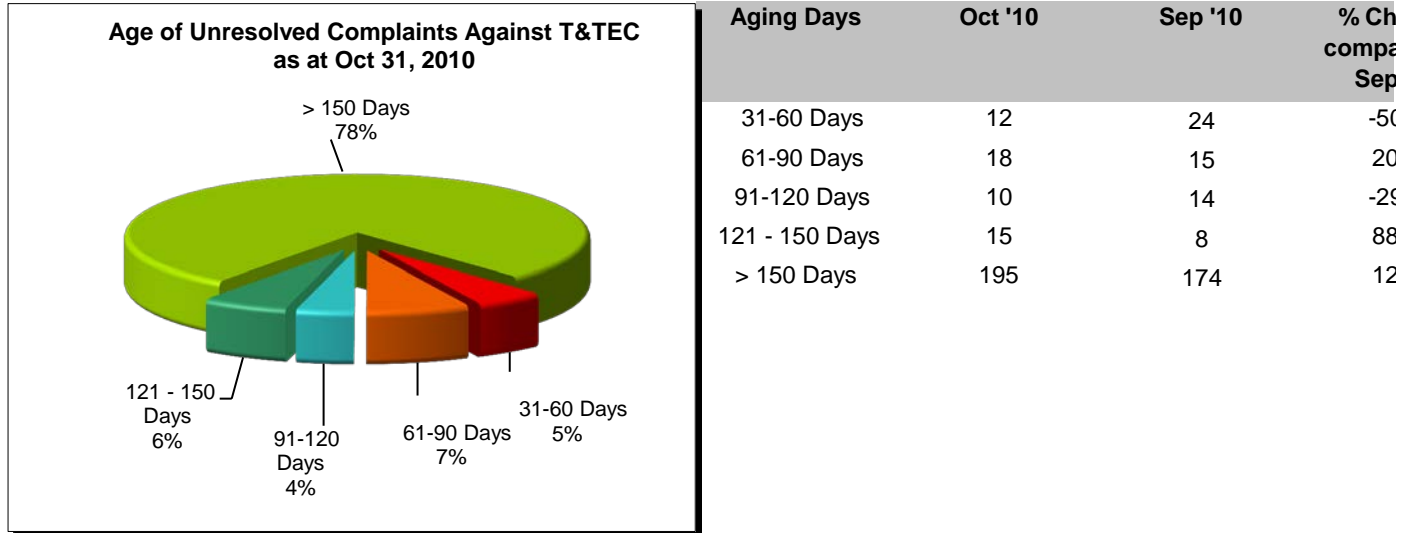


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



| Aging Days | Oct '10 | Sep '10 | % Change Sep |
|----------------|---------|---------|--------------|
| 31-60 Days | 12 | 24 | -50% |
| 61-90 Days | 18 | 15 | 20% |
| 91-120 Days | 10 | 14 | -29% |
| 121 - 150 Days | 15 | 8 | 88% |
| > 150 Days | 195 | 174 | 12% |

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 | 120 - 150 | > 150 | |
| Billing Query | 1 (8%) | 3 (17%) | 3 (30%) | 2 (13%) | 13 (7%) | 22 |
| Damaged Appliances | 2 (17%) | 4 (22%) | 0 (0%) | 4 (27%) | 84 (43%) | 94 |
| High / Low Voltage | 4 (33%) | 0 (0%) | 2 (20%) | 1 (7%) | 5 (3%) | 12 |
| Other | 1 (8%) | 0 (0%) | 2 (20%) | 0 (0%) | 27 (14%) | 30 |
| Power Outages | 1 (8%) | 3 (17%) | 2 (20%) | 4 (27%) | 16 (8%) | 26 |
| Request for Service | 0 (0%) | 4 (22%) | 0 (0%) | 2 (13%) | 10 (5%) | 16 |
| Street Lights / Poles | 3 (25%) | 4 (22%) | 1 (10%) | 2 (13%) | 40 (21%) | 50 |
| Totals | 12 | 18 | 10 | 15 | 195 | 250 |

