



REGULATED INDUSTRIES COMMISSION

**Monthly Complaints Report
for March 2016**

1.0 Overview of Complaints

This report provides an analysis of all complaints received by the Customer Services Department of the RIC against the Service Providers under its purview in March 2016, as well as all outstanding complaints as at March 31, 2016.

Table1: Status of Complaints Filed With The RIC

Status	Mar '16	Feb '16	Mar '15	2016 YTD
Number of complaints brought forward	451	381	468	389
Number of complaints received	222	247	174	619
Number of complaints withdrawn	0	0	0	0
Number of complaints resolved	119	132	114	461
Number of complaints unresolved	103	115	60	158
Resolution rate	53.6%	53.4%	65.5%	74.5%
No. of outstanding complaints resolved	91	45	101	84
Total number of complaints resolved	210	177	215	545
Total number of complaints outstanding	463	451	427	463
Rebate/compensation awarded to customers	\$0.00	\$217.00	\$1,458.00	\$38,553.00

1.1 Complaints Filed Against the Water and Sewerage Authority (WASA)

Table 2: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Feb 29, '16	No of Complaints Resolved From Previous Period	No & % of Complaints Received in Mar '16	No & % of Mar '16 Complaints Resolved	No & % of Unresolved Complaints as at Mar 31, '16
Billing Query	120	1	3 2.0%	0 0.0%	122 35.5%
Inadequate Supply	12	1	3 2.0%	1 0.7%	13 3.8%
Interruption in Pipe Borne Supply	85	14	61 41.5%	31 21.1%	101 29.4%
Leaks	15	2	14 9.5%	4 2.7%	23 6.7%
Request for Service	18	0	0 0.0%	0 0.0%	18 5.2%
Request for Truck Borne Supply	8	8	62 42.2%	48 32.7%	14 4.1%
Road Restoration	6	0	1 0.7%	0 0.0%	7 2.0%
Other	43	0	3 2.0%	0 0.0%	46 13.4%
Total	307	26	147	84	344

1.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission (T&TEC)

Table 3: Summary of Complaints Filed Against T&TEC

Complaint Category	Total Unresolved Complaints as at Feb 29, '16	No of Complaints Resolved From Previous Period	No & % of Complaints Received in Mar '16	No & % of Mar '16 Complaints Resolved	No & % of Unresolved Complaints as at Mar 31, '16
Billing Query	1	0	4 5.3%	1 1.3%	4 3.4%
Damaged Appliances	14	3	4 5.3%	0 0.0%	15 12.6%
High / Low Voltage	5	1	0 0.0%	0 0.0%	4 3.4%
Lines - Removal/relocation/repair	22	2	5 6.7%	1 1.3%	24 20.2%
Poles - Removal & Relocation	13	4	4 5.3%	1 1.3%	12 10.1%
Power Outages	4	2	0 0.0%	0 0.0%	2 1.7%
Request for Service	7	3	6 8.0%	0 0.0%	10 8.4%
Street Lights - Repair & Installation	64	48	48 64.0%	30 40.0%	34 28.6%
Other	14	2	4 5.3%	2 2.7%	14 11.8%
Total	144	65	75	35	119

NB: The tables in this report may contain rounding errors to one decimal place.

2.0 Complaints Analysis

From table 1, the total number of complaints received in March 2016 decreased by 25 or 10% when compared to February 2016. Using the same comparative period, the resolution rate for March 2016 increased by approximately 0.2 percentage points. The number of complaints resolved for the current month decreased by 13 or 10%. The number of outstanding complaints resolved increased by 46 or 102% and the total number of complaints resolved overall increased by 33 or 19%.

Table 4: Summation of Complaints Filed With The RIC

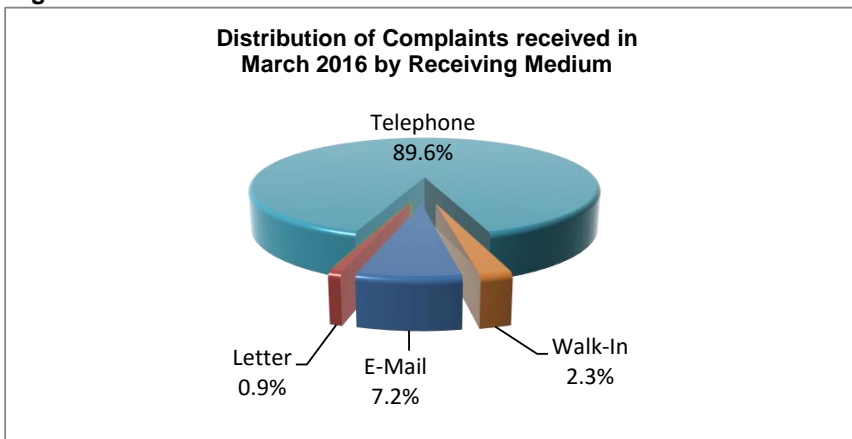
Summation	Jan '16 - Mar 16	Jan '15 - Mar '15
Number of complaints brought forward from 2015 and 2014 respectively	389	521
Number of complaints received	619	486
Number of complaints withdrawn	0	4
Number of complaints resolved	461	366
Number of complaints unresolved	158	116
Resolution rate	74.5%	75.9%
No. of outstanding complaints resolved	84	210
Total number of complaints resolved	545	576
Total number of complaints outstanding	463	427

The number of complaints received for the period January 1, to March 31, 2016 increased by 133 or 27% when compared to the corresponding period last year. Using the same comparative period, the number of complaints resolved increased by 95 or 26%. The complaints withdrawn represent those that have been withdrawn at the customers' request as shown in table 4 above.

