



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in October 2012, as well as all outstanding complaints against Service Providers as at October 31, 2012.

Status	Oct '11	Oct '12	Nov '11 - Oct '12		
Number of complaints received	143	316	3,376		
Number of complaints resolved	72	132	2,814		
Number of complaints unresolved	71	182	498		
Number of complaints withdrawn	0	2	64		
Resolution rate for complaints received	50.3%	42.0%	85.0%		
No. of outstanding complaints resolved	93	141	228		
Total number of complaints resolved	165	273	3,042		
Rebate/compensation awarded to customers	TT\$708	TT\$0	TT\$2,143,198	WASA	\$1362980
				T&TEC	\$676141

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, '12	No & % of Complaints Received in Oct '12	No & % of Total Oct '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '12
Billing Query	292	17 6.6%	0 0.0%	40	269 42.3%
Inadequate Supply	188	194 75.8%	104 40.6%	56	222 34.9%
Leaks	32	25 9.8%	10 3.9%	10	37 5.8%
Request for Service	29	6 2.3%	1 0.4%	3	31 4.9%
Road Restoration	22	6 2.3%	0 0.0%	5	23 3.6%
Other	48	8 3.1%	0 0.0%	2	54 8.5%
Total	611	256	115 44.9%	116	636

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, '12	No & % of Complaints Received in Oct '12	No & % of Total Oct '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '12
Billing Query	9	5 8.3%	2 3.3%	2	10 5.9%
Damage Appliances	42	4 6.7%	0 0.0%	3	43 25.3%
High / Low Voltage	11	5 8.3%	2 3.3%	4	10 5.9%
Power Outages	7	8 13.3%	0 0.0%	3	12 7.1%
Request for Service	10	8 13.3%	2 3.3%	1	15 8.8%
Street Lights / Poles	44	24 40.0%	9 15.0%	8	51 30.0%
Other	29	6 10.0%	2 3.3%	4	29 17.1%
Total	152	60	17 28.3%	25	170

2.0 Complaints Analysis

Monthly	Oct '11	Oct '12	Sep '12
Number of complaints received	143	316	235
Number of complaints resolved	72	132	121
Number of complaints unresolved	71	182	114
Resolution rate for complaints received	50.3%	42.0%	51.5%
No. of outstanding complaints resolved	93	141	228
Total number of complaints resolved	165	273	349

The total number of complaints received in October 2012 increased by 81 or 34% when compared to September 2012. Using the same comparative period, the resolution rate for October 2012 decreased by 18.5% percentage points. The number of complaints resolved for the current month increased by 11 or 9% and from a previous period (unresolved from Feb '06 to Sep '12) decreased by 87 or 38%. The total number of complaints resolved overall decreased by 76 or 22%.

Cumulative	Jan '11 - Oct '11	Jan '12 - Oct '12	Nov '11 - Oct '12
Number of complaints received	1,827	2,919	3,376
Number of complaints resolved	1,618	2,332	2,814
Number of complaints unresolved	185	531	498
Number of complaints withdrawn	24	56	64
Resolution rate	89.7%	81.5%	85.0%

The cumulative number of complaints received and resolved from Jan '12 - Oct '12 increased by 1092 or 60% and by 714 or 44% 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 316 complaints recorded for October 2012 were reported by 239 customers of which 110 or 46% were new customers. Table 3 shows the frequency of complaints where 172 customers made only one complaint whilst cumulatively 67 or 28% of our customers made more than one complaint. For the period Jan '12 - Oct '12, 1666 customers made 2919 complaints to the RIC of which 1146 or 69% were new customers.

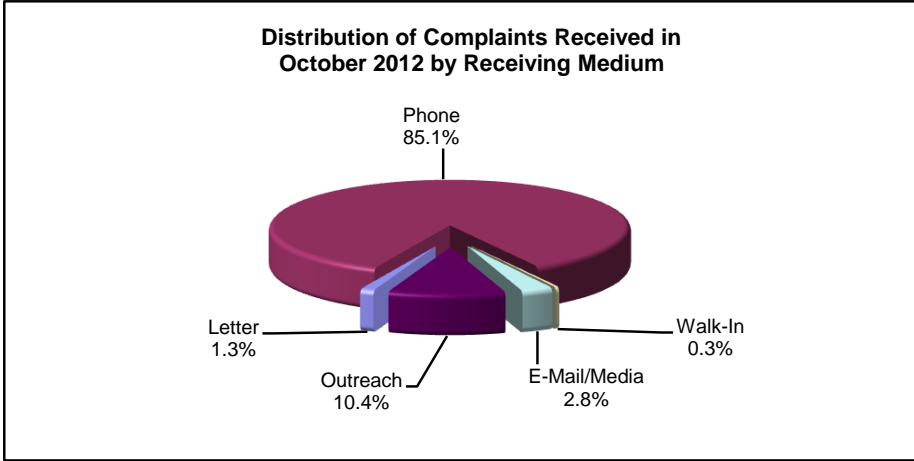
Table 3: Frequency of Complaints

No. of Complaints	No. of Oct '12 Customers	% of Repeat Customers for Oct '12	No. of Customers from Jan '12 - Oct '12	% of Repeat Customers from Jan '12 - Oct '12
1	172	0	1052	0
2	59	25	361	22
3	6	3	118	7
4	2	1	56	3
5	0	0	23	1
>6	0	0	56	3
	239		1666	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2012 by receiving medium. The number of complaints received by Letter increased by 1 or 33%, Telephone increased by 57 or 27%, Walk in decreased by 7 or 88%, Outreach increased by 28 or 560% (Tobago & Sangre Grande) and e-mail/Media increased by 2 or 29% when compared to September 2012.

Fig. 1



Receiving Medium

	Sep '12	Oct '12
Letter	3	4
Telephone	212	269
Walk-In	8	1
Email/Media	7	9
Outreach	5	33

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2012 by Service Provider. The number of complaints filed against WASA have increased by 60 or 31% and those filed against T&TEC have increased by 21 or 54% when compared to September 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2012.

