



REGULATED INDUSTRIES COMMISSION
Monthly Complaints Report
April 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2005, as well as all outstanding complaints against Service Providers as at April 30, 2005.

Status	Apr '04	Apr '05	May '04 - Apr '05
Number of complaints received	101	187	1,544
Number of complaints resolved	55	98	1,092
Number of complaints unresolved	46	89	370
Number of complaints withdrawn	0	0	82
Resolution rate for complaints received	54%	52%	75%
No. of outstanding complaints resolved	31	49	39
Total number of complaints resolved	86	147	1,131

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Mar 31, 2005	No & % of Complaints Received in Apr '05	No & % of Complaints Resolved Apr '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '05
Billing Query	81	16 (11%)	1 (1%)	6	90 (40%)
Inadequate Supply	71	124 (82%)	88 (58%)	20	87 (39%)
Leaks	15	7 (5%)	5 (3%)	3	14 (6%)
Request for Service	6	2 (1%)	0 (0%)	1	7 (3%)
Road Restoration	2	0 (0%)	0 (0%)	0	2 (1%)
Other	24	2 (1%)	0 (0%)	2	24 (11%)
Total	199	151	94(62%)	32	224

1.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Mar 31, 2005	No & % of Complaints Received in Apr '05	No & % of Complaints Resolved Apr '05	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '05
Billing Query	41	8 (22%)	1 (3%)	8	40 (19%)
Damage Appliances	54	8 (22%)	0 (0%)	2	60 (29%)
High / Low Voltage	28	4 (11%)	1 (3%)	1	30 (14%)
Power Outages	19	0 (0%)	0 (0%)	1	18 (9%)
Request for Service	6	4 (11%)	0 (0%)	1	9 (4%)
Street Lights / Poles	28	10 (28%)	1 (3%)	3	34 (16%)
Other	16	2 (6%)	1 (3%)	1	16 (8%)
Total	192	36	4(11%)	17	207

2.0 Complaints Analysis

Monthly	Apr '04	Apr '05	Mar '05
Number of complaints received	101	187	207
Number of complaints resolved	55	98	150
Number of complaints unresolved	46	89	57
Resolution rate for complaints received	54%	52%	72%
No. of outstanding complaints resolved	31	49	21
Total number of complaints resolved	86	147	171

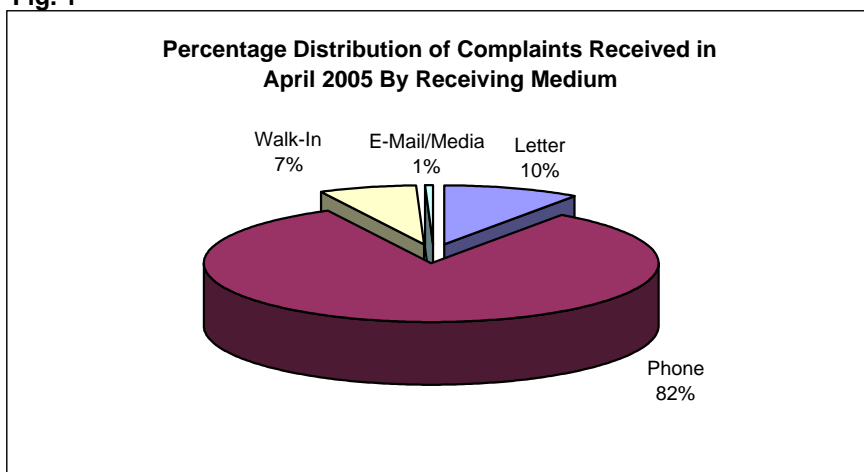
The total number of complaints received in April 2005 decreased by 20 or 10% when compared to Mar '05. Using the same comparative period, the resolution rate for April 2005 decreased by 28%. The number of complaints resolved from a previous period (unresolved from Jan '03 to Apr '05) increased by 28 or 133% and the total number of complaints resolved overall decreased by 24 or 14%. When compared to Jan - Apr '04, the cumulative number of complaints received and resolved from Jan - Apr '05 increased by 163 or 36% and increased by 111 or 35% respectively. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Apr '04	Jan - Apr '05	May '04 - Apr '05
Number of complaints received	413	615	1,544
Number of complaints resolved	271	425	1,092
Number of complaints unresolved	142	189	370
Number of complaints withdrawn	0	1	82
Resolution rate	66%	69%	75%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2005 by receiving medium. The number of complaints received by Letter and Telephone decreased by 6 or 25% and by 15 or 9% respectively, when compared to Mar '05. There were no other significant changes recorded.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2005 by Service Provider. The number of complaints filed against WASA have decreased by 24 or 14% and those filed against T&TEC increased by 4 or 13% when compared to Mar '05.

