



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2012, as well as all outstanding complaints against Service Providers as at September 30, 2012.

Status	Sep '11	Sep '12	Oct '11 - Sep '12		
Number of complaints received	220	235	3,226		
Number of complaints resolved	145	121	2,703		
Number of complaints unresolved	75	114	461		
Number of complaints withdrawn	0	0	62		
Resolution rate for complaints received	65.9%	51.5%	85.4%		
No. of outstanding complaints resolved	103	228	95		
Total number of complaints resolved	248	349	2,798		
Rebate/compensation awarded to customers	TT\$708	TT\$0	TT\$2,045,655	WASA	\$1336933
				T&TEC	\$708722

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 Aug 31, '12	No & % of Complaints Received in Sep '12	No & % of Total Sep '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '12
Billing Query	288	9 4.6%	0 0.0%	5	292 47.8%
Inadequate Supply	266	141 71.9%	96 49.0%	123	188 30.8%
Leaks	49	35 17.9%	16 8.2%	36	32 5.2%
Request for Service	30	3 1.5%	1 0.5%	3	29 4.7%
Road Restoration	32	5 2.6%	1 0.5%	14	22 3.6%
Other	52	3 1.5%	0 0.0%	7	48 7.9%
Total	717	196	114 58.2%	188	611

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 Aug 31, '12	No & % of Complaints Received in Sep '12	No & % of Total Sep '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '12
Billing Query	7	4 10.3%	1 2.6%	1	9 5.9%
Damage Appliances	47	3 7.7%	0 0.0%	8	42 27.6%
High / Low Voltage	10	6 15.4%	0 0.0%	5	11 7.2%
Power Outages	10	2 5.1%	1 2.6%	4	7 4.6%
Request for Service	13	1 2.6%	0 0.0%	4	10 6.6%
Street Lights / Poles	43	17 43.6%	4 10.3%	12	44 28.9%
Other	30	6 15.4%	1 2.6%	6	29 19.1%
Total	160	39	7 17.9%	40	152

2.0 Complaints Analysis

Monthly	Sep '11	Sep '12	Aug '12
Number of complaints received	220	235	224
Number of complaints resolved	145	121	62
Number of complaints unresolved	75	114	160
Resolution rate for complaints received	65.9%	51.5%	27.9%
No. of outstanding complaints resolved	103	228	95
Total number of complaints resolved	248	349	157

The total number of complaints received in September 2012 increased by 11 or 5% when compared to August 2012. Using the same comparative period, the resolution rate for September 2012 increased by 47 percentage points, which was attributable to a full complement of staff. The number of complaints resolved for the current month increased by 59 or 95% and from a previous period (unresolved from Jan '10 to Aug '12) increased by 133 or 140%. The total number of complaints resolved overall increased by 192 or 122%.

Cumulative	Jan '11 - Sep '11	Jan '12 - Sep '12	Oct '11 - Sep '12
Number of complaints received	1,684	2,603	3,226
Number of complaints resolved	1,461	2,086	2,703
Number of complaints unresolved	202	463	461
Number of complaints withdrawn	21	54	62
Resolution rate	87.9%	81.8%	85.4%

The cumulative number of complaints received and resolved from January 2012 - September 2012 increased by 919 or 55% and by 625 or 43% 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 235 complaints recorded for September 2012 were reported by 178 customers of which 96 or 54% were new customers. Table 3 shows the frequency of complaints where 135 customers made only one complaint whilst cumulatively 43 or 24% of our customers made more than one complaint. For the period January 2012 - September 2012, 1515 customers made 2603 complaints to the RIC of which 1038 or 69% were new customers.