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded for March 2016 by receiving medium. The number of complaints received by Letter decreased by 36 or 95%, Telephone increased by 10 or 5%, Walk in increased by 4 or 400% and those received by e-mail decreased by 3 or 16%. The RIC held its first Outreach Programme (OP) at the Penal/Debe Regional Corporation. While we did not receive any new complaints, one (1) person visited to get an update on a complaint previously filed and the other two (2) customers sought advice on utility related issues.

Fig. 1

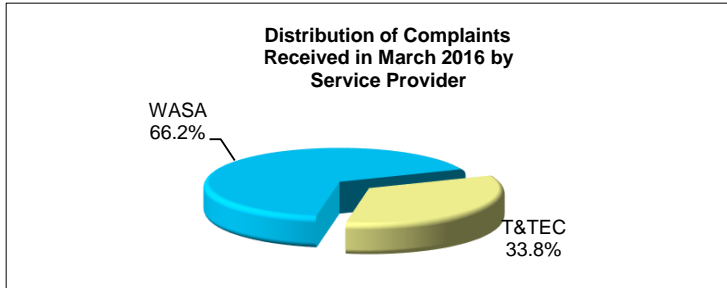


Receiving Medium			
	Mar '16	Feb '16	YTD
E-Mail	16	19	46
Letter	2	38	42
Media	0	0	0
Outreach	0	0	0
Telephone	199	189	523
Walk-In	5	1	8
	222	247	619

4.0 Complaints Received by Service Provider

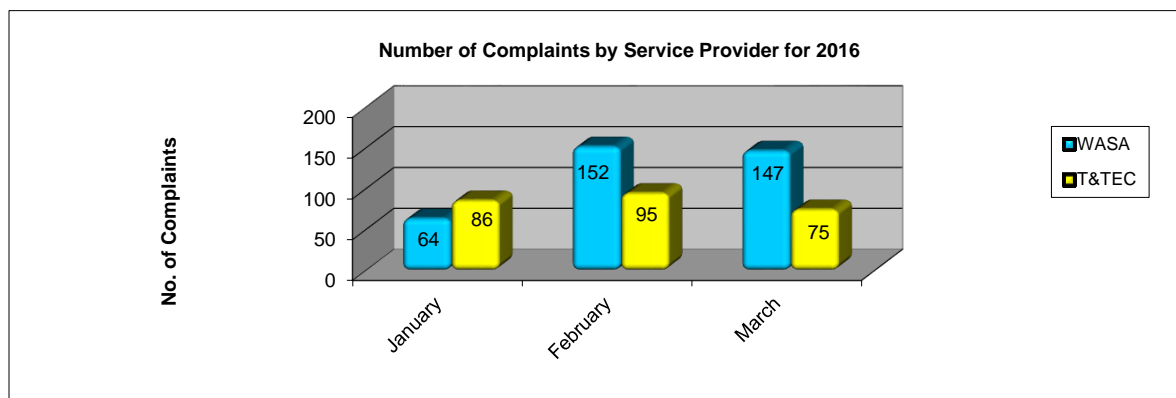
Figure 2 shows the percentage distribution of complaints received in March 2016 by Service Provider. The number of complaints filed against WASA has decreased by 5 or 3% and complaints filed against T&TEC have decreased by 20 or 21% when compared to February 2016. Figure 3 shows the number of complaints received against the Service Providers for the period January 1, to March 31, 2016.

Fig. 2



Service Providers			
	Mar '16	Feb '16	YTD
WASA	147	152	363
T&TEC	75	95	256
	222	247	619

Fig. 3



4.1 Complaints Filed Against The Water and Sewerage Authority

Table 5 shows the number and category of complaints received against WASA in March 2016 and their status. Figure 4 shows the percentage distribution of the complaints received in March 2016 by category. When compared to February 2016, the number of complaints related to Billing Queries increased by 2 or 200%, Inadequate Supply increased by 1 or 50%, Interruption in Pipe Borne Supply decreased by 21 or 26%, Leaks increased by 8 or 133%, Request for Service decreased by 1 or 100%, Request for Truck Borne Supply increased by 4 or 7% and the category Other increased by 2 or 200%.

Table 5: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Feb 29, '16	No of Complaints Resolved From Previous Period	No & % of Complaints Received in Mar '16	No & % of Mar '16 Complaints Resolved	No & % of Unresolved Complaints as at Mar 31, '16
Billing Query	120	1	3 2.0%	0 0.0%	122 35.5%
Inadequate Supply	12	1	3 2.0%	1 0.7%	13 3.8%
Interruption in Pipe Borne Supply	85	14	61 41.5%	31 21.1%	101 29.4%
Leaks	15	2	14 9.5%	4 2.7%	23 6.7%
Request for Service	18	0	0 0.0%	0 0.0%	18 5.2%
Request for Truck Borne Supply	8	8	62 42.2%	48 32.7%	14 4.1%
Road Restoration	6	0	1 0.7%	0 0.0%	7 2.0%
Other	43	0	3 2.0%	0 0.0%	46 13.4%
Total	307	26	147	84	344

Fig. 4

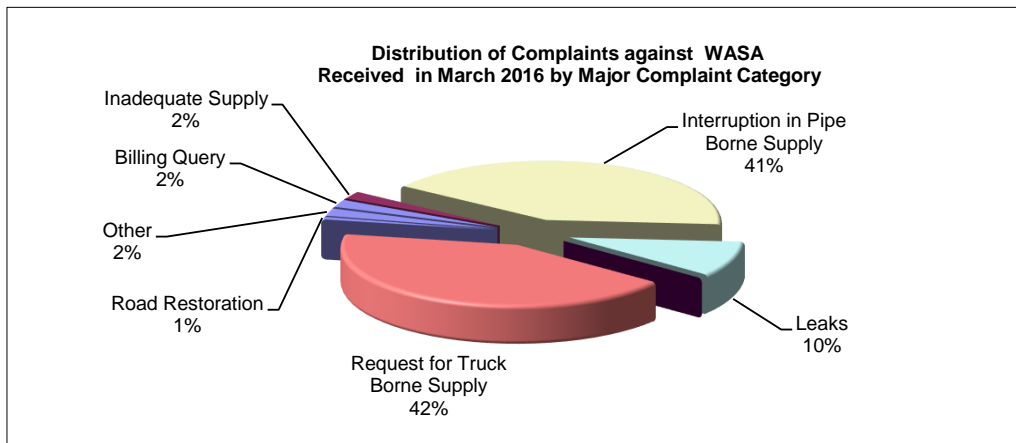


Table 6: Summation of Complaints Filed Against WASA

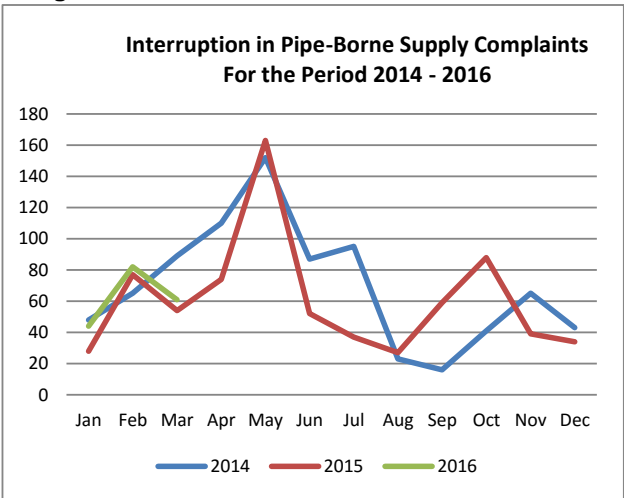
Summation	Jan '16 - Mar 16	Jan '15 - Mar '15
Number of complaints brought forward from 2015 and 2014 respectively	292	319
Number of complaints received	363	331
Number of complaints withdrawn	0	3
Number of complaints resolved	264	256
Number of complaints unresolved	99	72
Resolution rate	72.7%	78.0%
No. of outstanding complaints resolved	47	80
Total number of complaints resolved	311	336
Total number of complaints outstanding	344	311

4.2

Interruption in Pipe-Borne Supply

Figure 5 shows the respective trends of Interruption in Pipe-Borne Supply complaints over the last three years. The RIC recorded a sharp increase in complaints in May 2015 as several of WASA surface water treatment plants were affected by the dry weather conditions. WASA also reported on the impact of the deficit in rainfall in 2015 on the storage levels at the Authority’s major impounding reservoirs, which continued into 2016. The Authority has implemented schedule supply throughout the islands as this is necessary to properly manage the country’s available water resources over the coming period. However, WASA continues to experience challenges in providing a supply to some customers residing at the extremities of its distribution system and elevated areas. Additionally, WASA issued a public notice on the implementation of water restrictions effective from March 18, 2016. The first quarter trend for 2016 appears to be similar to that of 2015.