Fig. 2

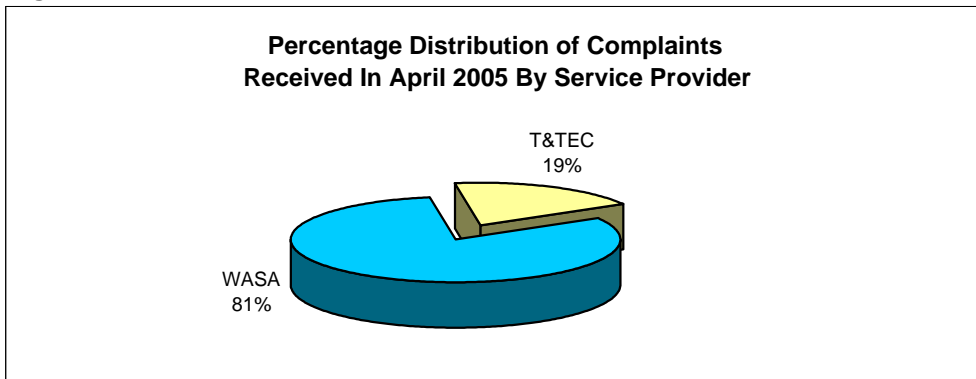
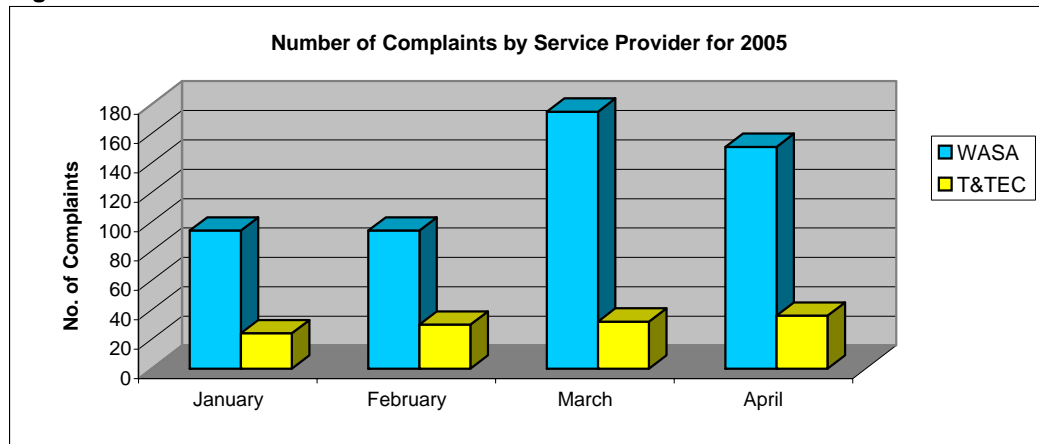


Fig. 3

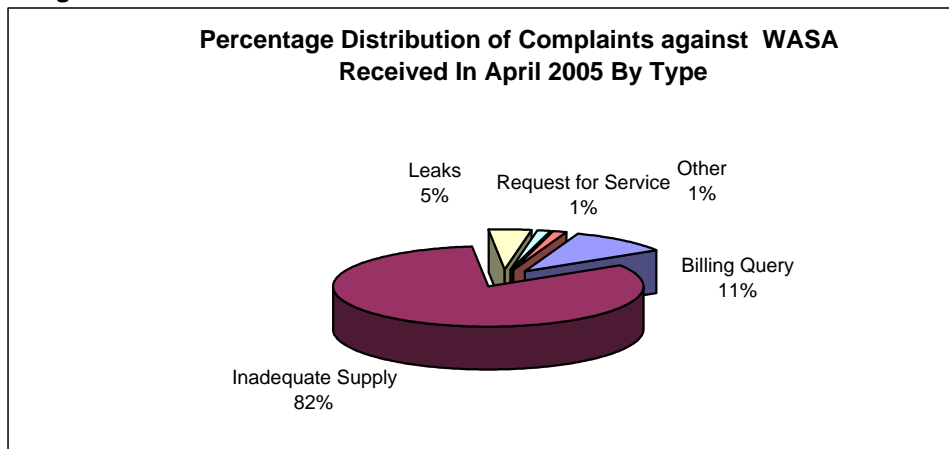


4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in April 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2005 by type. When compared to Mar '05 the number of complaints related to Billing Queries increased by 7 or 78%. However, Inadequate Supply complaints decreased by 24 or 16%, and Leaks decreased by 8 or 53%. No other significant changes were recorded.