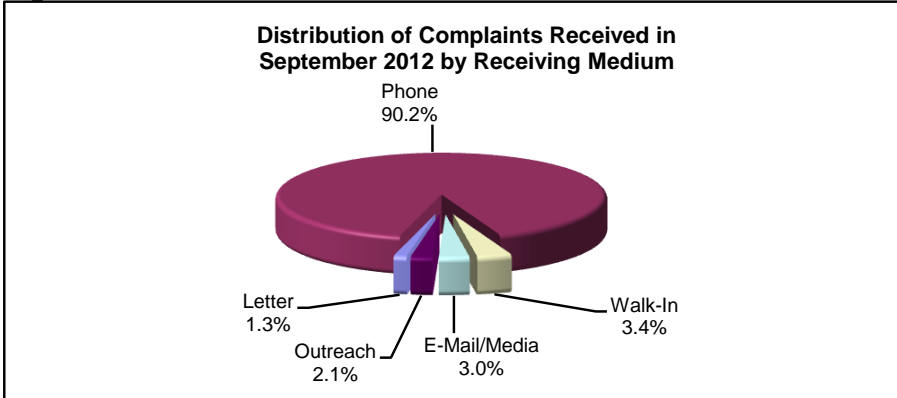
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '12 Customers	% of Repeat Customers for Sep '12	No. of Customers from Jan '12 - Sep '12	% of Repeat Customers from Jan '12 - Sep '12
1	135	0	959	0
2	33	19	339	22
3	6	3	102	7
4	4	2	47	3
5	0	0	21	1
>6	0	0	47	3
	178		1515	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2012 by receiving medium. The number of complaints received by Letter decreased by 2 or 40%, Telephone increased by 15 or 8%, Walk in increased by 6 or 300%, Outreach decreased by 10 or 67% and e-mail/Media increased by 2 or 40% when compared to August 2012. A decision was taken to conduct bi-monthly outreach in Tobago due to the small number of complaints received from previous visits, as such one outreach was conducted in Trinidad.

Fig. 1



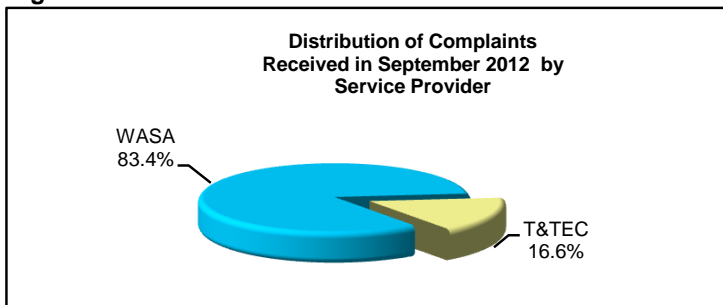
Receiving Medium

	Aug '12	Sep '12
Letter	5	3
Telephone	197	212
Walk-In	2	8
Email/Media	5	7
Outreach	15	5

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2012 by Service Provider. The number of complaints filed against WASA have increased by 8 or 4% and those filed against T&TEC have increased by 3 or 8% when compared to August 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