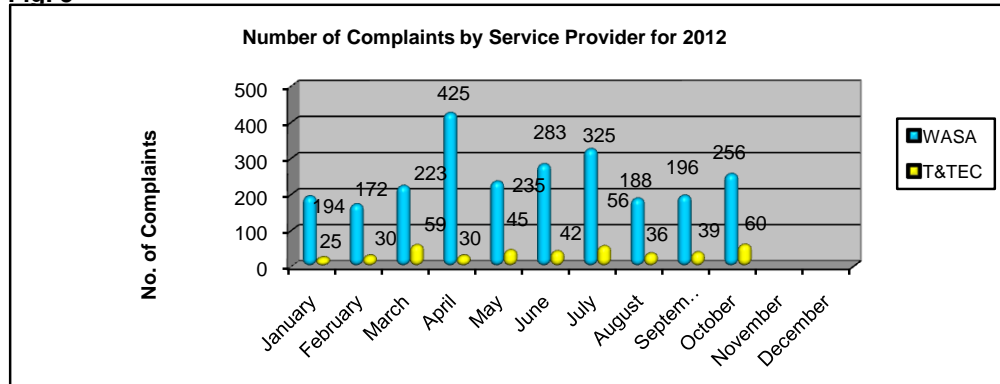
Fig. 2



Service Providers

	Sep '12	Oct '12
WASA	196	256
T&TEC	39	60

Fig. 3



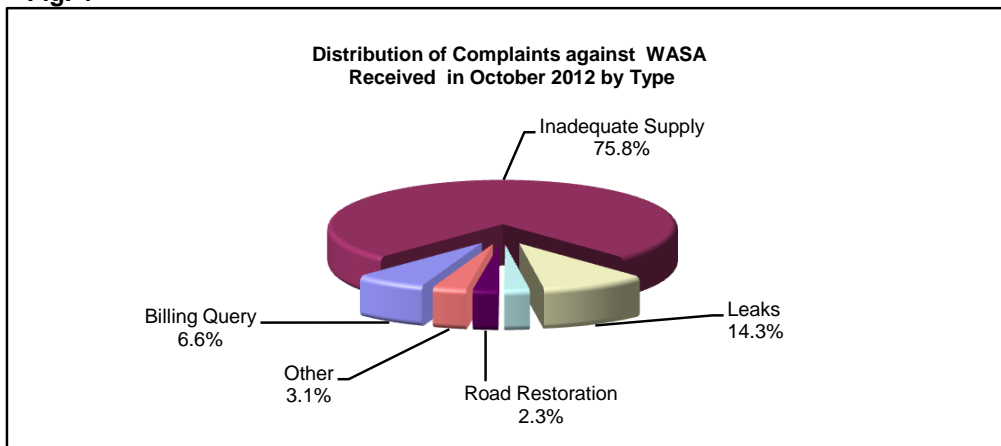
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2012 by type. When compared to September 2012, the number of complaints related to Billing Queries increased by 8 or 89%, Inadequate Supply increased by 53 or 38%, Leaks decreased by 10 or 29%, Request for Service increased by 3 or 100%, Road Restoration increased by 1 or 20% and the category Other increased by 5 or 167%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Sep 30, '12	No of Complaints Received		No of Oct '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '12
		Sep '12	Oct '12			
Billing Query	292	9	17	0	40	269 42.3%
Inadequate Supply	188	141	194	104	56	222 34.9%
Leaks	32	35	25	10	10	37 5.8%
Request for Service	29	3	6	1	3	31 4.9%
Road Restoration	22	5	6	0	5	23 3.6%
Other	48	3	8	0	2	54 8.5%
Total	611	196	256	115	116	636

Fig. 4



Cumulative	Jan '12 - Oct '12	Nov '11 - Oct '12
Number of complaints received	2,497	2,917
Number of complaints resolved	2,046	2,493
Number of complaints unresolved	400	366
Number of complaints withdrawn	51	57
Resolution rate	83.6%	87.2%

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. The increase in the number of complaints for October 2012 were due to problems at Desalcott, Navet and North Oropouche Water Treatment Plants, which resulted in production shortfalls.

