



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**October 2011**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in October 2011, as well as all outstanding complaints against Service Providers as at October 31, 2011.

Status	Oct '10	Oct '11	Nov '10 - Oct '11		
Number of complaints received	234	143	2,378		
Number of complaints resolved	103	72	2,154		
Number of complaints unresolved	131	71	192		
Number of complaints withdrawn	0	0	32		
<b>Resolution rate for complaints received</b>	<b>44.0%</b>	<b>50.3%</b>	<b>91.8%</b>		
No. of outstanding complaints resolved	100	93	103		
Total number of complaints resolved	<b>203</b>	<b>165</b>	<b>2,257</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$918</b>	<b>TT\$0</b>	<b>TT\$1,195,270</b>	WASA	\$884,818
				T&TEC	\$310,452

**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, '11	No & % of Complaints Received in Oct '11	No & % of Total Oct '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '11
Billing Query	245	6 5.5%	0 0.0%	2	249 49.2%
Inadequate Supply	181	69 63.3%	49 45.0%	42	159 31.4%
Leaks	10	22 20.2%	14 12.8%	4	14 2.8%
Request for Service	28	2 1.8%	1 0.9%	0	29 5.7%
Road Restoration	25	6 5.5%	2 1.8%	17	12 2.4%
Other	49	4 3.7%	0 0.0%	10	43 8.5%
<b>Total</b>	<b>538</b>	<b>109</b>	<b>66 60.6%</b>	<b>75</b>	<b>506</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, '11	No & % of Complaints Received in Oct '11	No & % of Total Oct '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '11
Billing Query	2	2 5.9%	0 0.0%	1	3 3.0%
Damage Appliances	37	5 14.7%	0 0.0%	4	38 38.4%
High / Low Voltage	7	3 8.8%	0 0.0%	4	6 6.1%
Power Outages	2	4 11.8%	1 2.9%	2	3 3.0%
Request for Service	4	3 8.8%	0 0.0%	1	6 6.1%
Street Lights / Poles	19	14 41.2%	4 11.8%	4	25 25.3%
Other	18	3 8.8%	1 2.9%	2	18 18.2%
<b>Total</b>	<b>89</b>	<b>34</b>	<b>6 17.6%</b>	<b>18</b>	<b>99</b>

## 2.0 Complaints Analysis

Monthly	Oct '10	Oct '11	Sep '11
Number of complaints received	234	143	220
Number of complaints resolved	103	72	145
Number of complaints unresolved	131	71	75
Resolution rate for complaints received	44.0%	50.3%	65.9%
No. of outstanding complaints resolved	100	93	103
Total number of complaints resolved	203	165	248

The total number of complaints received in October 2011 decreased by 77 or 35% when compared to September 2011. Using the same comparative period, the resolution rate for October 2011 decreased by 24% percentage points. The number of complaints resolved for the current month decreased by 73 or 50% and from a previous period (unresolved from Aug '07 to Sep '11) decreased by 10 or 10%. The total number of complaints resolved overall decreased by 83 or 33%.

Cumulative	Jan '10 - Oct '10	Jan '11 - Oct '11	Nov '10 - Oct '11
Number of complaints received	4,007	1,827	2,378
Number of complaints resolved	3,340	1,618	2,154
Number of complaints unresolved	545	185	192
Number of complaints withdrawn	122	24	32
Resolution rate	86.0%	89.7%	91.8%

The cumulative number of complaints received and resolved from Jan '11 - Oct '11 decreased by 2180 or 54% and by 1722 or 52% respectively when compared to the same period last year. This decline is directly related to a sharp decrease in the number of inadequate water supply complaints being reported to the RIC. The downward trend may be attributable to a favourable rainy season and the improvement in supply to a number of communities because of the 24/2 initiative. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 143 complaints recorded for October 2011 were reported by 113 customers of which 57 or 50% were new customers. Table 3 shows the frequency of complaints where 97 customers made only one complaint whilst cumulatively 16 or 14% of our customers made more than one complaint. For the period Jan '11-Oct '11, 951 customers made 1827 complaints to the RIC of which 519 or 55% were new customers.