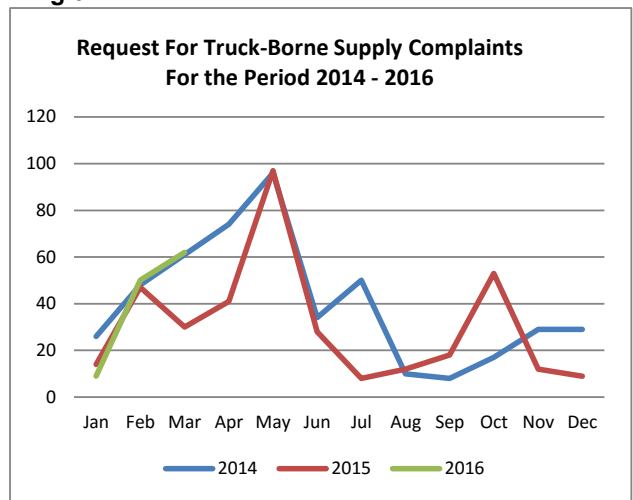
Fig. 5



Request For Truck-Borne Supply

Figure 6 illustrates the trends in Request for Truck-Borne Supply complaints for the period 2014 to 2016. The increase in the number of complaints from March to May 2015 is typical for the dry season. As the system returned to normalcy due to improved rainfall the number of complaints have declined. The complaints have increased gradually from July 2015 due to the increase in truck-borne requests by customers due to the shortfall in production at several of the Authority's WTP plants, which have affected customers at the extremity of the water distribution systems. There has been a steady increase in the number of Request for Truck-Borne Supply complaints from January 2016 and this trend is expected to continue into the 2016 dry season.

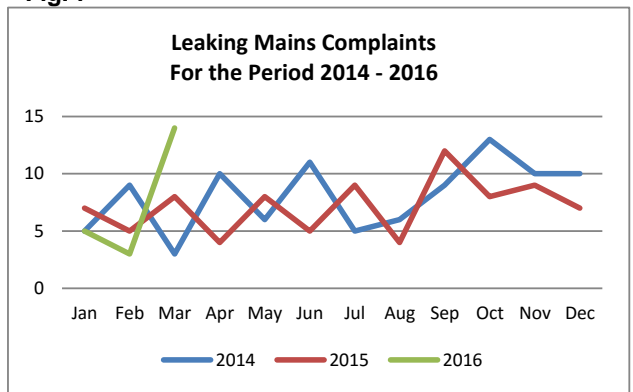
Fig.6



Leaking Mains

Figure 7 shows the respective trends of Leaking Mains complaints reported against WASA over the last three years. The complaints for 2015 have remained consistently low due to several projects undertaken by WASA to replace old corroded water mains. Given the Water Restrictions Notice published by WASA in March 2016, we have observed that customers are becoming more vigilant and reporting leaks to the RIC. WASA has advised that it leak repair programme will be intensified during the dry season as it continues to reduce the amount of water lost through leaks.

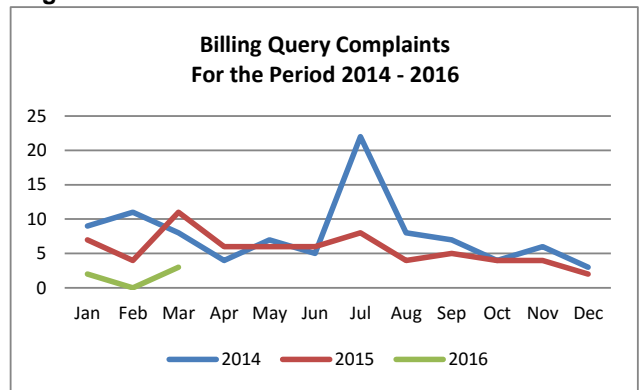
Fig. 7



Billing Query

Figure 8 identifies the trends of Billing Query complaints reported against WASA over the last three years. The peak in complaints for July 2014 was due to WASA's Account Classification rationalisation from A2 (Externally Serviced domestic) to A3 (Internally Serviced domestic). However, there continues to be lower numbers of complaints in the first quarter of 2016 when compared to 2015. This may be attributable to the decrease in requests for rebates due to inadequate water supply.

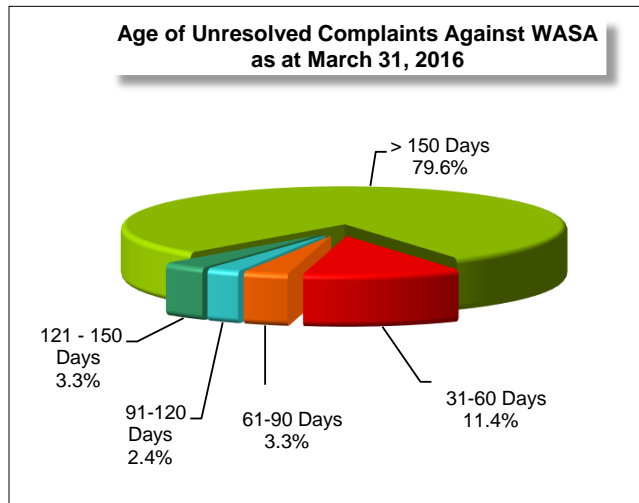
Fig. 8



4.3 Age Analysis of Unresolved Complaints Against WASA

Overall, figure 9 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. 9



Aging Days	Mar '16 Complaints	Feb '16 Complaints	% Change compared to Feb '16
31-60 Days	28	8	250%
61-90 Days	8	8	0%
91-120 Days	6	7	-14%
121 - 150 Days	8	6	33%
> 150 Days	195	191	2%

The majority of complaints that are over 150 days relates to Billing Queries and Interruption in Pipe Borne Supply as shown in table 7. Billing Queries against WASA usually take a relatively much longer time to be resolved. Although there was an improvement in the resolution of billing complaints subsequent to several discussions with WASA in 2014, the Authority continues to experience challenges in this area.

