



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2004, as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Aug 31, 2004	No & % of Complaints Received in Sep '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '04
Billing Query	75	5 (12%)	0	0	80 (47%)
Inadequate Supply	36	23 (55%)	13	4	42 (25%)
Leaks	6	10 (24%)	5	3	8 (5%)
Road Restoration	2	0 (0%)	0	0	2 (1%)
Other	39	4 (10%)	0	6	37 (22%)
Total	158	42	18	13	169

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Aug 31, 2004	No & % of Complaints Received in Sep '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '04
Billing Query	32	11 (31%)	4	2	37 (27%)
Power Outages	8	6 (17%)	1	1	12 (9%)
Volt. Fluct /Damages	58	4 (11%)	0	11	51 (37%)
Street Lights/Poles	14	6 (17%)	1	4	15 (11%)
Request for Supply	9	4 (11%)	2	1	10 (7%)
Other	20	4 (11%)	1	9	14 (10%)
Total	141	35	9	28	139

2.0 Complaints Analysis

Monthly	Sep 2003	Aug 2004	Sep 2004
Number of complaints received	82	87	77
Number of complaints resolved	45	35	27
Number of complaints unresolved	37	52	50
Resolution rate for complaints received	55%	40%	35%
No. of outstanding complaints resolved	36	30	41
Total number of complaints resolved	81	65	68

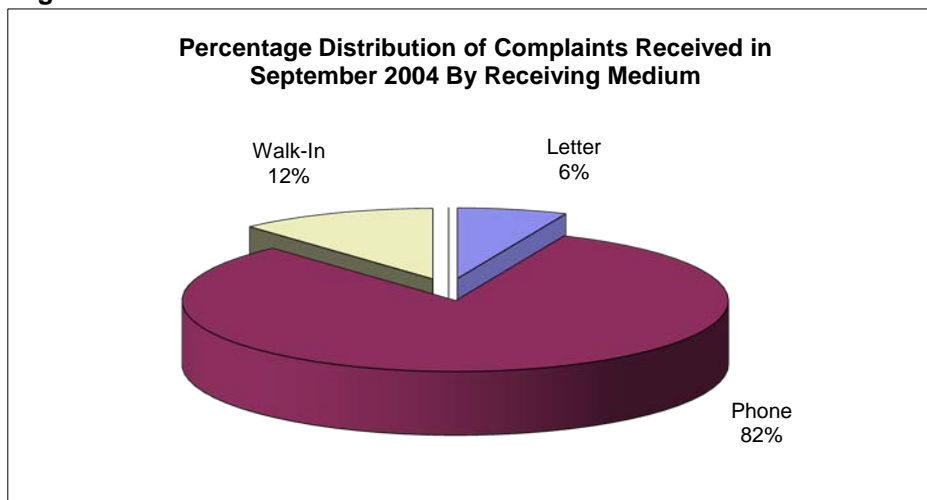
The total number of complaints received in September 2004 decreased by 10 or 11% when compared to Aug 2004. Using the same comparative period, the resolution rate for September 2004 decreased by 13%. The number of complaints resolved from a previous period increased by 11 or 37% and the total number of complaints resolved overall increased by 3 or 5%. The cumulative number of complaints received from Jan - Aug '04 increased by 77 or 9% when compared to the same period last year. The number of complaints withdrawn represents those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Sep '03	Jan - Aug '04	Oct '03 - Sep '04
Number of complaints received	641	978	1,267
Number of complaints resolved	528	650	909
Number of complaints unresolved	113	247	269
Number of complaints withdrawn	0	81	89
Resolution rate	82%	66%	72%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2004 by receiving medium. The number of complaints received by Letter decreased by 5 or 50%, Telephone decreased by 2 or 3%, Walk in decreased by 1 or 10% and e-mail/Media decreased by 2 or 100% when compared to Aug 2004.

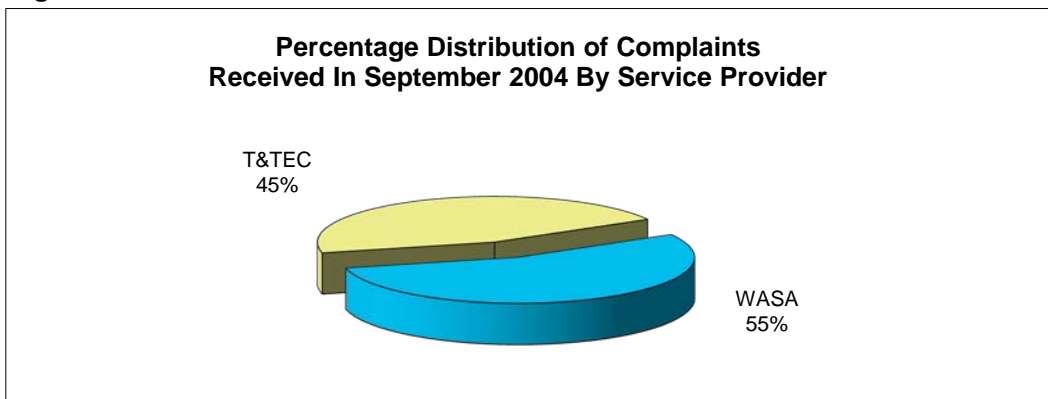
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2004 by Service Provider. The number of complaints filed against WASA have decreased by 8 or 16% and those filed against T&TEC decreased by 2 or 5% when compared to Aug 2004.