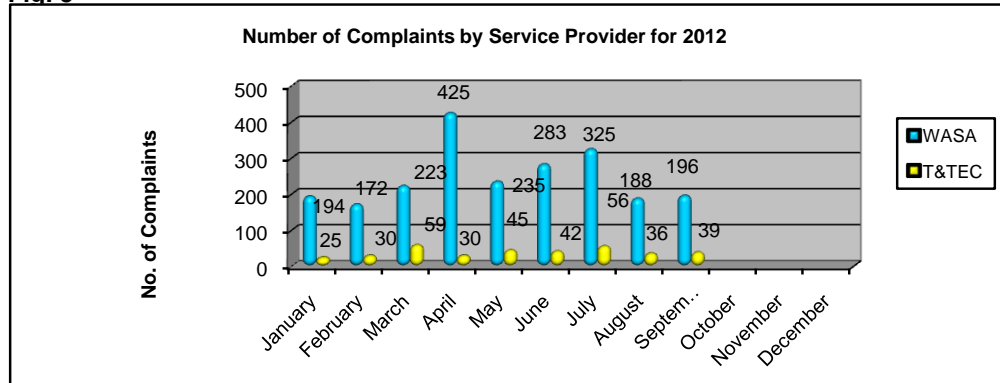
Fig. 2



Service Providers

	Aug '12	Sep '12
WASA	188	196
T&TEC	36	39

Fig. 3



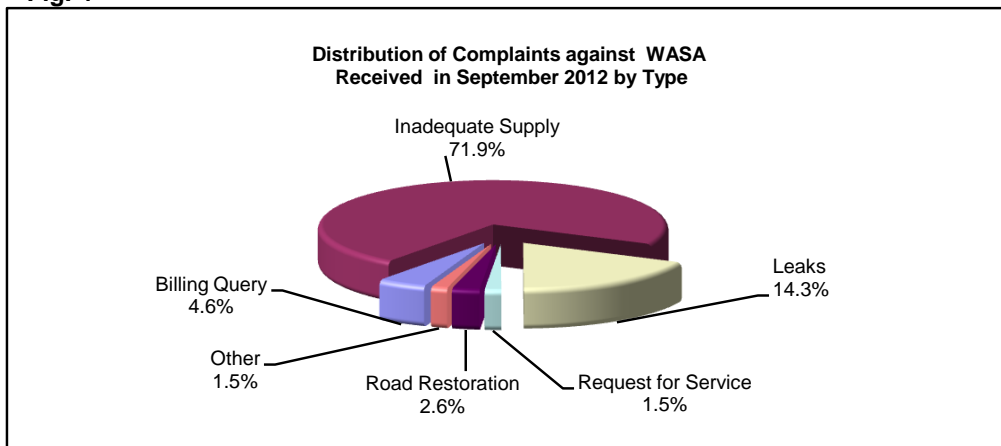
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2012 by type. When compared to August 2012, the number of complaints related to Billing Queries decreased by 5 or 36%, Inadequate Supply increased by 11 or 8%, Leaks decreased by 1 or 3%, Request for Service increased by 3 or 300%, Road Restoration increased by 2 or 67% and the category Other decreased by 2 or 40%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, '12	No of Complaints Received		No of Sep '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '12
		Aug '12	Sep '12			
Billing Query	288	14	9	0	5	292 47.8%
Inadequate Supply	266	130	141	96	123	188 30.8%
Leaks	49	36	35	16	36	32 5.2%
Request for Service	30	0	3	1	3	29 4.7%
Road Restoration	32	3	5	1	14	22 3.6%
Other	52	5	3	0	7	48 7.9%
Total	717	188	196	114	188	611

Fig. 4



Cumulative	Jan '12 - Sep '12	Oct '11 - Sep '12
Number of complaints received	2,241	2,793
Number of complaints resolved	1,838	2,391
Number of complaints unresolved	353	346
Number of complaints withdrawn	50	56
Resolution rate	83.9%	87.4%

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. There were fewer disruptions in WASA's Water Treatment Plants in August 2012, which continued into September resulting in an improved reliability in the pipe borne supply.