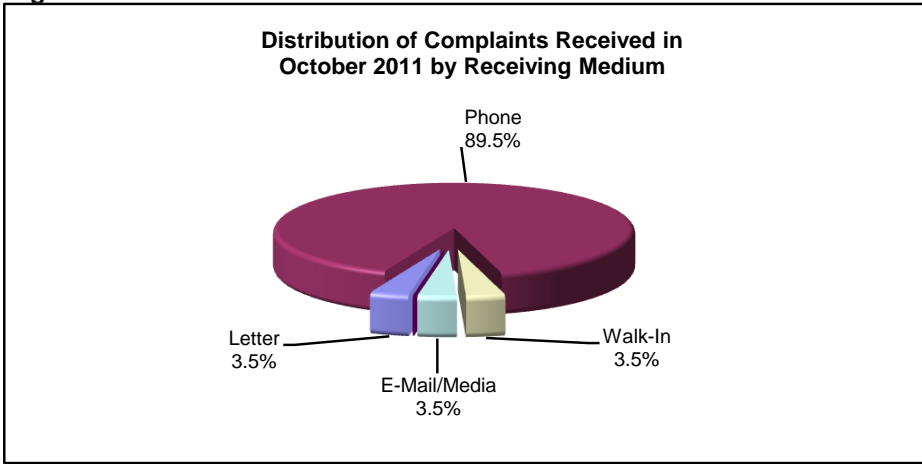
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Oct '11 Customers	% of Repeat Customers for Oct '11	No. of Customers from Jan '11-Oct '11	% of Repeat Customers from Jan '11-Oct '11
1	97	0	579	0
2	12	11	200	21
3	4	4	68	7
4	0	0	35	4
5	0	0	20	2
>6	0	0	49	5
	113		951	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2011 by receiving medium. The number of complaints received by Letter decreased by 1 or 17%, Telephone decreased by 75 or 37%, Walk in increased by 1 or 25%, and e-mail/Media decreased by 2 or 29% when compared to September 2011.

**Fig. 1**



**Receiving Medium**

	Sep '11	Oct '11
Letter	6	5
Telephone	203	128
Walk-In	4	5
Email/Media	7	5
Outreach	0	0

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2011 by Service Provider. The number of complaints filed against WASA have decreased by 84 or 44% and those filed against T&TEC have increased by 7 or 26% when compared to September 2011. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