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

| Complaint Type | Oct '09 - Sep '10 | Jan '10 - Sep '10 | Oct '10 |
|-------------------|------------------------|----------------------|------------------|
| Billing Query | 974,540.00 | 911,270.00 | 918.00 |
| Damaged Appliance | 11,197.00 | 8,330.00 | - |
| KVA Reduction | - | - | - |
| Other Claims | 119,728.00 | 5,536.00 | - |
| Totals | \$ 1,105,465.00 | \$ 925,136.00 | \$ 918.00 |

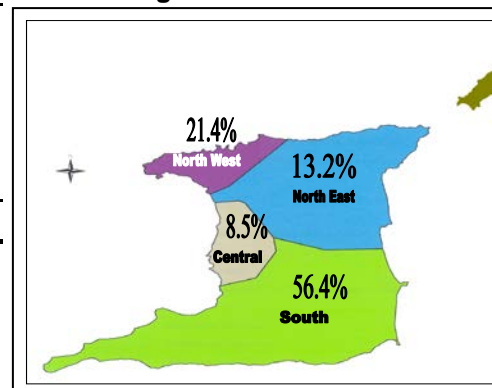
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 October 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

| REGION | WASA | T&TEC | Total |
|--------------|------------|-----------|------------|
| North East | 17 (9%) | 14 (36%) | 31 (13%) |
| North West | 48 (25%) | 2 (5%) | 50 (21%) |
| Central | 14 (7%) | 6 (15%) | 20 (9%) |
| South | 115 (59%) | 17 (44%) | 132 (56%) |
| Tobago | 1 (1%) | 0 (0%) | 1 (0%) |
| Total | 195 | 39 | 234 |

Fig. 10



When compared to Sep '10, the number of complaints received in October 2010 from the Central region decreased by 2 or 9%, from the North East increased by 9 or 41%, from the North West decreased by 3 or 6%, complaints from the South region increased by 50 or 61% while those from Tobago increased by 1 or 100%.

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 - Sep '10 .