Fig. 5

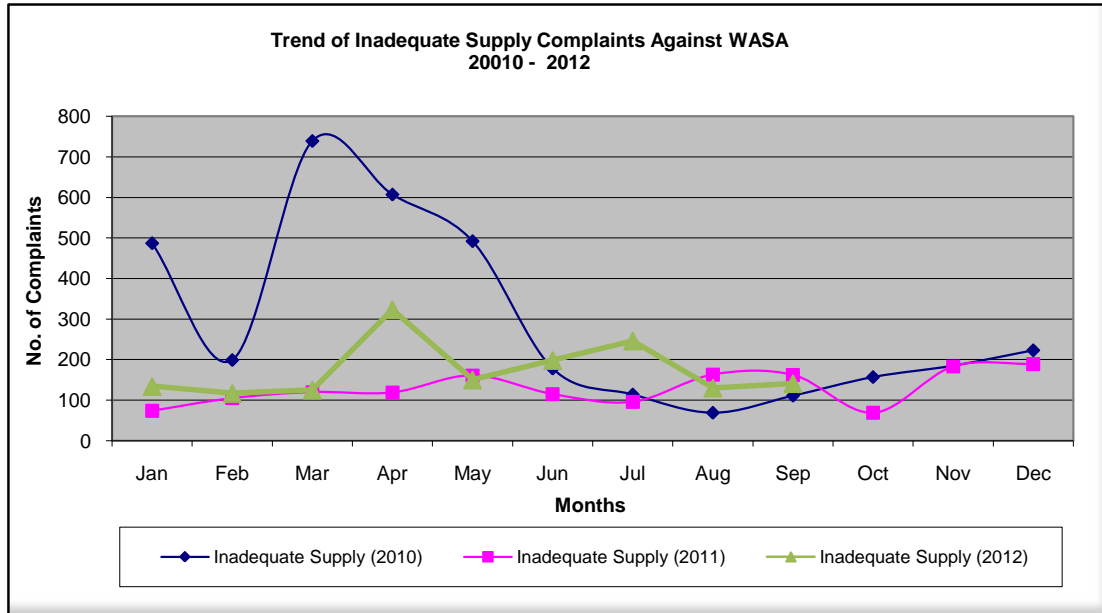
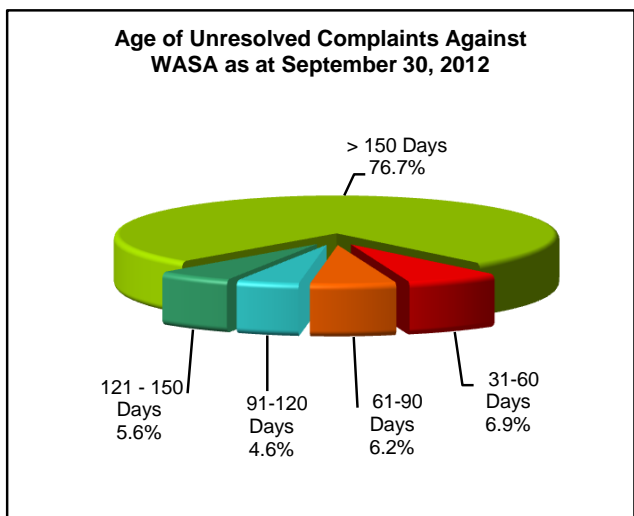


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Sep '12	Aug '12	% Change compared to Aug '12
31-60 Days	42	82	-49%
61-90 Days	38	63	-40%
91-120 Days	28	39	-28%
121 - 150 Days	34	43	-21%
> 150 Days	468	486	-4%

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	12 28.6%	14 36.8%	13 46.4%	22 64.7%	231 49.4%	292 47.9%	
Inadequate Supply	20 47.6%	18 47.4%	6 21.4%	7 20.6%	136 29.1%	187 30.7%	
Leaks	2 4.8%	3 7.9%	2 7.1%	1 2.9%	24 5.1%	32 5.2%	
Other	3 7.1%	1 2.6%	3 10.7%	2 5.9%	39 8.3%	48 7.9%	
Request for Service	0 0.0%	0 0.0%	2 7.1%	0 0.0%	27 5.8%	29 4.8%	
Road Restoration	5 11.9%	2 5.3%	2 7.1%	2 5.9%	11 2.4%	22 3.6%	
	42	38	28	34	468	610	

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

Complaint Type	Oct '11 - Sep '12	Jan '12 - Sep '12	Sep '12
Billing Classification	7,162.00	7,162.00	-
Billing Query	230,371.00	193,308.00	-
Damage to Property	1,099,400.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,336,933.00	\$ 785,470.00	\$ -

