

Regulated Industries Commission
Monthly Complaints Report
April 2002

Summary

For April 2002, a total of fifty six (56) complaints were received, which was the same amount received for the previous period March. Of the 56 complaints received, twenty-nine (29) were resolved, representing a resolution rate of fifty-five percent (55%). However, an additional twenty-two (22) outstanding complaints were resolved, totaling fifty-one (51) complaints resolved for April 2002. From January 2002 to April 2002 a total of fifty-three (53) complaints remained unresolved. However, when compared to the corresponding periods for 2001, it was observed that for April 2001, seventy nine (79) complaints were received with a resolution rate of seventy-seven percent (77%). Additionally, seventy-four (74) complaints remained unresolved for the period January 2001 to April 2001.

The most common medium for receiving complaints was by Telephone, which represented 84% of all complaints received, followed by Walk-Ins 11% and Letter, which was 5%.

Of the 56 complaints received, 28 or 50% were complaints received on WASA followed by 19 or 34% on TSTT and 9 or 16% on T&TEC. See Figure 1.

The complaints received on WASA are ranked as follows:

Inadequate supply 57%, followed by Billing Query at 21%, both Leaks and Other complaints were at 11%. No Road Restoration Complaints were received.

The complaints received on T&TEC are ranked as follows:

Street Lights/Poles 33%, both Request for Supply and Other Complaints were at 22%, followed by both Billing Query and Voltage Fluctuations/Damage, which were at 11%. No Outages complaints were received

The complaints received on TSTT are ranked as follows:

Out of service 68%, Other Complaints at 16% followed by Request for Service 11% and Billing Query at 5%

The South region recorded the highest percentage of complaints received, which stands at 41% followed by both Central and North West at 21% each, and North East at 16%. No complaints were received from the region of Tobago.

Forty-three percent (43%) of the total unresolved complaints are attributed to billing queries across the three service providers. This type of complaint usually takes much longer to be resolved, and are due to but not limited to the following reasons:

1. Communication delays between regional and head office especially between central, south and Head office.
2. Delays between other departments.

In the case of T&TEC, request for supply represents 9% of unresolved complaints. Most of these complaints are as a result of the inability of the prospective customers to meet the capital contribution requirement. Damaged appliances due to voltage fluctuation represents 8% of unresolved complaints. Again, this type of complaint usually takes a much longer time to be resolved.

In the case of TSTT, request for service represents 8% of unresolved complaints. Most of these complaints are as a result of the unavailability of lines to prospective customers.

In the case of WASA, "other complaints" represents 13% of unresolved complaints. This category comprises of the following:

Water Quality

New Service Connection

Illegal Connection

Damage to Property

Fig. 1:

