



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

April 2010

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in April 2010, as well as all outstanding complaints Service Providers as at April 30, 2010.

Status	Apr '09	Apr '10	May '09 - Apr '10		
Number of complaints received	405	703	5,755		
Number of complaints resolved	174	284	4,228		
Number of complaints unresolved	231	419	1,371		
Number of complaints withdrawn	0	0	150		
<b>Resolution rate for complaints received</b>	<b>43%</b>	<b>40%</b>	<b>75%</b>		
No. of outstanding complaints resolved	46	309	139		
Total number of complaints resolved	<b>220</b>	<b>593</b>	<b>4,367</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$28,344</b>	<b>TT\$671,621</b>	WASA	\$34
				T&TEC	\$327

**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 Mar 31, '10	No & % of Complaints Received in Apr '10	No & % of Complaints Resolved Apr '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '10
Billing Query	291	13 (2%)	1 (0%)	5	298 (17%)
Inadequate Supply	1048	607 (90%)	263 (39%)	212	1180 (68%)
Leaks	121	35 (5%)	13 (2%)	64	79 (5%)
Request for Service	52	5 (1%)	4 (1%)	2	51 (3%)
Road Restoration	24	4 (1%)	0 (0%)	0	28 (2%)
Other	85	7 (1%)	1 (0%)	1	90 (5%)
<b>Total</b>	<b>1621</b>	<b>671</b>	<b>282 (42%)</b>	<b>284</b>	<b>1726</b>

**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 Mar 31, '10	No & % of Complaints Received in Apr '10	No & % of Complaints Resolved Apr '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '10
Billing Query	28	2 (6%)	1 (3%)	3	26 (10%)
Damage Appliances	101	7 (22%)	0 (0%)	5	103 (40%)
High / Low Voltage	12	3 (9%)	0 (0%)	1	14 (5%)
Power Outages	8	3 (9%)	0 (0%)	3	8 (3%)
Request for Service	10	3 (9%)	0 (0%)	2	11 (4%)
Street Lights / Poles	61	11 (34%)	1 (3%)	9	62 (24%)
Other	31	3 (9%)	0 (0%)	2	32 (13%)
<b>Total</b>	<b>251</b>	<b>32</b>	<b>2 (6%)</b>	<b>25</b>	<b>256</b>

## 2.0 Complaints Analysis

Monthly	Apr '09	Apr '10	Mar '10
Number of complaints received	405	703	936
Number of complaints resolved	174	284	365
Number of complaints unresolved	231	419	571
Resolution rate for complaints received	43%	40%	39%
No. of outstanding complaints resolved	46	309	139
Total number of complaints resolved	220	593	504

The total number of complaints received in April 2010 decreased by 233 or 25% when compared to Mar '10. Using the same comparative period, the resolution rate for April 2010 increased by 4%. The number of complaints resolved for the current month decreased by 81 or 22% and from a previous period (unresolved from Jan '09 to Mar '10) increased by 170 or 122%. The total number of complaints resolved overall increased by 89 or 18%.

Cumulative	Jan '09 - Apr '09	Jan '10 - Apr '10	May '09 - Apr '10
Number of complaints received	1,017	2,430	5,755
Number of complaints resolved	618	1,397	4,228
Number of complaints unresolved	399	969	1,371
Number of complaints withdrawn	11	64	150
Resolution rate	61%	59%	75%

The cumulative number of complaints received and resolved from Jan '10 - Apr '10 increased by 1413 or 53% and by 779 or 126% 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 703 complaints recorded for April 2010 were reported by 462 customers of which 246 or 53% were new customers. Table 3 shows the frequency of complaints where 258 customers made only one complaint whilst cumulatively 204 or 62% of our customers made more than one complaint. For the period Jan '10 - Apr '10, 1270 customers made 2430 complaints to the RIC of which 787 or 79% were new customers.