Fig. 5

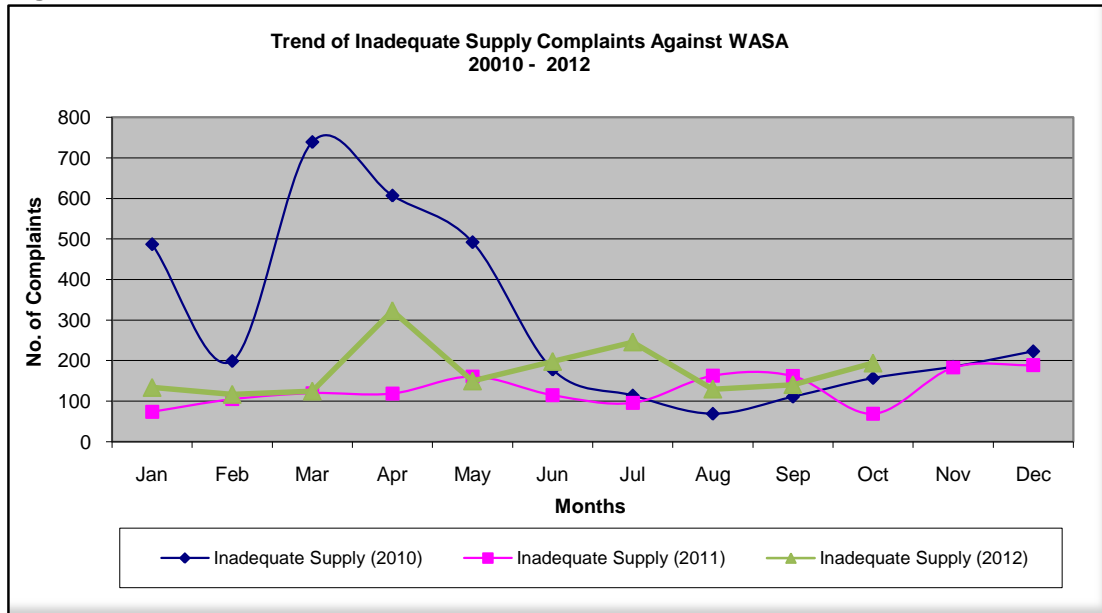
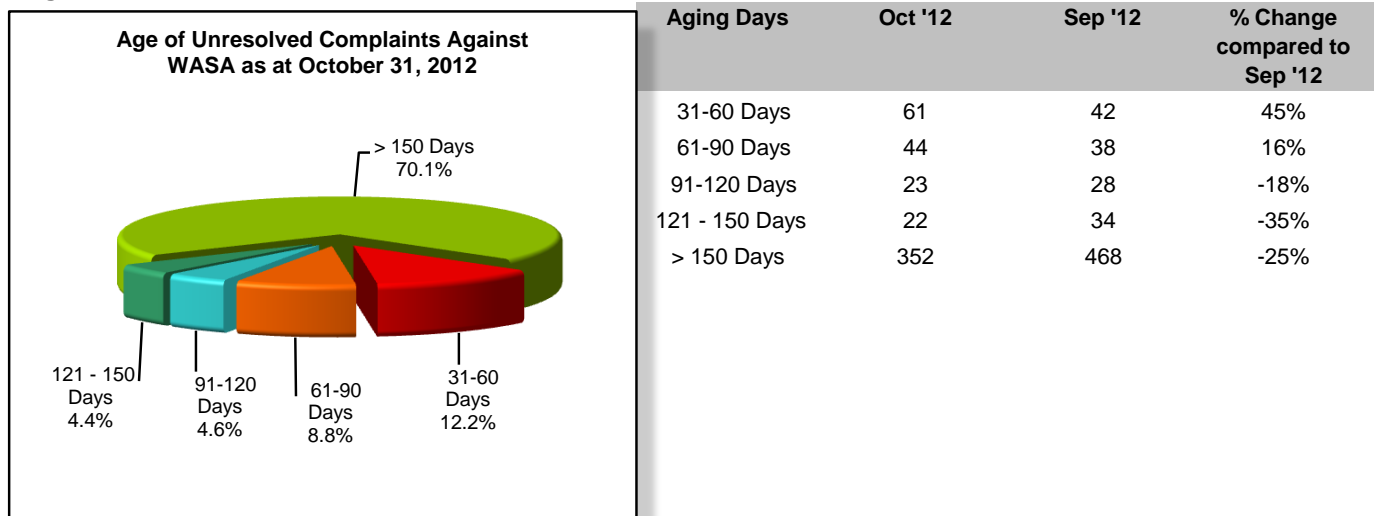


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Oct '12	Sep '12	% Change compared to Sep '12
31-60 Days	61	42	45%
61-90 Days	44	38	16%
91-120 Days	23	28	-18%
121 - 150 Days	22	34	-35%
> 150 Days	352	468	-25%

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 14.8%	10 22.7%	8 34.8%	11 50.0%	214 60.8%	252 50.2%	
Inadequate Supply	30 49.2%	27 61.4%	9 39.1%	7 31.8%	64 18.2%	137 27.3%	
Leaks	12 19.7%	4 9.1%	1 4.3%	2 9.1%	4 1.1%	23 4.6%	
Other	4 6.6%	1 2.3%	2 8.7%	1 4.5%	39 11.1%	47 9.4%	
Request for Service	2 3.3%	0 0.0%	0 0.0%	0 0.0%	24 6.8%	26 5.2%	
Road Restoration	4 6.6%	2 4.5%	3 13.0%	1 4.5%	7 2.0%	17 3.4%	
	61	44	23	22	352	502	

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

Complaint Type	Nov '11 - Oct '12	Jan '12 - Oct '12	Oct '12
Billing Classification	14,697.00	14,697.00	-
Billing Query	376,588.00	343,875.00	-
Damage to Property	1,060,000.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,451,285.00	\$ 943,572.00	\$ -