Fig. 2



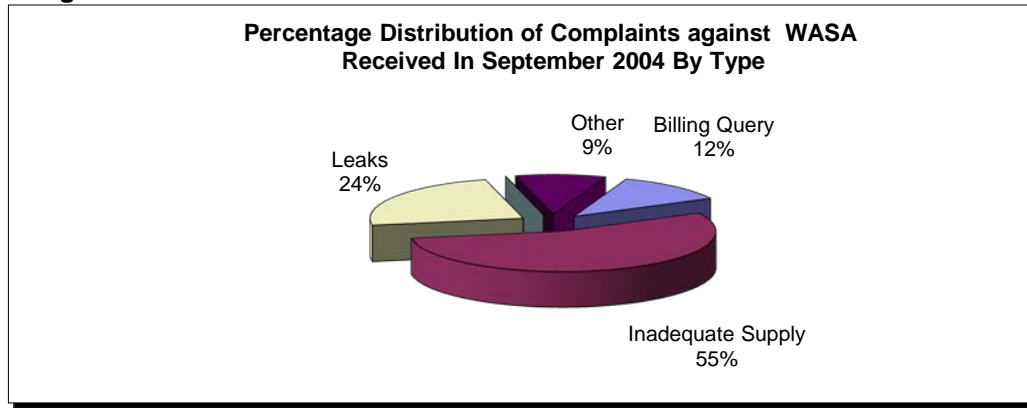
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in September 2004 and their status, as well as, the number and percentage by type. Figure 3 shows the percentage distribution of the complaints received in September 2004 by type. The Number of Billing Query decreased by 3 or 38%, Inadequate Supply Nil by 0 or 0%, Leaks decreased by 1 or 9%, Road Restoration Nil by 0 or 0%, and Other types of complaints decreased by 4 or 50% when compared to Aug 2004.

Table 3

Complaint Category	Total Unresolved Complaints as at Aug 31, 2004	No & % of Complaints Received in Sep '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '04
Billing Query	75	5	0	0	80 (47%)
Inadequate Supply	36	23	13	4	42 (25%)
Leaks	6	10	5	3	8 (5%)
Road Restoration	2	0	0	0	2 (1%)
Other	39	4	0	6	37 (22%)
Total	158	42	18	13	169

Fig. 3



Cumulative	Jan - Sep '04	Oct '03 - Sep '04
Number of complaints received	411	565
Number of complaints resolved	281	418
Number of complaints unresolved	130	147
Number of complaints withdrawn	1	1
Resolution rate	68%	74%

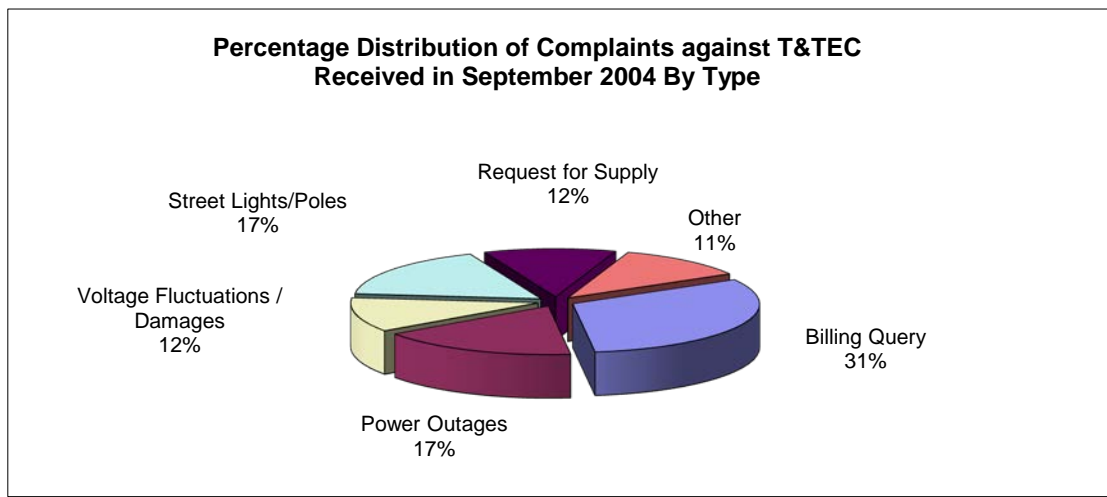
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in September 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2004 by type. The Number of Billing Query increased by 2 or 22%, Power Outages increased by 2 or 50%, Voltage Fluctuations/Damages decreased by 8 or 67%, Street Lights/Poles decreased by 2 or 25%, Request for Service Nil by 0 or 0% and Other types of complaints increased by 4 or 400% when compared to Aug 2004.