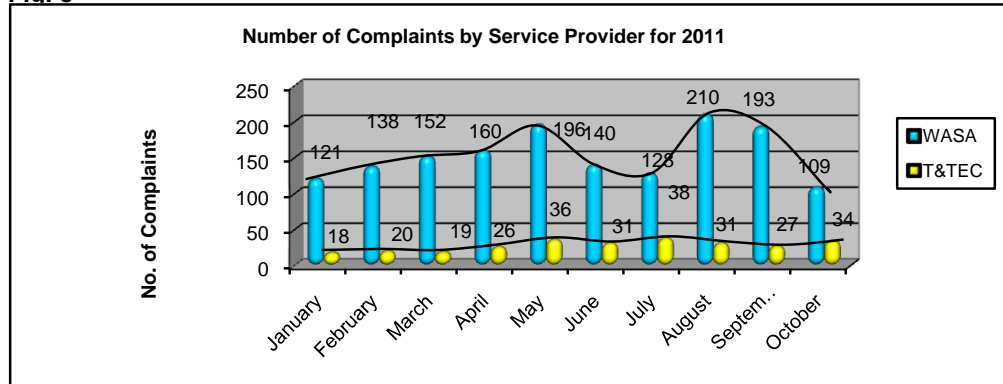
**Fig. 2**



**Service Providers**

	Sep '11	Oct '11
WASA	193	109
T&TEC	27	34

**Fig. 3**



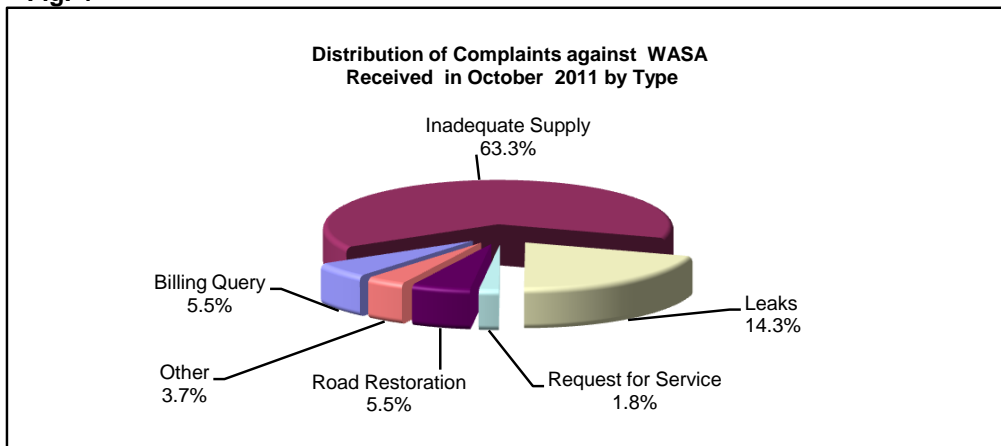
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2011 and their status. Figure 4 shows the percentage distribution of the complaints received in October 2011 by type. When compared to September 2011, the number of complaints related to Inadequate Supply decreased by 93 or 57%, Leaks increased by 7 or 47%, Request for Service decreased by 1 or 33%, Road Restoration increased by 1 or 20% and the category Other increased by 2 or 100%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Sep 30, '11	No of Complaints Received		No of Oct '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '11
		Sep '11	Oct '11			
Billing Query	245	6	6	0	2	249 49.2%
Inadequate Supply	181	162	69	49	42	159 31.4%
Leaks	10	15	22	14	4	14 2.8%
Request for Service	28	3	2	1	0	29 5.7%
Road Restoration	25	5	6	2	17	12 2.4%
Other	49	2	4	0	10	43 8.5%
<b>Total</b>	<b>538</b>	<b>193</b>	<b>109</b>	<b>66</b>	<b>75</b>	<b>506</b>

**Fig. 4**



Cumulative	Jan '11- Oct '11	Nov '10 - Oct '11
Number of complaints received	1,547	2,025
Number of complaints resolved	1,393	1,857
Number of complaints unresolved	131	138
Number of complaints withdrawn	23	30
Resolution rate	91.4%	93.1%

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 24/2 initiative.