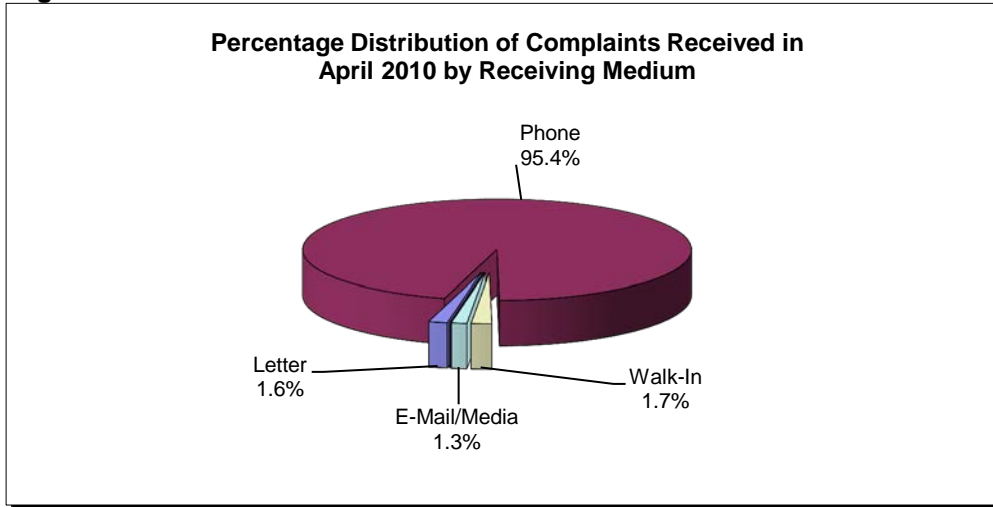
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Apr '10 Customers	% of Repeat Customers for Apr '10	No. of Customers from Jan '10 - Apr '10	% of Repeat Customers from Jan '10 - Apr '10
1	258	0	607	0
2	177	38	428	34
3	18	4	110	9
4	8	2	61	5
5	1	0	25	2
>6	0	0	39	3
	<b>462</b>		<b>1270</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2010 by receiving medium. The number of complaints received by Letter increased by 3 or 38%, Telephone decreased by 238 or 26%, and Walk in increased by 2 or 20%, when compared to Mar '10.

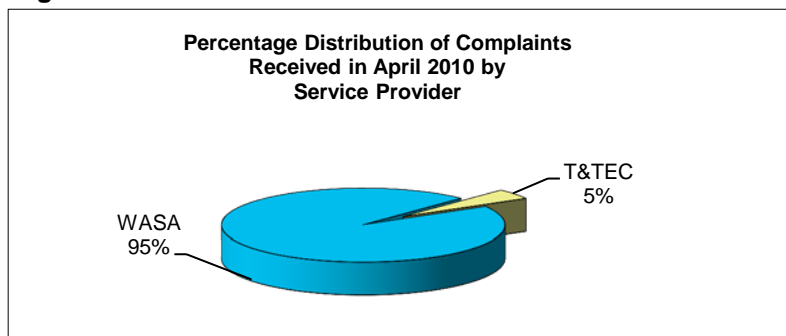
**Fig. 1**



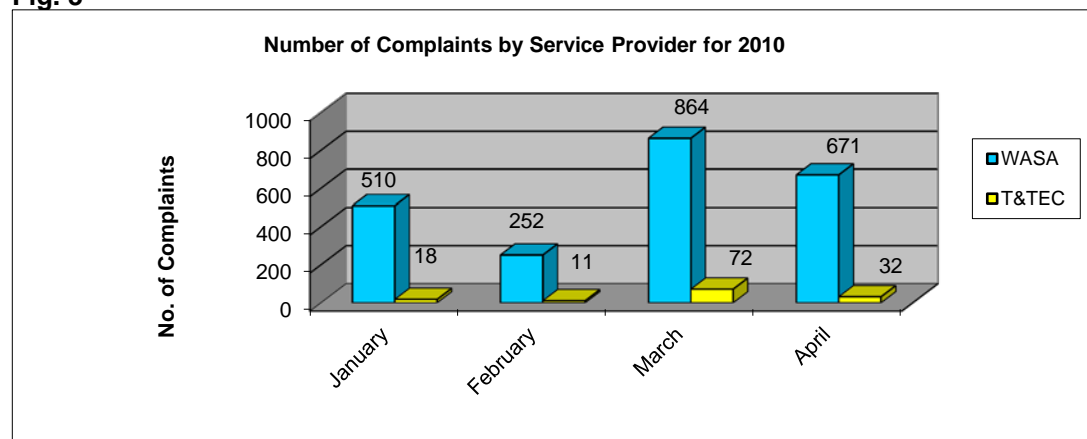
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2010 by Service Provider. The number of complaints filed against WASA have decreased by 193 or 22% and those filed against T&TEC have decreased by 40 or 56% when compared to Mar '10.