Table 7: Age Analysis by Major Complaint Type

Complaint Type	Aging Days					Total
	31-60 Days	61-90 Days	91-120 Days	121 - 150 Days	> 150 Days	
Billing Classification	0	0	0	0	2	2
Billing Query	1	1	1	2	110	115
Damage to Property	0	0	0	0	3	3
Defective Sewer System	0	0	1	0	1	2
Disconnection / Reconnection	0	1	0	0	1	2
Erratic Schedule Supply/Pipe-Borne	0	0	0	0	4	4
Interruption in Pipe-Borne Supply	20	5	2	2	30	59
Leaking Mains	1	1	0	2	3	7
Leaking Service Connection	0	0	0	0	1	1
Leaks	2	0	0	0	1	3
Low Water Pressure	1	0	1	0	5	7
Other	1	0	0	0	8	9
Poor Water Quality	0	0	0	0	9	9
Request for Meter	0	0	0	0	5	5
Request for Service	1	0	0	0	9	10
Request For Truck-Borne Supply	0	0	0	0	0	0
Road Restoration	1	0	1	2	2	6
Total	28	8	6	8	194	244

Table 8: Rebate/Compensation Granted to WASA's Customers by Complaint Type

Complaint Type	Mar '16	Jan '16 - Mar 16	Jan '15 - Mar '15
Billing Classification	-	-	2,593.00
Billing Query	-	984.00	43,002.00
Damage to Property	-	-	-
Reconnection	-	-	-
Other Claims	-	-	-
	\$ -	\$ 984.00	\$ 45,595.00

4.4 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 9 shows the number and category of complaints received against T&TEC in March 2016 and their status. Figure 10 shows the percentage distribution of the complaints received in March 2016 by category. When compared to February 2016, the number of complaints related to Billing Queries increased by 3 or 300%, Damaged Appliances increased by 3 or 300%, High/ Low Voltage decreased by 2 or 100%, Lines-Removal/relocation/repair increased by 1 or 25%, Poles-Removal & Relocation increased by 2 or 100%, Request for Service increased by 2 or 50%, Street Lights-Repair & Installation decreased by 28 or 37% and the category Other decreased by 1 or 20% .

Table 9: Summary of Complaints Filed Against T&TEC

Complaint Category	Total Unresolved Complaints as at Feb 29, '16	No of Complaints Resolved From Previous Period	No & % of Complaints Received in Mar '16		No & % of Complaints Resolved Mar '16		No & % of Unresolved Complaints as at Mar 31, '16	
Billing Query	1	0	4	5.3%	1	1.3%	4	3.4%
Damaged Appliances	14	3	4	5.3%	0	0.0%	15	12.6%
High / Low Voltage	5	1	0	0.0%	0	0.0%	4	3.4%
Lines - Removal/relocation/repair	22	2	5	6.7%	1	1.3%	24	20.2%
Poles - Removal & Relocation	13	4	4	5.3%	1	1.3%	12	10.1%
Power Outages	4	2	0	0.0%	0	0.0%	2	1.7%
Request for Service	7	3	6	8.0%	0	0.0%	10	8.4%
Street Lights - Repair & Installation	64	48	48	64.0%	30	40.0%	34	28.6%
Other	14	2	4	5.3%	2	2.7%	14	11.8%
Total	144	65	75		35		119	