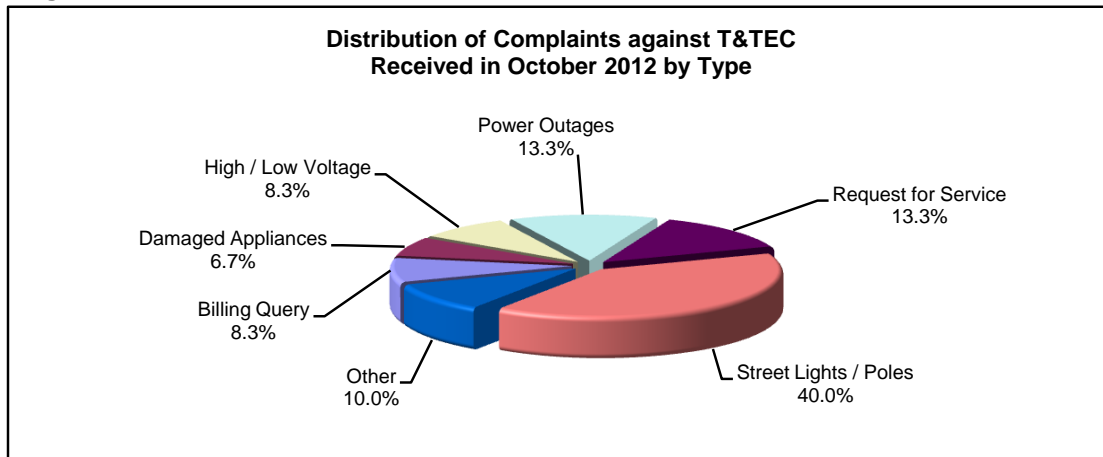
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in October 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in October 2012 by type. When compared to September 2012, the number of complaints related to Billing Queries increased by 1 or 25%, Damaged Appliances increased by 1 or 33%, High/ Low Voltage decreased by 1 or 17%, Power Outages increased by 6 or 300%, Request for Service increased by 7 or 700% and Street Lights/Poles increased by 7 or 41%.

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Sep 30, '12	No of Complaints Received		No of Oct '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '12	
		Sep '12	Oct '12				
Billing Query	9	4	5	2	2	10	5.9%
Damaged Appliances	42	3	4	0	3	43	25.3%
High / Low Voltage	11	6	5	2	4	10	5.9%
Power Outages	7	2	8	0	3	12	7.1%
Request for Service	10	1	8	2	1	15	8.8%
Street Lights / Poles	44	17	24	9	8	51	30.0%
Other	29	6	6	2	4	29	17.1%
Total	152	39	60	17	25	170	

Fig. 7



Cumulative	Jan '12 - Oct '12	Nov '11 - Oct '12
Number of complaints received	422	459
Number of complaints resolved	286	321
Number of complaints unresolved	131	131
Number of complaints withdrawn	5	7
Resolution rate	68.6%	71.0%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months. The most number of complaints received are regarding issues relating to streetlights and poles.