**Fig. 2**



**Fig. 3**



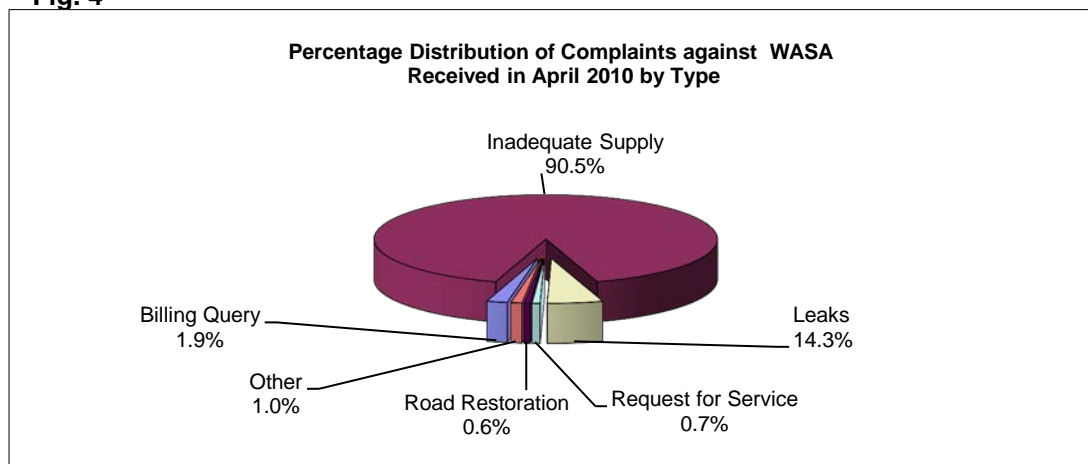
### 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2010 by type. When compared to Mar '10 the number of complaints related to Billing Queries increased by 1 or 8%, Inadequate Supply decreased by 132 or 18%, Leaks decreased by 56 or 62%, and Road Restoration decreased by 3 or 38%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Mar 31, '10	No of Complaints Received in Apr '10	No of Complaints Resolved Apr '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '10
Billing Query	291	13	1	5	298 (17%)
Inadequate Supply	1048	607	263	212	1180 (68%)
Leaks	121	35	13	64	79 (5%)
Request for Service	52	5	4	2	51 (3%)
Road Restoration	24	4	0	0	28 (2%)
Other	85	7	1	1	90 (5%)
<b>Total</b>	<b>1621</b>	<b>671</b>	<b>282</b>	<b>284</b>	<b>1726</b>

**Fig. 4**



Cumulative	Jan '10 - Apr '10	May '09 - Apr '10
Number of complaints received	2,297	5,390
Number of complaints resolved	1,353	3,992
Number of complaints unresolved	880	1,243
Number of complaints withdrawn	64	149
Resolution rate	61%	76%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