**Fig. 5**

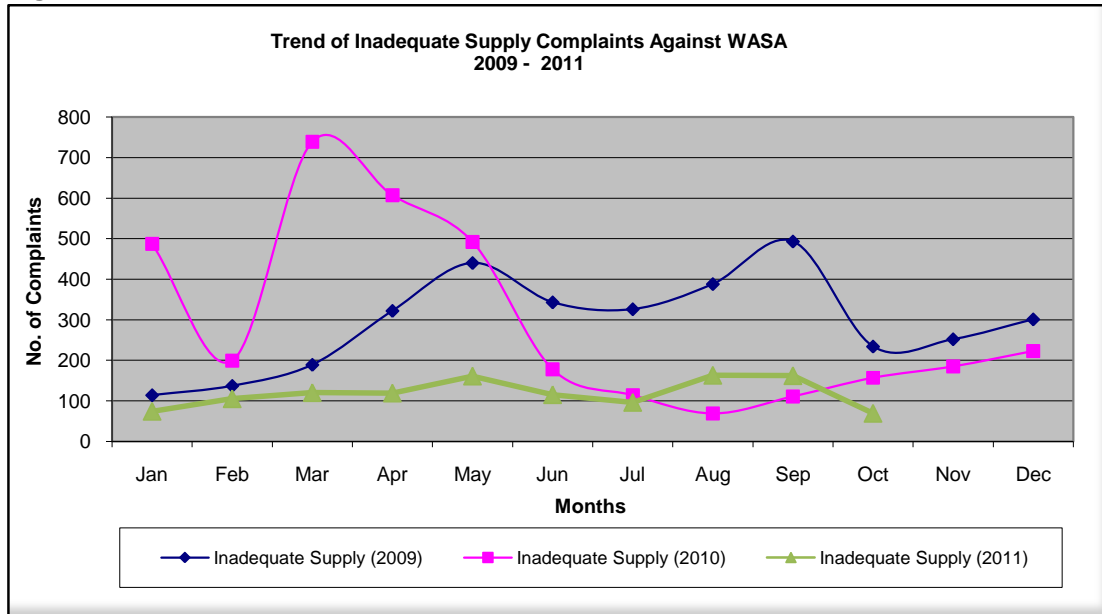
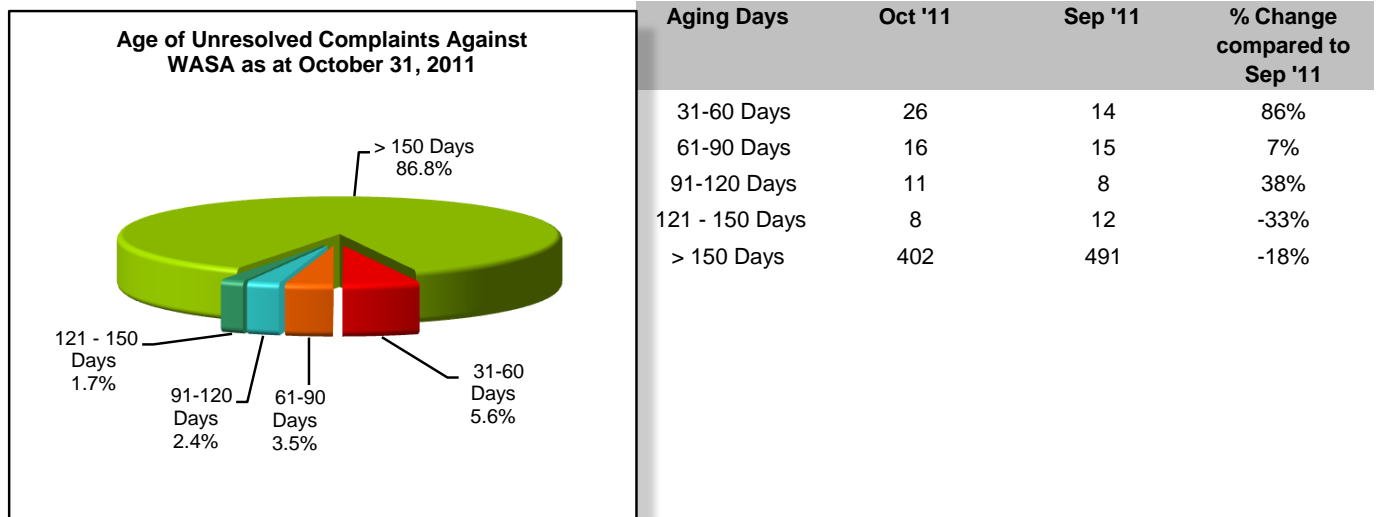


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



As shown in table 5, the majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries and Inadequate Water Supply. The latter is because of infrastructural problems in the sector.

**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	6 23.1%	3 18.8%	2 18.2%	2 25.0%	230 57.2%	243 52.5%
Inadequate Supply	13 50.0%	11 68.8%	5 45.5%	5 62.5%	105 26.1%	139 30.0%
Leaks	3 11.5%	0 0.0%	0 0.0%	0 0.0%	3 0.7%	6 1.3%
Other	0 0.0%	0 0.0%	1 9.1%	1 12.5%	37 9.2%	39 8.4%
Request for Service	1 3.8%	0 0.0%	1 9.1%	0 0.0%	26 6.5%	28 6.0%
Road Restoration	3 11.5%	2 12.5%	2 18.2%	0 0.0%	1 0.2%	8 1.7%
	<b>26</b>	<b>16</b>	<b>11</b>	<b>8</b>	<b>402</b>	<b>463</b>

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

Complaint Type	Nov '10 - Oct '11	Jan '11- Oct '11	Oct '11
Billing Classification	6,963.00	1,755.00	-
Billing Query	392,687.00	354,001.00	-
Damage to Property	429,635.00	429,635.00	-
Disconnection / Reconnection	-	-	-
Other Claims	55,533.00	55,533.00	-
	<b>\$ 884,818.00</b>	<b>\$ 840,924.00</b>	<b>\$ -</b>