Fig. 8

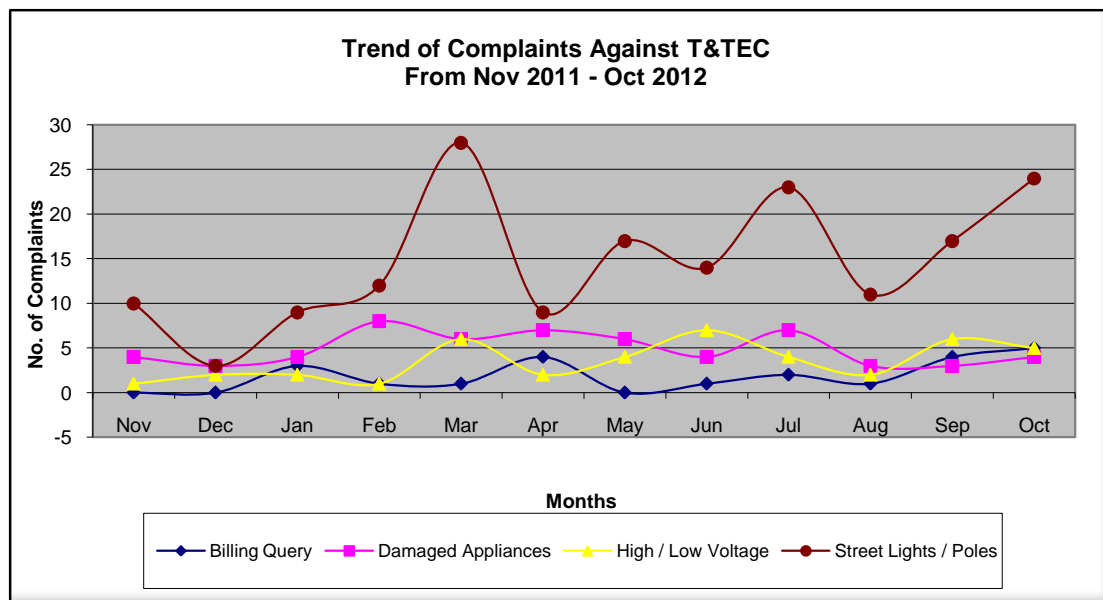
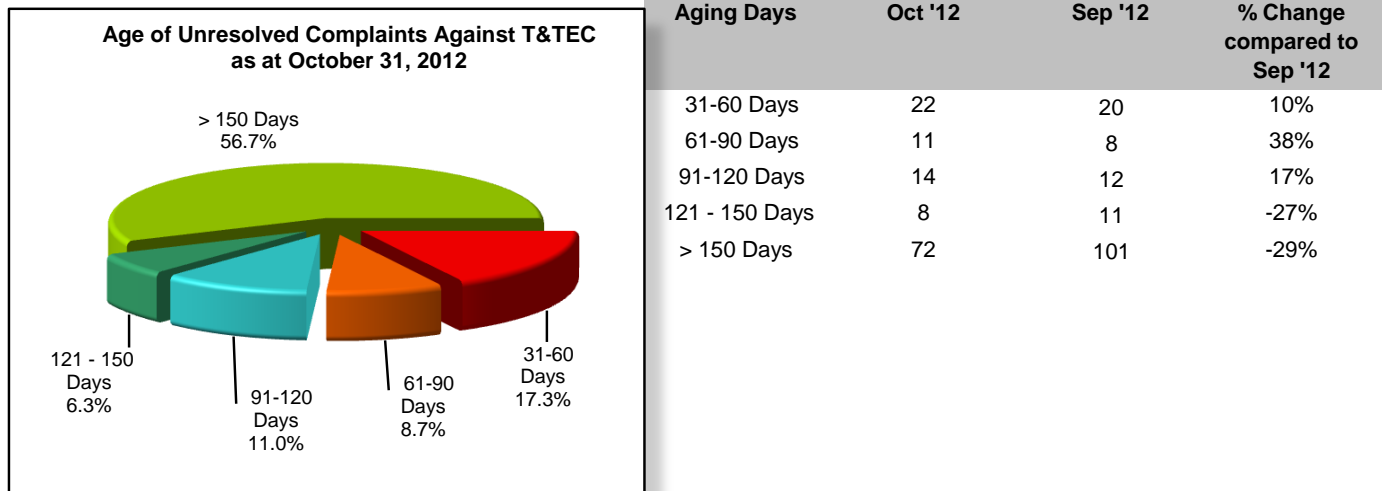


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Oct '12	Sep '12	% Change compared to Sep '12
31-60 Days	22	20	10%
61-90 Days	11	8	38%
91-120 Days	14	12	17%
121 - 150 Days	8	11	-27%
> 150 Days	72	101	-29%

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	9.1%	0	0.0%	0	0.0%	1	12.5%	4	5.6%	7	5.5%
Damaged Appliances	3	13.6%	3	27.3%	4	28.6%	2	25.0%	27	37.5%	39	30.7%
High / Low Voltage	4	18.2%	1	9.1%	0	0.0%	1	12.5%	1	1.4%	7	5.5%
Other	3	13.6%	2	18.2%	4	28.6%	1	12.5%	15	20.8%	25	19.7%
Power Outages	0	0.0%	2	18.2%	1	7.1%	1	12.5%	0	0.0%	4	3.1%
Request for Service	1	4.5%	1	9.1%	2	14.3%	0	0.0%	5	6.9%	9	7.1%
Street Lights / Poles	9	40.9%	2	18.2%	3	21.4%	2	25.0%	20	27.8%	36	28.3%
Totals	22		11		14		8		72		127	