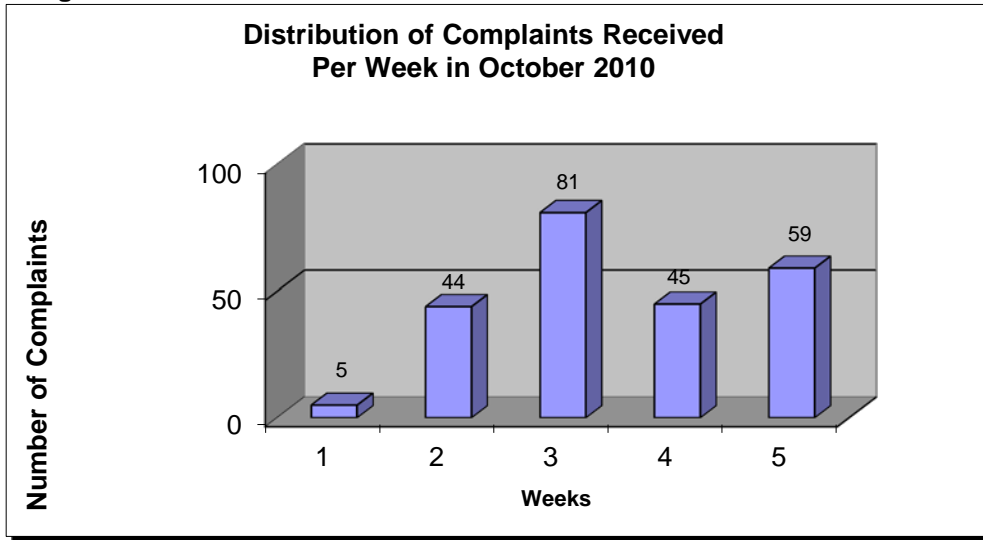
Table 9: Problematic Areas

| Service Provider | Complaint Category | Region | Area | No of Complaints | | |
|------------------|-----------------------|------------|---------------|------------------|--------------|-----|
| WASA | Inadequate Supply | Central | Freeport | 138 | | |
| | | | Claxton Bay | 76 | | |
| | | | Cunupia | 36 | | |
| | | North East | Arima | 148 | | |
| | | | Talparo | 56 | | |
| | | | D'Abadie | 27 | | |
| | | North West | San Juan | 58 | | |
| | | | Santa Cruz | 34 | | |
| | | | Barataria | 29 | | |
| | | | South | Penal | 470 | |
| | | | | | Barrackpore | 295 |
| | | | | | Princes Town | 267 |
| | | | | | Siparia | 116 |
| T&TEC | Street Lights / Poles | South | Barrackpore | 7 | | |
| | Billing Query | North West | Port of Spain | 7 | | |
| | Power Outages | North East | Arima | 6 | | |
| | Billing Query | Central | Chaguanas | 6 | | |

7.0 Distribution of Complaints Received Per Week

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

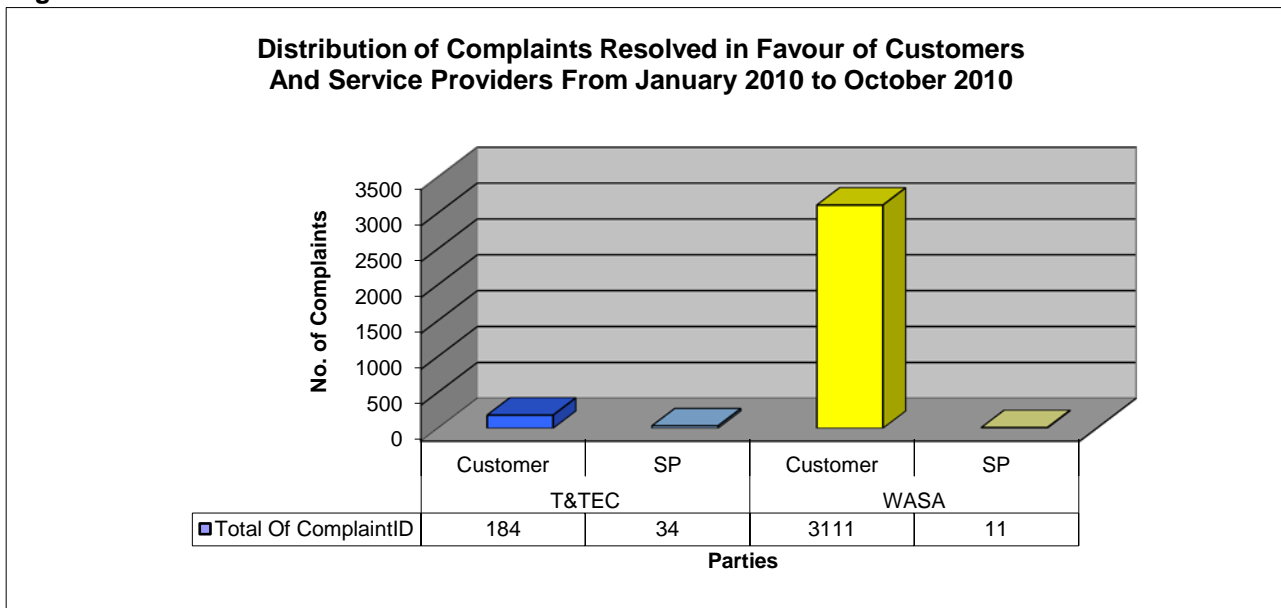
Fig. 11



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 - Sep '10

Fig. 12



against

;154419
105465

Change
Compared to
2010

- 1%
- 3%
- 7%
- 14%
- 20%

| |
|------------|
| |
| tal |
| (29%) |
| (53%) |
| (4%) |
| (8%) |
| (4%) |
| (2%) |
| |

Change
Compared to
'10

0%

1%

2%

3%

4%

| |
|--------------|
| |
| total |
| (9%) |
| (38%) |
| (5%) |
| (12%) |
| (10%) |
| (6%) |
| (20%) |
| |