Table 4

Complaint Type	Total Unresolved Complaints as at Aug 31, 2004	No & % of Complaints Received in Sep '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '04
Billing Query	32	11	4	2	37 (27%)
Power Outages	8	6	1	1	12 (9%)
Volt. Fluct /Damages	58	4	0	11	51 (37%)
Street Lights/Poles	14	6	1	4	15 (11%)
Request for Supply	9	4	2	1	10 (7%)
Other	20	4	1	9	14 (10%)
Total	141	35	9	28	139

Fig. 4



Cumulative	<i>Jan - Sep '04</i>	<i>Oct '03 - Sep '04</i>
Number of complaints received	314	360
Number of complaints resolved	197	238
Number of complaints unresolved	117	122
Number of complaints withdrawn	3	4
Resolution rate	63%	66%

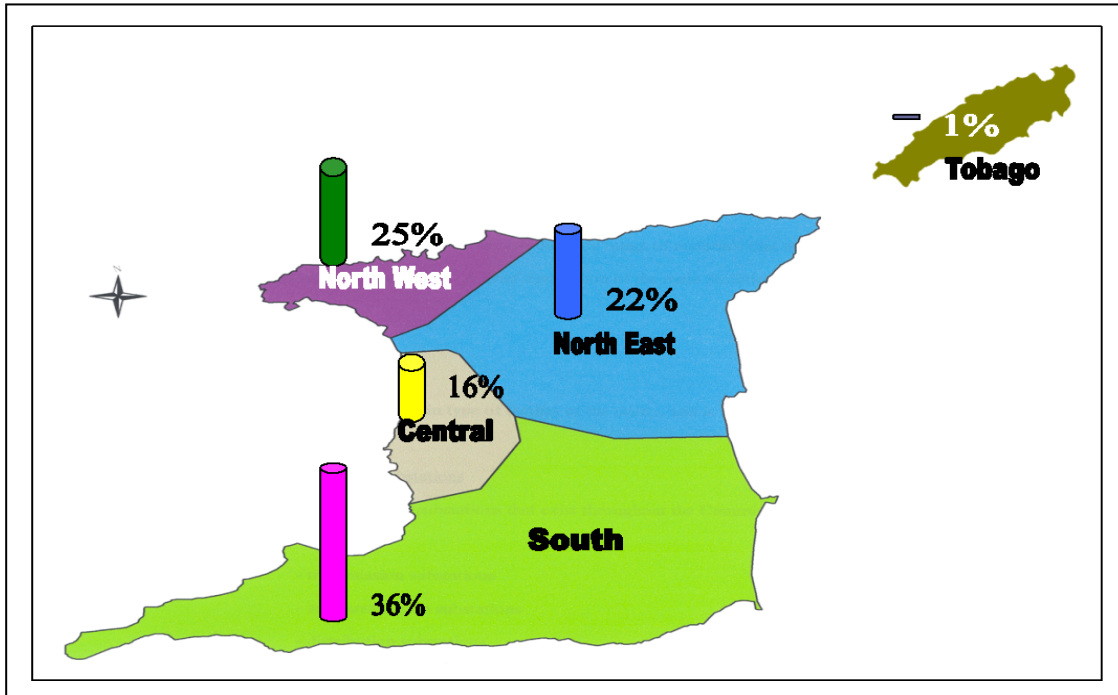
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 5 shows the percentage distribution of all complaints received in September 2004 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	7 (17%)	10 (29%)	17 (22%)
North West	7 (17%)	12 (34%)	19 (25%)
Central	7 (17%)	5 (14%)	12 (16%)
South	20 (48%)	8 (23%)	28 (36%)
Tobago	1 (2%)	0 (0%)	1 (1%)
Total	42	35	77

Fig. 5



The number of complaints from the Central region decreased by 5 or 29%, North East decreased by 2 or 11%, North West decreased by 4 or 17%, complaints from the South region increased by 2 or 8% while those from Tobago decreased by 1 or 50% when compared to Aug 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Sep '04 .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	40
	Supply	South	Williamsville	17
	"	North West	Port of Spain	16
	"	South	Penal	14
	"	Central	Chaguanas	10
	"	North East	Arima	10
	"	North West	St. James	10
	"	North West	Diego Martin	8
	Leaks	North East	Arima	5
	Other	South	San Fernando	5
	Billing Query	North West	Port of Spain	7
	Billing Query	South	Williamsville	6
	T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas
Tobago				10
Billing Query		North East	Arima	6
		North West	Morvant	5

6.0 Distribution of Complaints Received Per Week

Figure 6 shows the distribution of the complaints received in September 2004

Fig. 6