Fig. 10

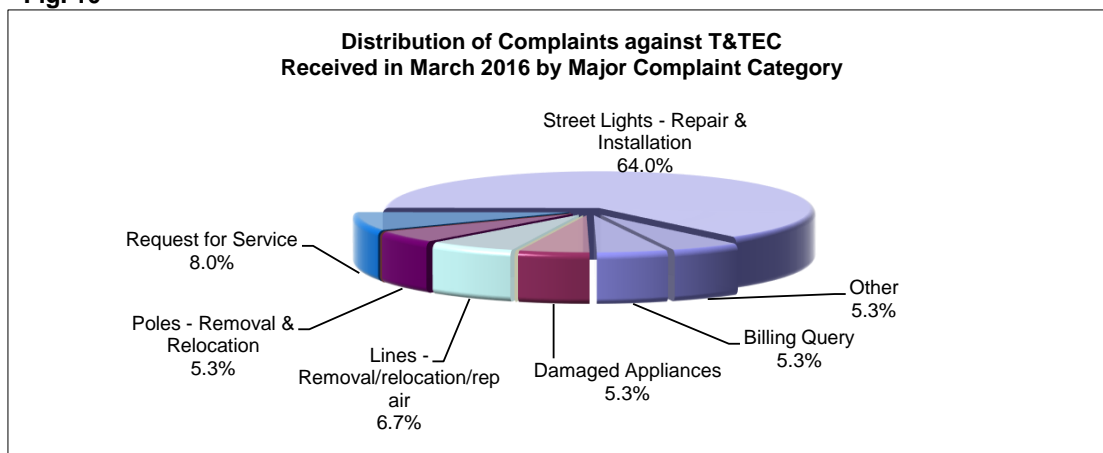


Table 10: Summation of Complaints Filed Against T&TEC

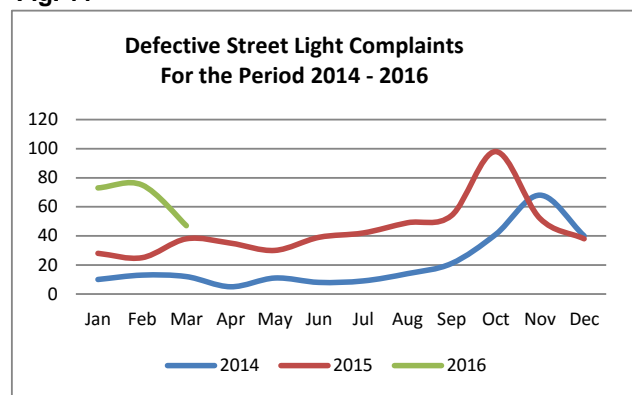
Summation	Jan '16 - Mar '16	Jan '15 - Mar '15
Number of complaints brought forward from 2015 and 2014 respectively	97	202
Number of complaints received	256	155
Number of complaints withdrawn	0	1
Number of complaints resolved	197	110
Number of complaints unresolved	59	44
Resolution rate	77.0%	71.4%
No. of outstanding complaints resolved	37	130
Total number of complaints resolved	234	240
Total number of complaints outstanding	119	116

4.5 Trend of Complaints Against T&TEC by Major Complaint Type Between the Period 2013 -2015

Defective Street Light

Figure 11 shows the trends of Defective Street Light complaints over the last three years. The RIC has observed a significant increase in the number of complaints in 2015 when compared to 2014. There was a downward trend in the number of complaints for the months of November and December 2015. However, the number of complaints significantly increased in January and February 2016. However, there was a 37% decrease in March 2016 when compared to the previous month.

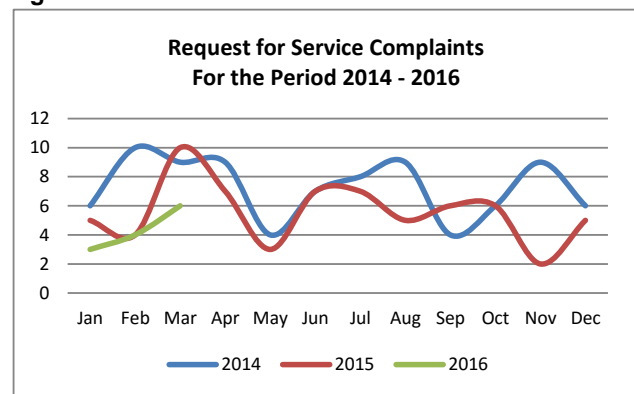
Fig. 11



Request for Service

Figure 12 highlights the trends of Request for Service complaints during the period 2014 to 2016. An increase in complaints was observed from 2014 due to the delay by T&TEC in completing customers' requests. Many customers complained about the length of time taken by T&TEC to complete surveys, pole and hole inspections, load checks; provide estimates for jobs requiring Capital Contribution(CC) etc. On average, there has been fewer complaints in 2016 when compared to the previous years.

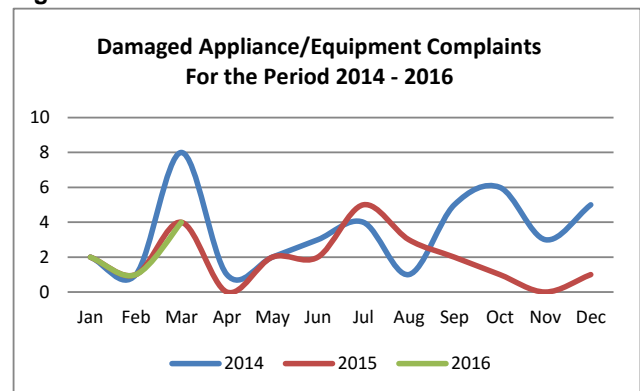
Fig. 12



Damaged Appliance/Equipment

Figure 13 illustrates the trends of Damaged Appliance/Equipment complaints over the past three years. The increase in complaints observed from April to July 2015 is due to the delay by T&TEC to provide a final response to customers regarding liability for damages to appliances and equipment. T&TEC's East and Tobago Area offices have been experiencing some challenges in completing the investigative reports for submission to its Risk and Insurance Department. The first quarter trend for 2016 appears to be similar to that of 2015.

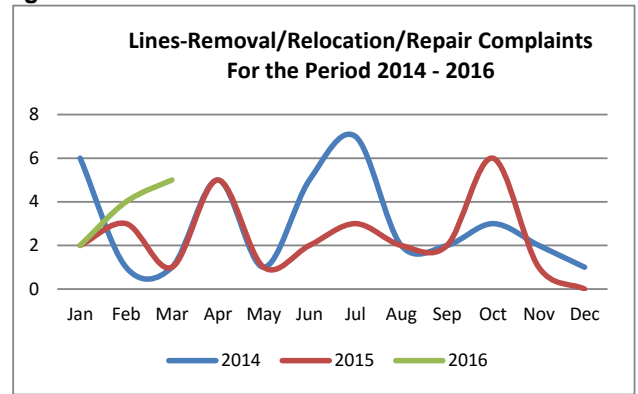
Fig.13



Lines - Removal/Relocation/Repair

Figure 14 shows the trends of Lines - Removal/Relocation/Repair complaints reported against T&TEC over the last three years. The overall decrease in complaints from the previous years is due to several policy initiatives undertaken by T&TEC to ensure a reduction in this type of complaint. For example, new extensions are designed to prevent overhead lines and triplex from crossing over properties other than that of the customer making the request or installed on the boundaries of properties. We have observed a small increase in the number of complaints for February and March 2016.

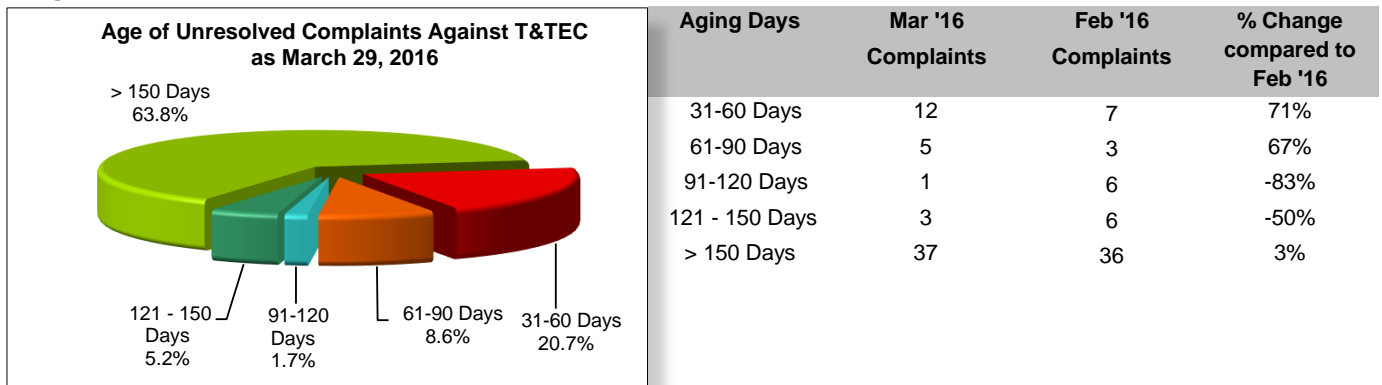
Fig. 14



4.6 Age Analysis of Unresolved Complaints Against T&TEC

Figure 15 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. 15



Aging Days	Mar '16 Complaints	Feb '16 Complaints	% Change compared to Feb '16
31-60 Days	12	7	71%
61-90 Days	5	3	67%
91-120 Days	1	6	-83%
121 - 150 Days	3	6	-50%
> 150 Days	37	36	3%

Among the categories of complaints Lines-Removal/Relocation/Repair, Damaged Appliances and Street Light Installation are the most prominent, which are over 150 days as shown in table 11.

Table 11: Analysis of Complaints Against T&TEC by Major Type & Age

Complaint Category	Aging Days					Total
	31-60 Days	61-90 Days	91-120 Days	121 - 150 Days	> 150 Days	
Damaged Appliance/Equipment	0	0	0	0	6	6
Defective Street Lights	4	0	1	0	0	5
Illegal Connection	0	0	0	0	1	1
Lines-Removal/Relocation/Repair	2	2	0	1	10	15
Low Voltage	1	1	0	0	1	3
Other	2	0	0	0	3	5
Poles-Rotten/Leaning/Broken/Termite	0	1	0	2	4	7
Power Outages	0	0	0	0	2	2
Request for Service	1	1	0	0	0	2
Street light-Installation	1	0	0	0	10	11
Vegetation Management-Tree Trimming	1	0	0	0	0	1
0	0	0	0	0	0	0
0	0	0	0	0	0	0
Total	12	5	1	3	37	58

Table 12: Rebate/Compensation Granted to T&TEC's Customers by Complaint Type

Complaint Type	Mar '16	Jan '16 - Mar 16	Jan '15 - Mar '15
Billing Query	-	37,569.00	40,741.00
Damaged Appliance	-	-	5,000.00
KVA Reduction	-	-	-
Other Claims	-	-	-
\$	-	\$ 37,569.00	\$ 45,741.00

5.0 Complaints Analysis by Geographic Regions

5.1 Tobago

Table 13 shows the number of complaints received from Tobago against the two Service Providers for the period January 1, to March 31, 2016.

Table 13: Complaints From Tobago

Service Provider	Complaint Category	Total
T&TEC	Billing Query	2
	Lines - Removal/relocation/repair	1
	Request for Service	0
	Street Lights - Repair & Installation	1
	Other	0
WASA	Billing Query	0
	Interruption in Pipe Borne Supply	5
	Leaks	0
	Other	1
	Request for Truck Borne Supply	2
		12

From the limited data collected, Interruption in Pipe Borne Supply is the most prominent complaints in Tobago.