**Fig. 5**

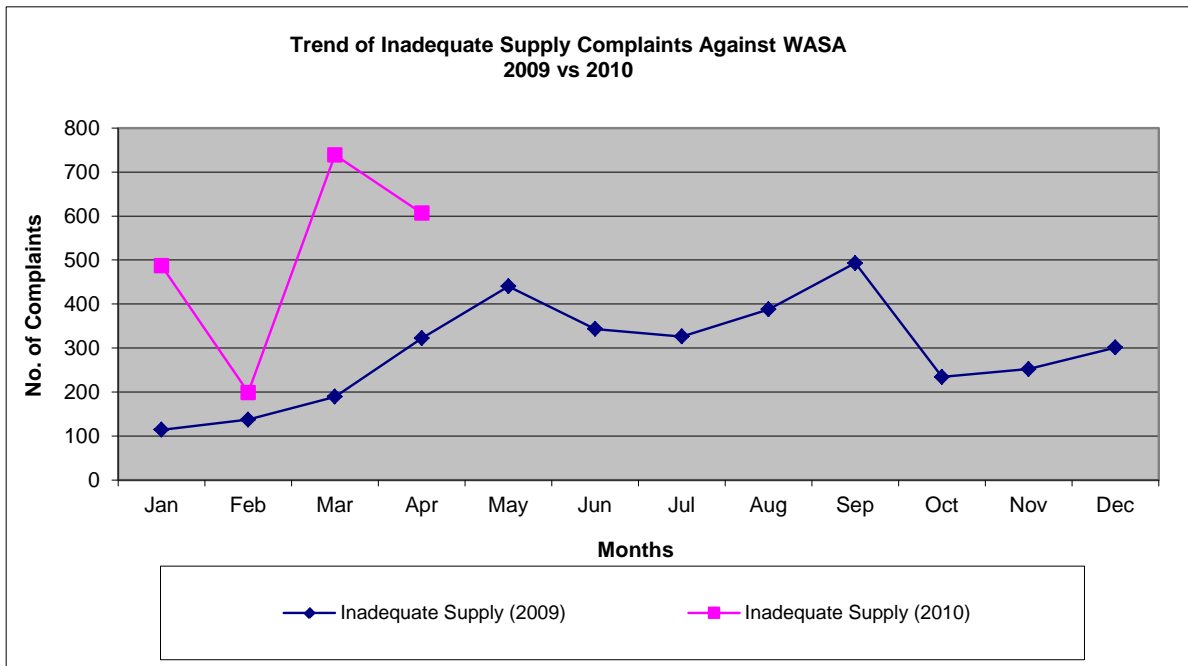
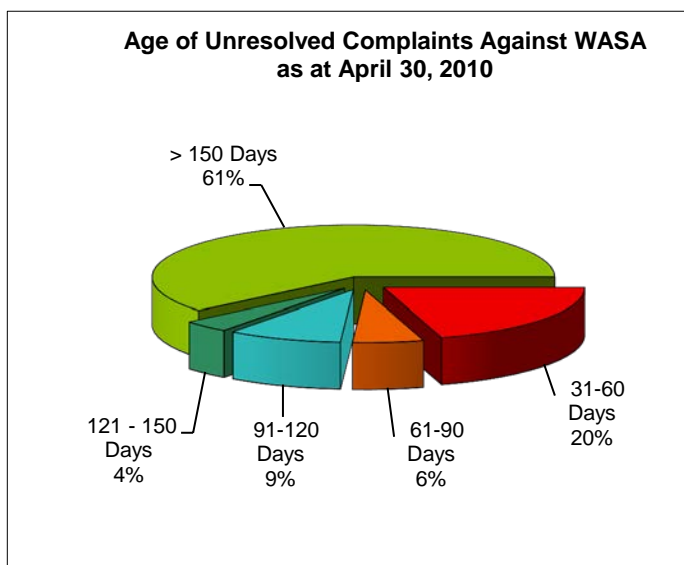


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Apr '10	Mar '10	% Change Mar
31-60 Days	287	64	34%
61-90 Days	80	45	78%
91-120 Days	129	31	311%
121 - 150 Days	53	64	-17%
> 150 Days	861	888	-3%

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	10 (3%)	7 (9%)	4 (3%)	5 (9%)	261 (30%)	273
Inadequate Supply	227 (79%)	53 (66%)	117 (91%)	42 (79%)	466 (54%)	660
Leaks	32 (11%)	15 (19%)	0 (0%)	1 (2%)	11 (1%)	22
Other	9 (3%)	3 (4%)	4 (3%)	3 (6%)	65 (8%)	72
Request for Service	4 (1%)	2 (3%)	3 (2%)	1 (2%)	40 (5%)	45
Road Restoration	5 (2%)	0 (0%)	1 (1%)	1 (2%)	18 (2%)	20
	<b>287</b>	<b>80</b>	<b>129</b>	<b>53</b>	<b>861</b>	<b>1092</b>