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

Complaint Type	Nov '11 - Oct '12	Jan '12 - Oct '12	Oct '12
Billing Query	568.00	568.00	-
Damaged Appliance	82,178.00	55,685.00	-
KVA Reduction	-	-	-
Other Claims	609,167.00	609,167.00	-
	\$ 691,913.00	\$ 665,420.00	\$ -

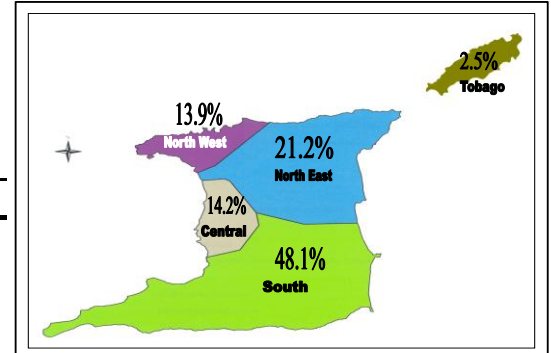
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	44 17.2%	23 38.3%	67 21.2%
North West	37 14.5%	7 11.7%	44 13.9%
Central	34 13.3%	11 18.3%	45 14.2%
South	136 53.1%	16 26.7%	152 48.1%
Tobago	5 2.0%	3 5.0%	8 2.5%
Total	256	60	316

Fig. 10



When compared to September 2012, the number of complaints received in October 2012 from the Central region decreased by 6 or 12%. Complaints from the North East region increased by 36 or 116% and those from the North West decreased by 15 or 25%. Complaints from the South region increased by 59 or 63% while those from Tobago increased by 7 or 700%.

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 - Oct '12 .

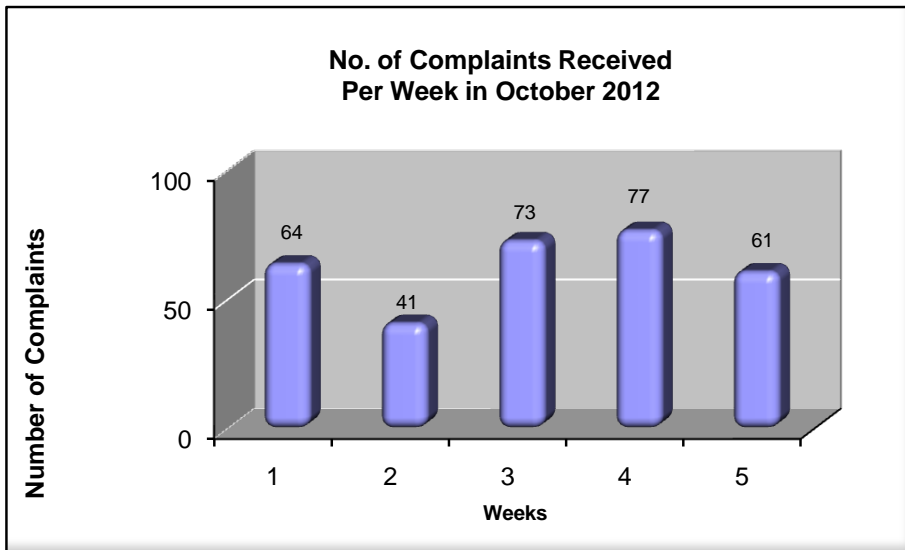
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	45
			Freeport	40
			Cunupia	34
		North East	Arima	29
			D'Abadie	20
			Talparo	12
		North West	Diego Martin	85
			Morvant	51
			Santa Cruz	32
			Penal	182
		South	Gasparillo	162
			Princes Town	124
			Barrackpore	100
T&TEC	Street Lights / Poles	South	Penal	15
		Tobago	Tobago	11
		North East	Arima	9
		South	Princes Town	9

7.0 Distribution of Complaints Received Per Week

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

Fig. 11



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

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 - Oct '12

Fig. 12