5.2 Trinidad

Table 14 shows the number of complaints received from Trinidad against the two Service Providers for the period January 1, to March 31, 2016 and have been stratified into four regions.

Table 14: Complaints From Trinidad

Service Provider	Complaint Category	Central	North East	North West	South	Total
T&TEC	Billing Query	1	0	1	1	3
	Damaged Appliances	1	3	2	1	7
	High / Low Voltage	3	1	1	2	7
	Lines - Removal/relocation/repair	2	1	0	3	6
	Other	2	6	0	2	10
	Poles - Removal & Relocation	3	1	0	5	9
	Power Outages	0	0	0	1	1
	Request for Service	3	4	0	5	12
	Street Lights - Repair & Installation	29	74	17	77	197
					252	
WASA	Billing	0	0	2	4	6
	Inadequate Supply	1	1	3	2	7
	Interruption in Pipe Borne Supply	9	18	51	104	182
	Leaks	1	3	20	3	27
	Other	0	1	1	1	3
	Request for Service	1	0	0	0	1
	Request for Truck Borne Supply	4	6	59	58	127
	Road Restoration	1	0	1	0	2
					355	

The top complaint category reported against T&TEC is Street Lights - Repair & Installation. The majority of the complaints were from the South, having recorded 77 complaints from that region.

The top three (3) complaint categories reported against WASA are Interruption in Pipe Borne Supply, Request for Truck Borne Supply and Leaks. The majority of the complaints were from the South and North West regions respectively.

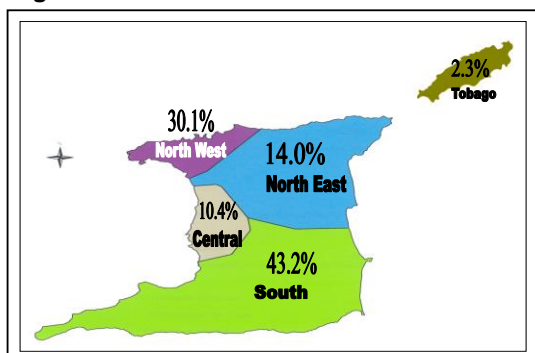
5.3 Geographic Analysis for March 2016.

Table 15 shows the number and percentage distribution of all complaints received in March 2016 by all geographic regions. The relative boundaries of each region is shown in figure 16.

Table 15 Complaints by all Regions

REGION	March 2016						February 2016	YTD
	WASA		T&TEC		Total			
Tobago	2	1%	3	4%	5	2.3%	6	12
Trinidad								
North East	14	9.5%	17	22.7%	31	14.0%	27	119
North West	56	38.1%	11	14.7%	67	30.2%	58	158
Central	7	4.8%	16	21.3%	23	10.4%	28	61
South	68	46.3%	28	37.3%	96	43.2%	128	269
	147		75		222		247	619

Fig. 15



When compared to February 2016, the number of complaints received in March 2016 from the Central region decreased by 5 or 18%, from the North East increased by 4 or 15%, from the North West increased by 9 or 16%, complaints from the South region decreased by 32 or 25% while those from Tobago decreased by 1 or 17%.

5.4 Complaints Received within the Jurisdiction of Local Government Bodies

Table 16: Complaints by Regional Corporation & THA

Institutions	March 2016	YTD
Arima Borough Corporation	4	45
Chaguanas Borough Corporation	8	20
Couva/Tabaquite/Talparo Regional Corporation	20	57
Diego Martin Regional Corporation	9	22
Mayaro/Rio Claro Regional Corporation	1	5
Penal/Debe Regional Corporation	29	119
Point Fortin Borough Corporation	3	7
Port of Spain City Corporation	31	66
Princes Town Regional Corporation	47	99
San Fernando City Corporation	7	18
San Juan/Laventille Regional Corporation	26	73
Sangre Grande Regional Corporation	13	27
Siparia Regional Corporation	4	10
Tobago House of Assembly	5	13
Tunapuna/Piarco Regional Corporation	15	38

5.5 Areas From Which the RIC Received the Most Complaints

Table 17 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category, Service Provider and the Number of Complaints that have been resolved for the period January 1, to March 31, 2016 .

Table 17: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	No. Resolved		
WASA	Interruption In Pipe-Bourn Supply " " " " " " " " " "	Central	Claxton Bay	4	2		
			Couva	3	2		
		North East	Carapichaima	1	1		
			Champ Fleurs	5	4		
			Arima	3	2		
		North West	D'Abadie	2	1		
			St. Anns	13	9		
			Santa Cruz	11	10		
		South	San Juan	9	8		
			Barrackpore	42	32		
			Princes Town	27	18		
			Penal	15	10		
					San Fernando	5	4
		T&TEC	Street Lights - Repair & Installation " "	Central	Freeport	9	7
North East	Valencia			39	39		
North West	Laventille			3	2		
South	Penal			37	37		

6.0 Distribution of Complaints Resolved

Figure 17 shows the distribution of the complaints resolved in favour of customers and service providers between January 1, to March 31, 2016

Fig. 17