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

Complaint Type	May '09 - Apr '10	Jan '10 - Apr '10	Apr '10
Billing Classification	56,107.00	-	-
Billing Query	249,459.00	8,523.00	-
Damage to Property	20,000.00	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	-	-
	<b>\$ 344,196.00</b>	<b>\$ 8,523.00</b>	<b>\$ -</b>

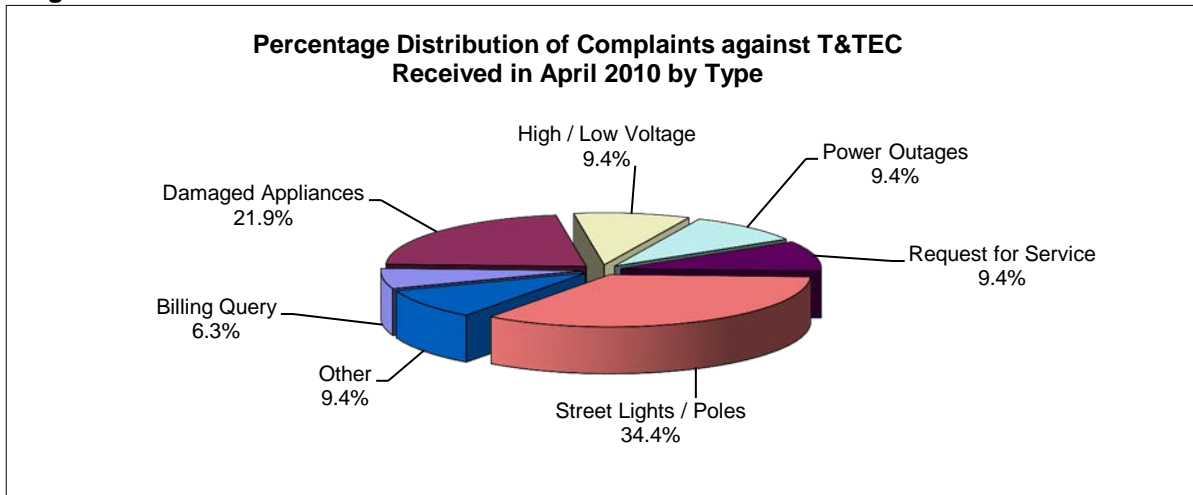
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in April 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in April 2010 by type. When compared to Mar '10, the number of complaints related to Billing Queries decreased by 8 or 80%, Damage Appliances decreased by 3 or 30%, High/ Low Voltage decreased by 4 or 57%, Request for Service decreased by 3 or 50%, Street Lights/Poles decreased by 14 or 56%, and the category Other decreased by 8 or 73% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Mar 31, '10	No of Complaints Received in Apr '10	No of Apr '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '10
Billing Query	28	2	1	3	26 (10%)
Damaged Appliances	101	7	0	5	103 (40%)
High / Low Voltage	12	3	0	1	14 (5%)
Power Outages	8	3	0	3	8 (3%)
Request for Service	10	3	0	2	11 (4%)
Street Lights / Poles	61	11	1	9	62 (24%)
Other	31	3	0	2	32 (13%)
<b>Total</b>	<b>251</b>	<b>32</b>	<b>2</b>	<b>25</b>	<b>256</b>

**Fig. 7**



Cumulative	Jan '10 - Apr '10	May '09 - Apr '10
Number of complaints received	133	365
Number of complaints resolved	44	236
Number of complaints unresolved	89	128
Number of complaints withdrawn	0	1
Resolution rate	33%	65%

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

**Fig. 8**

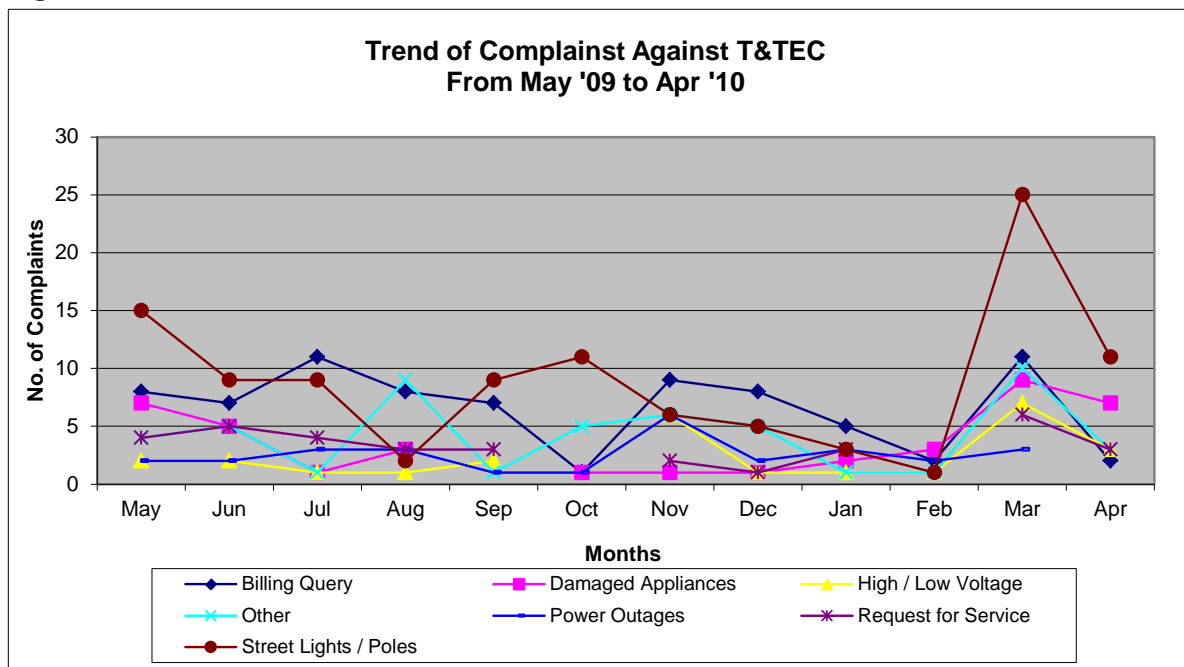
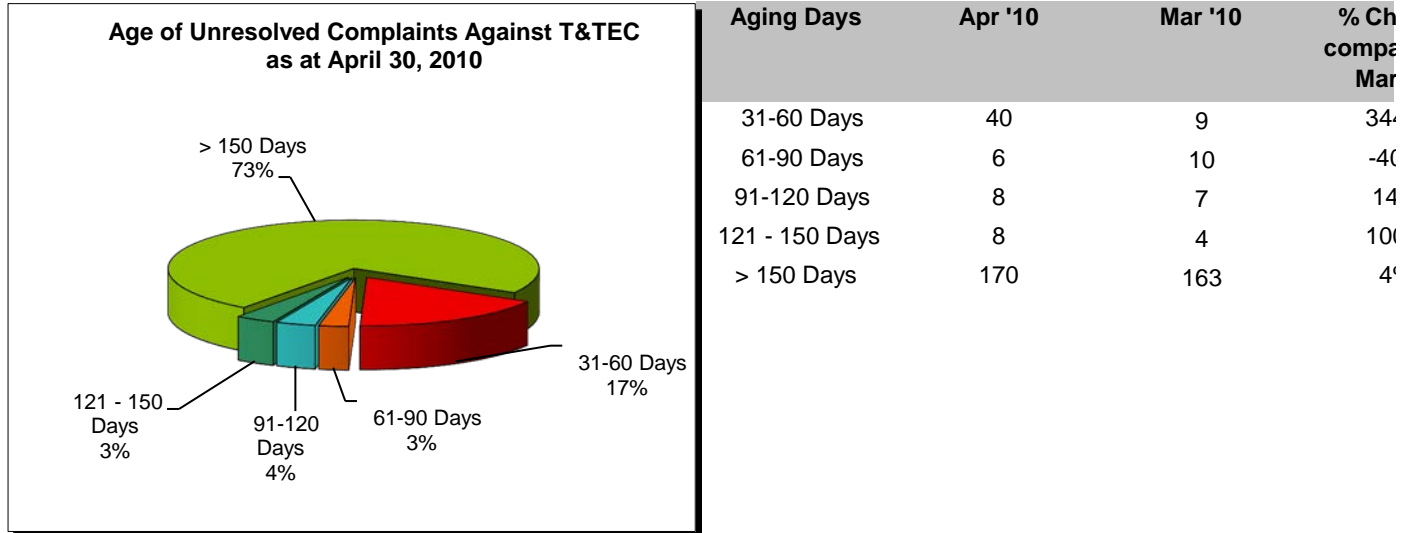


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



The majority of complaints that are over 150 days relates to Damaged Appliances as shown in Table 7.