Table 3

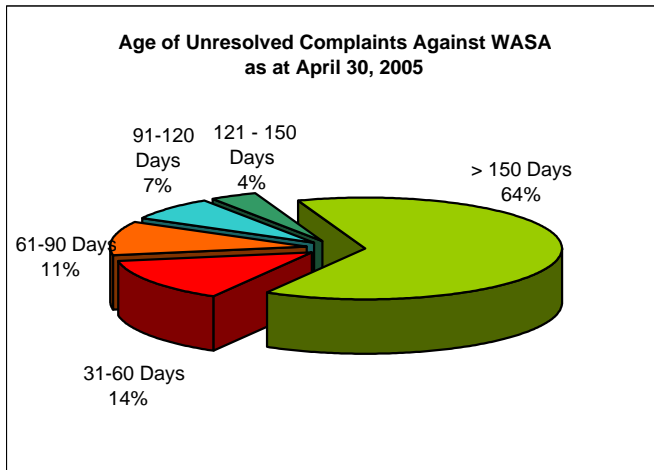
Complaint Category	Total Unresolved Complaints as at Mar 31, 2005	No of Complaints Received in Apr '05	No of Apr '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '05
Billing Query	81	16	1	6	90 (40%)
Inadequate Supply	71	124	88	20	87 (39%)
Leaks	15	7	5	3	14 (6%)
Request for Service	6	2	0	1	7 (3%)
Road Restoration	2	0	0	0	2 (1%)
Other	24	2	0	2	24 (11%)
Total	199	151	94	32	224

Fig. 4

Cumulative	Jan '05 - Apr '05	May '04 - Apr '05
Number of complaints received	504	936
Number of complaints resolved	392	750
Number of complaints unresolved	112	186
Number of complaints withdrawn	0	5
Resolution rate	78%	81%

Figure 5 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. 5



Aging Days	Apr 30, 2005	% Change
31-60 Days	30	-12%
61-90 Days	24	-11%
91-120 Days	16	0%
121 - 150 Days	9	-10%
> 150 Days	139	26%

The majority of complaints that are over 150 days relates to Billing Queries. For the month of April 2005 some improvement has been observed as indicated above, especially in the category of 31-60 days.

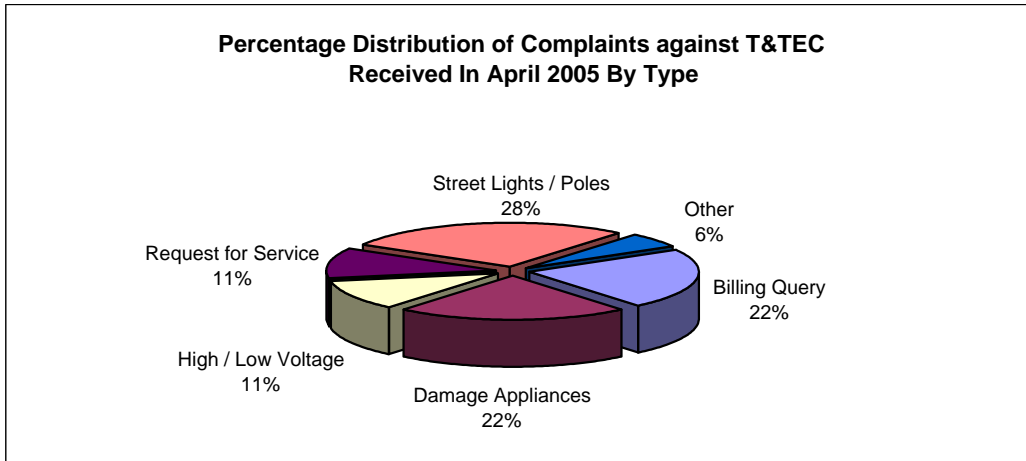
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in April 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in April 2005 by type. When compared to Mar '05, the number of complaints related to Street Lights/Poles decreased by 3 or 100% while the category Other increased by 6 or 150%. There were no other significant changes recorded.

Table 4

Complaint Type	Total Unresolved Complaints as at Mar 31, 2005	No of Complaints Received in Apr '05	No of Apr '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '05
Billing Query	41	8	1	8	40 (19%)
Damage Appliances	54	8	0	2	60 (29%)
High / Low Voltage	28	4	1	1	30 (14%)
Power Outages	19	0	0	1	18 (9%)
Request for Service	6	4	0	1	9 (4%)
Street Lights / Poles	28	10	1	3	34 (16%)
Other	16	2	1	1	16 (8%)
Total	192	36	4	17	207