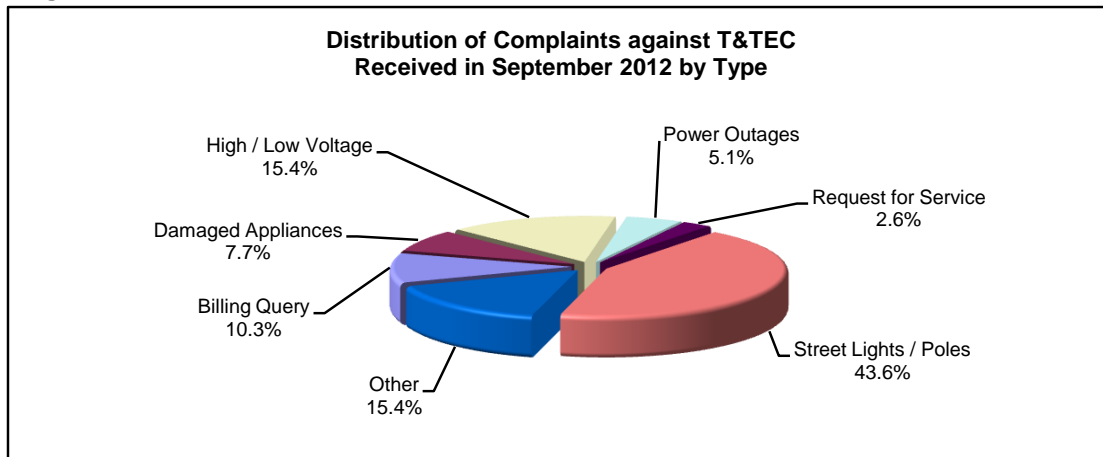
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in September 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in September 2012 by type. When compared to August 2012, the number of complaints related to Billing Queries increased by 3 or 300%, High/ Low Voltage increased by 4 or 200%, Power Outages decreased by 2 or 50%, Request for Service decreased by 5 or 83%, Street Lights/Poles increased by 6 or 55%, and the category Other decreased by 3 or 33% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, '12	No of Complaints Received		No of Sep '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '12	
		Aug '12	Sep '12				
Billing Query	7	1	4	1	1	9	5.9%
Damaged Appliances	47	3	3	0	8	42	27.6%
High / Low Voltage	10	2	6	0	5	11	7.2%
Power Outages	10	4	2	1	4	7	4.6%
Request for Service	13	6	1	0	4	10	6.6%
Street Lights / Poles	43	11	17	4	12	44	28.9%
Other	30	9	6	1	6	29	19.1%
Total	160	36	39	7	40	152	

Fig. 7



Cumulative	Jan '12 - Sep '12	Oct '11 - Sep '12
Number of complaints received	362	433
Number of complaints resolved	248	312
Number of complaints unresolved	110	115
Number of complaints withdrawn	4	6
Resolution rate	69.3%	73.1%

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

Fig. 8

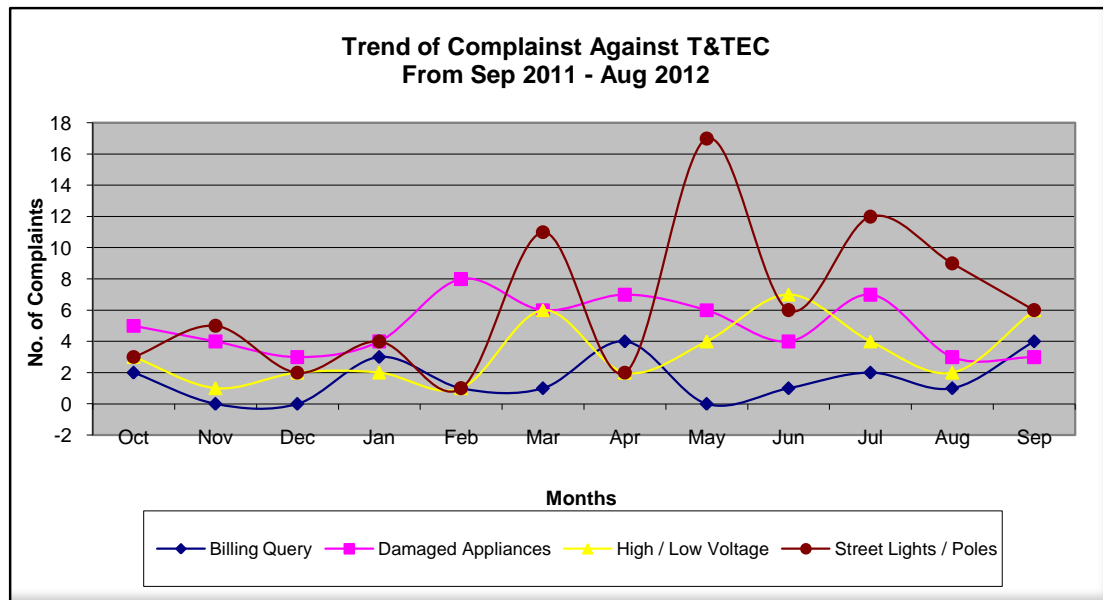
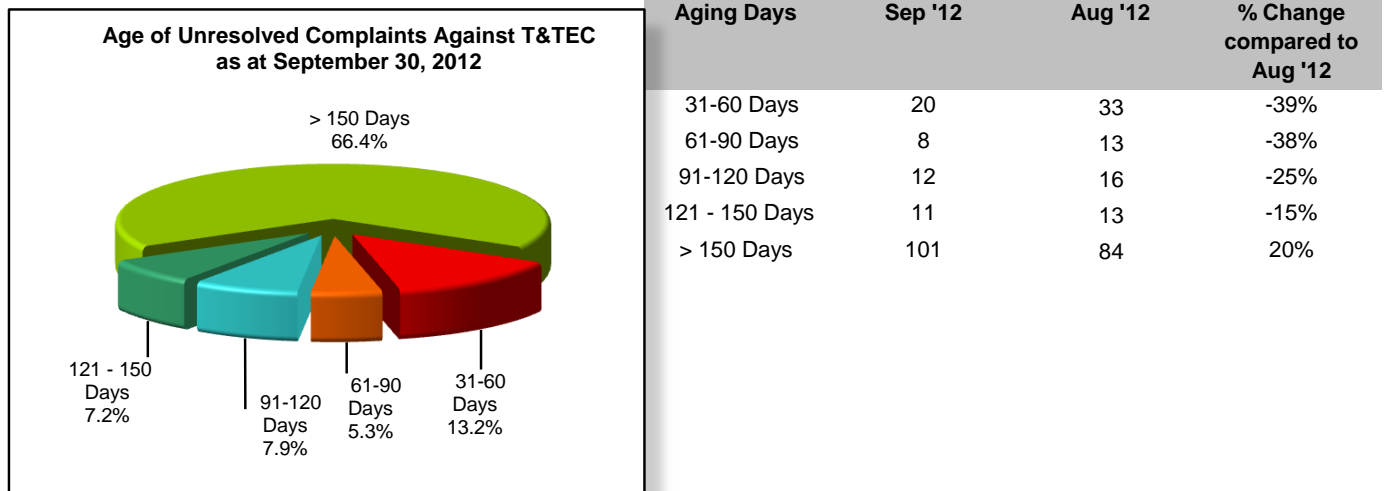


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Sep '12	Aug '12	% Change compared to Aug '12
31-60 Days	20	33	-39%
61-90 Days	8	13	-38%
91-120 Days	12	16	-25%
121 - 150 Days	11	13	-15%
> 150 Days	101	84	20%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances and Street lights/ poles 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	5.0%	1	12.5%	0	0.0%	2	18.2%	5	5.0%	9	5.9%
Damaged Appliances	5	25.0%	2	25.0%	3	25.0%	3	27.3%	29	28.7%	42	27.6%
High / Low Voltage	1	5.0%	1	12.5%	1	8.3%	0	0.0%	8	7.9%	11	7.2%
Other	4	20.0%	1	12.5%	0	0.0%	2	18.2%	22	21.8%	29	19.1%
Power Outages	2	10.0%	1	12.5%	0	0.0%	0	0.0%	4	4.0%	7	4.6%
Request for Service	2	10.0%	0	0.0%	1	8.3%	2	18.2%	5	5.0%	10	6.6%
Street Lights / Poles	5	25.0%	2	25.0%	7	58.3%	2	18.2%	28	27.7%	44	28.9%
Totals	20		8		12		11		101		152	