**Table 7: Analysis of Complaints Against T&TEC by Category & Age**

Complaint Category	Aging Days					Totals
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	5 (13%)	1 (17%)	2 (25%)	3 (38%)	14 (8%)	25
Damaged Appliances	8 (20%)	2 (33%)	2 (25%)	0 (0%)	84 (49%)	96
High / Low Voltage	6 (15%)	0 (0%)	1 (13%)	0 (0%)	4 (2%)	11
Other	4 (10%)	1 (17%)	0 (0%)	1 (13%)	24 (14%)	30
Power Outages	1 (3%)	2 (33%)	1 (13%)	1 (13%)	4 (2%)	9
Request for Service	1 (3%)	0 (0%)	1 (13%)	1 (13%)	5 (3%)	8
Street Lights / Poles	15 (38%)	0 (0%)	1 (13%)	2 (25%)	35 (21%)	53
<b>Totals</b>	<b>40</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>170</b>	<b>232</b>

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

Complaint Type	May '09 - Apr '10	Jan '10 - Apr '10	Apr '10
Billing Query	150,763.00	35,656.00	28,344.00
Damaged Appliance	62,470.00	4,500.00	-
KVA Reduction	-	-	-
Other Claims	114,192.00	-	-
	<b>\$ 327,425.00</b>	<b>\$ 40,156.00</b>	<b>\$ 28,344.00</b>



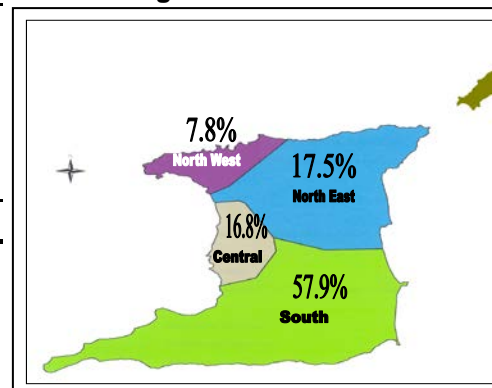
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 April 2010 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	113 (17%)	10 (31%)	123 (17%)
North West	48 (7%)	7 (22%)	55 (8%)
Central	112 (17%)	6 (19%)	118 (17%)
South	398 (59%)	9 (28%)	407 (58%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>671</b>	<b>32</b>	<b>703</b>

**Fig. 10**



When compared to Mar '10, the number of complaints received in April 2010 from the Central region decreased by 51 or 30%, from the North East decreased by 53 or 30%, from the North West decreased by 60 or 52%, complaints from the South region decreased by 66 or 14% while those from Tobago decreased by 3 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Apr '10 .