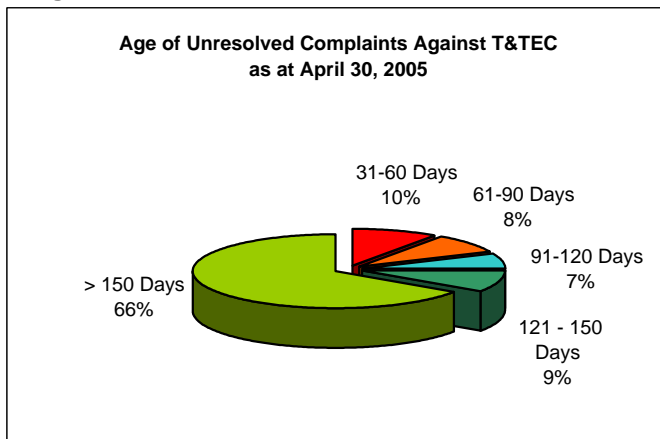
Fig. 6



Cumulative	<i>Jan '05 - Apr '05</i>	<i>May '04 - Apr '05</i>
Number of complaints received	110	478
Number of complaints resolved	33	285
Number of complaints unresolved	77	184
Number of complaints withdrawn	1	9
Resolution rate	30%	61%

Figure 7 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. 7



Aging Days	Apr 30, 2005	% Change
31-60 Days	20	-17%
61-90 Days	17	0%
91-120 Days	14	-30%
121 - 150 Days	19	19%
> 150 Days	133	17%

The majority of complaints that are over 150 days relates to damaged appliances. For the month of April 2005 some improvement has been observed as indicated above, especially in the categories of 31-60 days and 91-120 days. However, there was a steady increase in the category >150 days. The RIC will hold a meeting with T&TEC to address this issue.

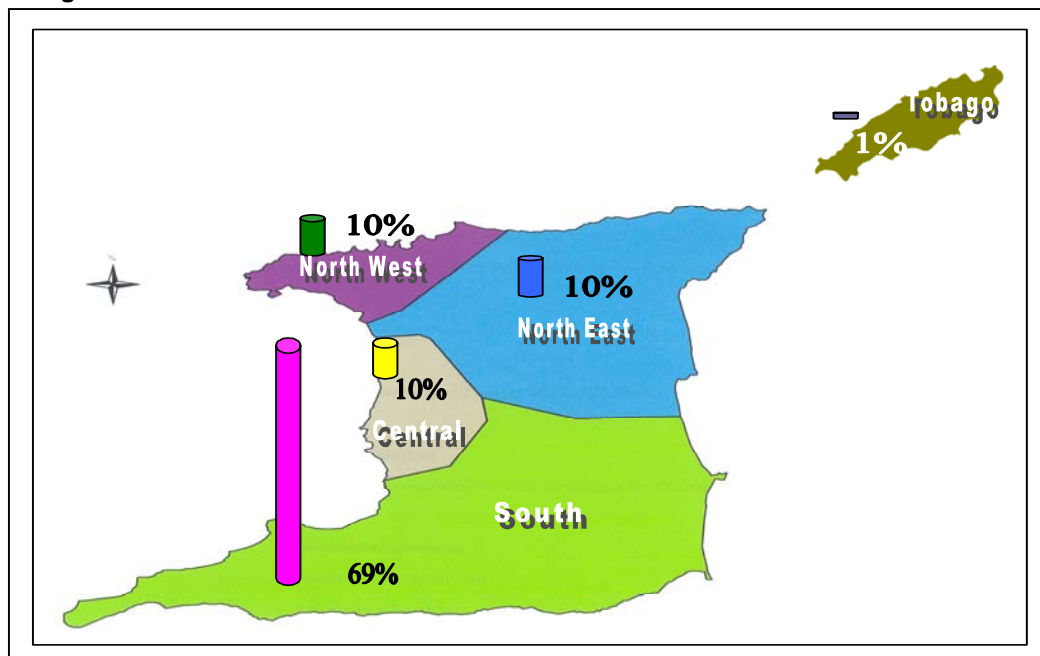
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in April 2005 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	7 (5%)	12 (33%)	19 (10%)
North West	8 (5%)	10 (28%)	18 (10%)
Central	15 (10%)	3 (8%)	18 (10%)
South	120 (79%)	10 (28%)	130 (70%)
Tobago	1 (1%)	1 (3%)	2 (1%)
Total	151	36	187

Fig. 8



When compared to Mar '05, the number of complaints from most regions decreased. Those from the Central region decreased by 8 or 31%, from the North East decreased by 5 or 21%, from the North West decreased by 10 or 36%, while those from Tobago decreased by 1 or 33%. However, complaints from the South region increased by 4 or 3%.

Table 6 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate	South	Princes Town	69	
	Supply	South	Penal	65	
	"	South	Barrackpore	41	
	"	South	Williamsville	20	
	"	South	Moruga	15	
	"	South	San Fernando	11	
	"	South	Debe	10	
	"	South	Siparia	10	
	Leaks	North West	Laventille	6	
	Billing Query	South	Moruga	6	
	Billing Query	South	Penal	5	
	T&TEC	Request for Service	North East	St. Joseph	3
		Appliances	Tobago	Tobago	3
Billing Query		Central	Chaguanas	3	
Damage Appliances		North East	Barataria	3	

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in April 2005

Fig. 9