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

Complaint Type	Oct '11 - Sep '12	Jan '12 - Sep '12	Sep '12
Billing Query	568.00	568.00	-
Damaged Appliance	97,759.00	55,685.00	-
KVA Reduction	-	-	-
Other Claims	610,395.00	609,167.00	-
	\$ 708,722.00	\$ 665,420.00	\$ -

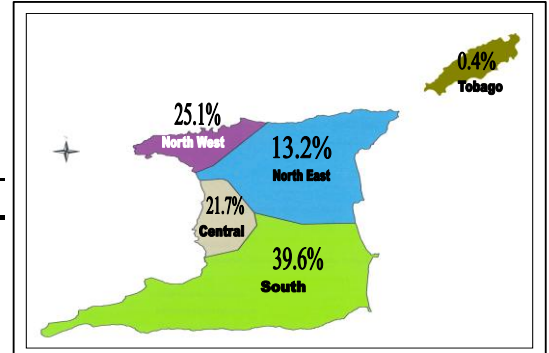
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 September 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	22	11.2%	9	23.1%	31	13.2%
North West	47	24.0%	12	30.8%	59	25.1%
Central	45	23.0%	6	15.4%	51	21.7%
South	81	41.3%	12	30.8%	93	39.6%
Tobago	1	0.5%	0	0.0%	1	0.4%
Total	196		39		235	

Fig. 10



When compared to August 2012, the number of complaints received in September 2012 from the Central region increased by 18 or 55%. Complaints from the North East region decreased by 8 or 21%, and those from the North West decreased by 5 or 8%. Complaints reported from the South region increased by 13 or 16% while those from Tobago decreased by 7 or 88%.

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 - Sep '12 .

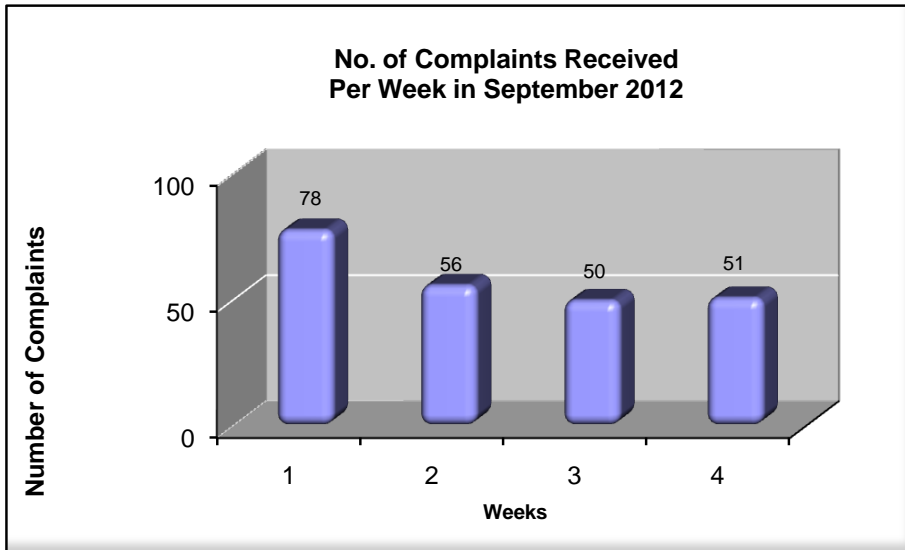
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	39
			Freeport	36
			Cunupia	24
		North East	Arima	26
			D'Abadie	20
			Talparo	8
		North West	Diego Martin	74
			Morvant	50
			Santa Cruz	31
			South	Penal
		South	Gasparillo	151
			Princes Town	101
			Debe	66
T&TEC	Street Lights / Poles		South	Penal
	Street Lights / Poles	Tobago	Tobago	11
	Street Lights / Poles	South	Princes Town	9
	Other	North West	Port of Spain	6

7.0 Distribution of Complaints Received Per Week

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

Fig. 11



Week	Number of Work Days
1	5
2	5
3	5
4	4
5	0

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2012 - September 2012.

Fig. 12