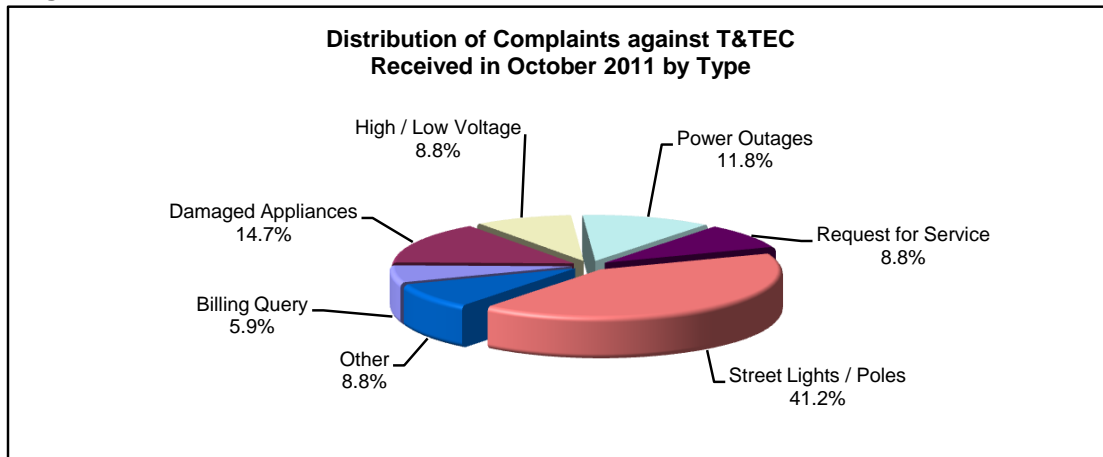
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in October 2011 and their status. Figure 7 shows the percentage distribution of the complaints received in October 2011 by type. When compared to September 2011, the number of complaints related to Billing Queries decreased by 3 or 60%, Damaged Appliances increased by 3 or 150%, High/ Low Voltage decreased by 3 or 50%, Power Outages increased by 2 or 100%, Street Lights/Poles increased by 7 or 100%, and the category Other increased by 1 or 50% .

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Sep 30, '11	No of Complaints Received		No of Oct '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '11	
		Sep '11	Oct '11				
Billing Query	2	5	2	0	1	3	3.0%
Damaged Appliances	37	2	5	0	4	38	38.4%
High / Low Voltage	7	6	3	0	4	6	6.1%
Power Outages	2	2	4	1	2	3	3.0%
Request for Service	4	3	3	0	1	6	6.1%
Street Lights / Poles	19	7	14	4	4	25	25.3%
Other	18	2	3	1	2	18	18.2%
<b>Total</b>	<b>89</b>	<b>27</b>	<b>34</b>	<b>6</b>	<b>18</b>	<b>99</b>	

Fig. 7



Cumulative	Jan '11- Oct '11	Nov '10 - Oct '11
Number of complaints received	280	353
Number of complaints resolved	225	297
Number of complaints unresolved	54	54
Number of complaints withdrawn	1	2
Resolution rate	80.6%	84.6%

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

Fig. 8

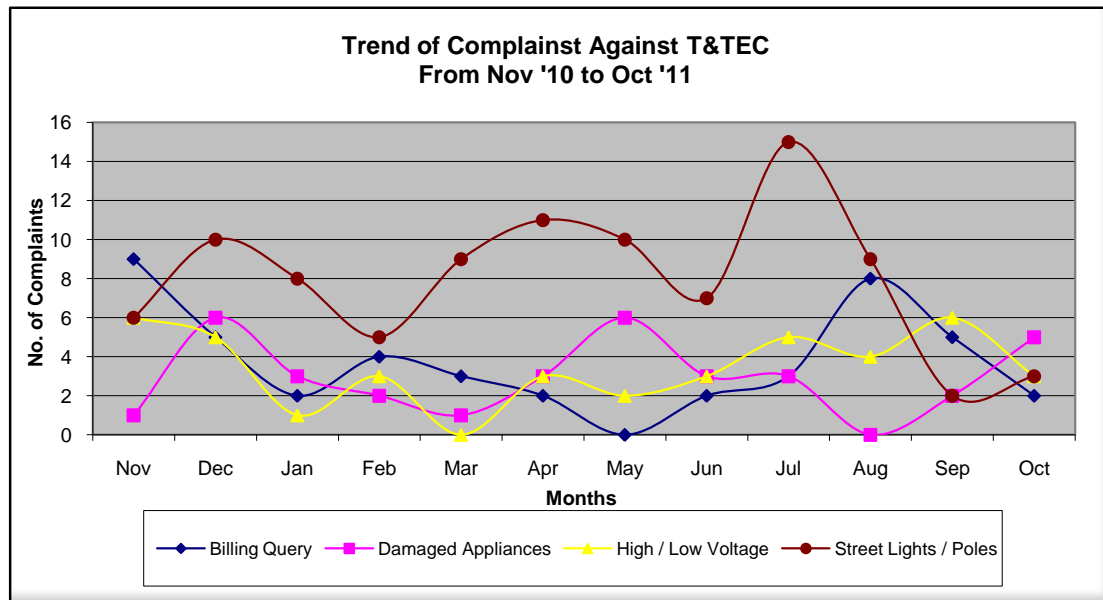
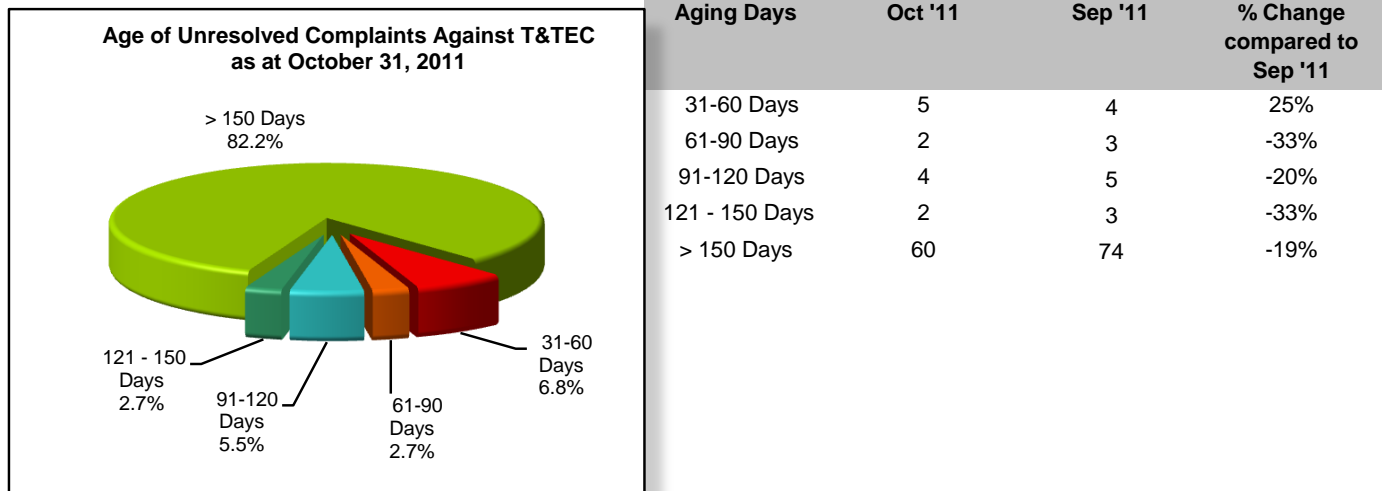


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Oct '11	Sep '11	% Change compared to Sep '11
31-60 Days	5	4	25%
61-90 Days	2	3	-33%
91-120 Days	4	5	-20%
121 - 150 Days	2	3	-33%
> 150 Days	60	74	-19%

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	1 20.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.4%
Damaged Appliances	1 20.0%	0 0.0%	2 50.0%	2 100.0%	29 48.3%	34 46.6%
High / Low Voltage	1 20.0%	0 0.0%	1 25.0%	0 0.0%	1 1.7%	3 4.1%
Other	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 26.7%	16 21.9%
Power Outages	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 1.7%	1 1.4%
Request for Service	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 5.0%	3 4.1%
Street Lights / Poles	2 40.0%	2 100.0%	1 25.0%	0 0.0%	10 16.7%	15 20.5%
<b>Totals</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>60</b>	<b>73</b>

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

Complaint Type	Nov '10 - Oct '11	Jan '11- Oct '11	Oct '11
Billing Query	247,417.00	147,109.00	-
Damaged Appliance	58,739.00	40,368.00	-
KVA Reduction	-	-	-
Other Claims	4,296.00	4,296.00	-
	<b>\$ 310,452.00</b>	<b>\$ 191,773.00</b>	<b>\$ -</b>



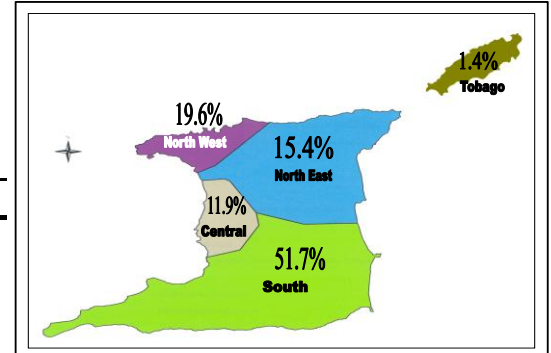
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2011 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA		T&TEC		Total	
North East	14	12.8%	8	23.5%	22	15.4%
North West	23	21.1%	5	14.7%	28	19.6%
Central	11	10.1%	6	17.6%	17	11.9%
South	60	55.0%	14	41.2%	74	51.7%
Tobago	1	0.9%	1	2.9%	2	1.4%
<b>Total</b>	<b>109</b>		<b>34</b>		<b>143</b>	

**Fig. 10**



When compared to September 2011, the number of complaints received in October 2011 from the Central region decreased by 2 or 11%. Those from the North East region increased by 8 or 57%, and those from the North West decreased by 12 or 30%. Complaints from the South region decreased by 72 or 49% 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 January 2011 to October 2011 .

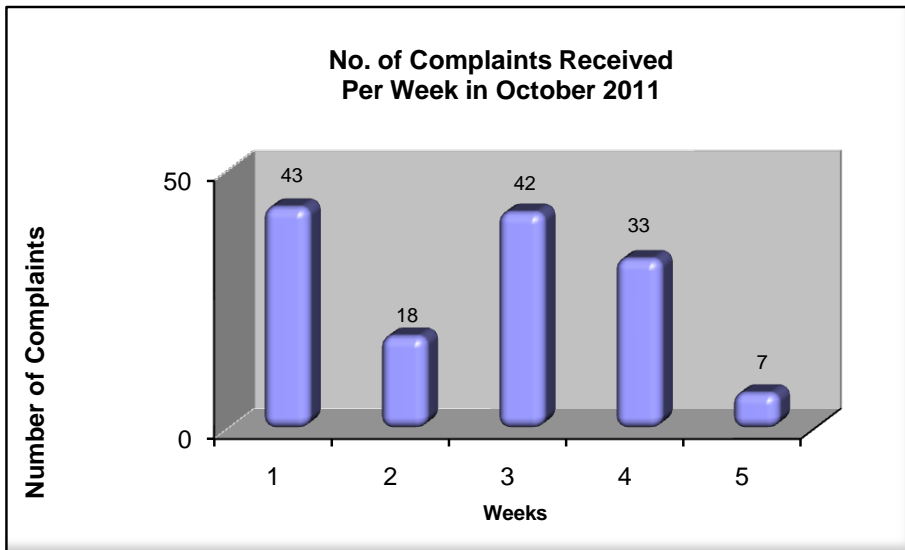
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	18
			Cunupia	12
			Freeport	11
		North East	Talparo	16
			Champ Fleurs	14
			Arima	13
		North West	Santa Cruz	28
			Diego Martin	23
			Glencoe	19
			South	Barrackpore
		Princes Town		157
		Penal		81
		Tableland		54
T&TEC	Street Lights / Poles	South	Penal	17
		South	Penal	7
		Tobago	Tobago	5
		South	Barrackpore	5

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in October 2011

Fig. 11



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

## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2011 to October 2011 .

Fig. 12