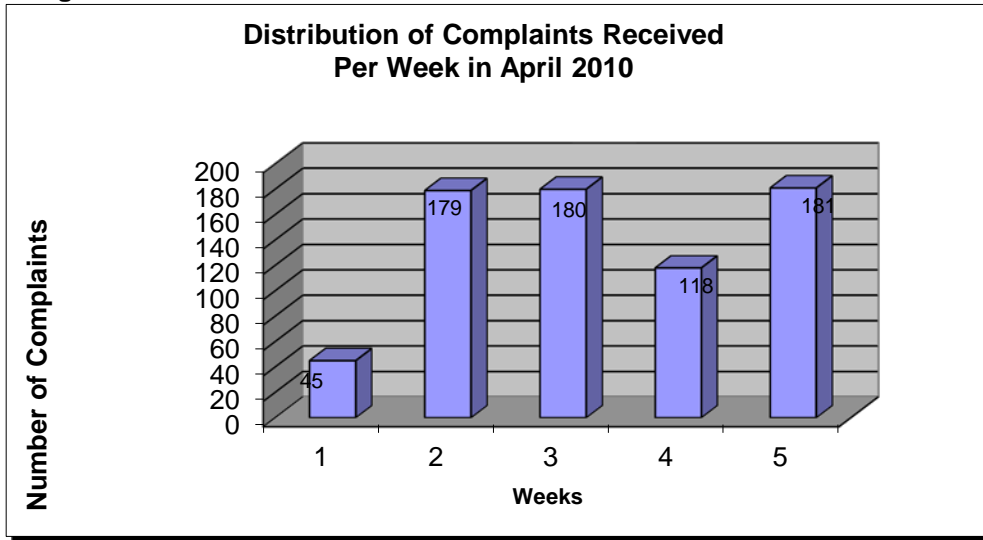
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	125
			Claxton Bay	61
			Chaguanas	28
		North East	Arima	102
			Talparo	38
			D'Abadie	23
		North West	San Juan	38
			Port of Spain	16
			Santa Cruz	14
		South	Penal	359
			Barrackpore	148
			Princes Town	135
			Siparia	99
T&TEC	Street Lights / Poles	South	San Fernando	4
	Billing Query	North West	Port of Spain	4
	Billing Query	Central	Chaguanas	3
	Street Lights / Poles	South	Penal	3

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in April 2010

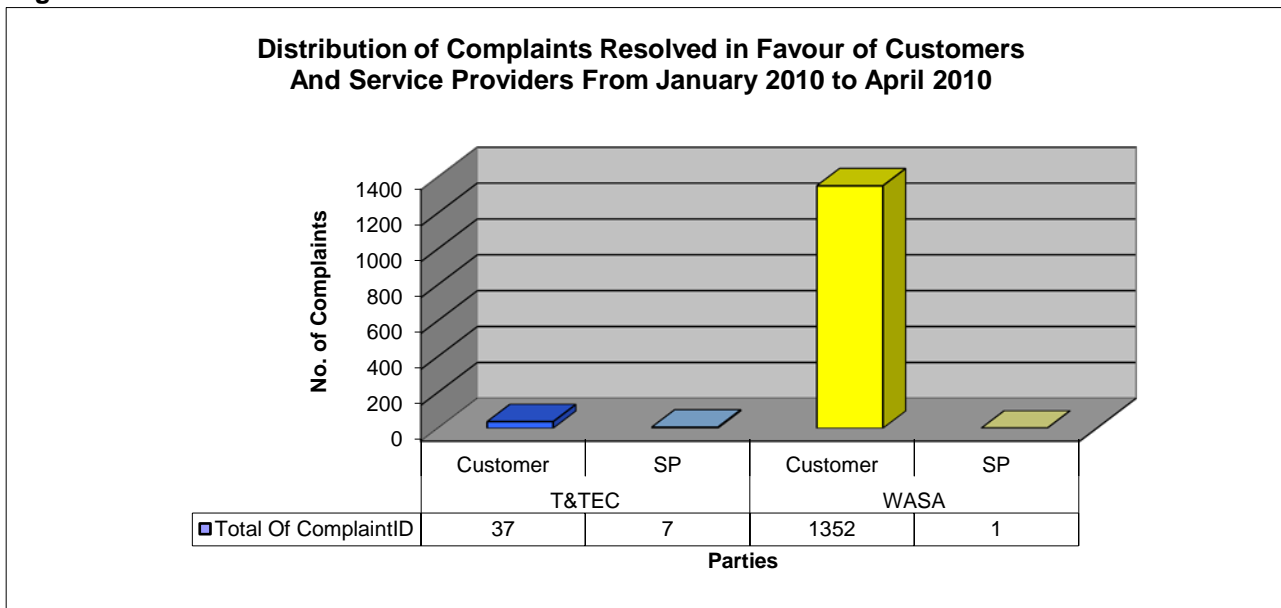
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Apr '10

Fig. 12



against

4196  
7425







Change  
Compared to  
'10

- 8%
- 1%
- 6%
- 7%
- %

<b>tal</b>
(20%)
(64%)
(4%)
(6%)
(4%)
(2%)





Change  
Compared to  
'10

4%  
0%  
1%  
0%  
%

Total
(11%)
(41%)
(5%)
(13%)
(4%)
(3%)
(23%)

