



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

April 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in April 2011, as well as all outstanding complaints against Service Providers as at April 30, 2011.

Status	Apr '10	Apr '11	May '10 - Apr '11		
Number of complaints received	703	186	2,775		
Number of complaints resolved	284	116	2,490		
Number of complaints unresolved	419	70	219		
Number of complaints withdrawn	0	0	66		
Resolution rate for complaints received	40%	62%	92%		
No. of outstanding complaints resolved	309	78	65		
Total number of complaints resolved	593	194	2,555		
Rebate/compensation awarded to customers	TT\$28,344	TT\$0	TT\$1,466,675	WASA	\$443453
				T&TEC	\$1023222

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, '11	No & % of Complaints Received in Apr '11	No & % of Complaints Resolved Apr '11	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '11
Billing Query	264	3 (2%)	0 (0%)	4	263 (47%)
Inadequate Supply	201	119 (74%)	98 (61%)	40	182 (33%)
Leaks	20	24 (15%)	7 (4%)	13	24 (4%)
Request for Service	26	4 (3%)	1 (1%)	1	28 (5%)
Road Restoration	5	5 (3%)	0 (0%)	2	8 (1%)
Other	47	5 (3%)	1 (1%)	2	49 (9%)
Total	563	160	107 (67%)	62	554

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, '11	No & % of Complaints Received in Apr '11	No & % of Complaints Resolved Apr '11	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '11
Billing Query	9	2 (8%)	1 (4%)	2	8 (7%)
Damage Appliances	40	3 (12%)	0 (0%)	4	39 (35%)
High / Low Voltage	3	3 (12%)	0 (0%)	1	5 (4%)
Power Outages	5	5 (19%)	0 (0%)	3	7 (6%)
Request for Service	8	1 (4%)	0 (0%)	1	8 (7%)
Street Lights / Poles	27	11 (42%)	7 (27%)	5	26 (23%)
Other	19	1 (4%)	1 (4%)	0	19 (17%)
Total	111	26	9 (35%)	16	112

2.0 Complaints Analysis

Monthly	Apr '10	Apr '11	Mar '11
Number of complaints received	703	186	171
Number of complaints resolved	284	116	91
Number of complaints unresolved	419	70	80
Resolution rate for complaints received	40%	62%	53%
No. of outstanding complaints resolved	309	78	65
Total number of complaints resolved	593	194	156

The total number of complaints received in April 2011 increased by 15 or 9% when compared to March 2011. Using the same comparative period, the resolution rate for April increased by 17%. The number of complaints resolved for the current month increased by 25 or 27% and from a previous period (unresolved from Mar '06 to Mar '11) increased by 13 or 20%. The total number of complaints resolved overall increased by 38 or 24%.

Cumulative	Jan '10 - Apr '10	Jan '11 - Apr '11	May '10 - Apr '11
Number of complaints received	2,430	654	2,775
Number of complaints resolved	1,397	515	2,490
Number of complaints unresolved	1,033	126	219
Number of complaints withdrawn	64	13	66
Resolution rate	59%	80%	92%

The cumulative number of complaints received and resolved from Jan '11 - Apr '11 decreased by 1776 or 73% and 882 or 63% 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 186 complaints recorded for April 2011 were reported by 140 customers of which 52 or 37% were new customers. Table 3 shows the frequency of complaints where 103 customers made only one complaint whilst cumulatively 37 or 26% of our customers made more than one complaint. For the period Jan '11- Apr '11, 417 customers made 654 complaints to the RIC of which 190 or 46% were new customers.

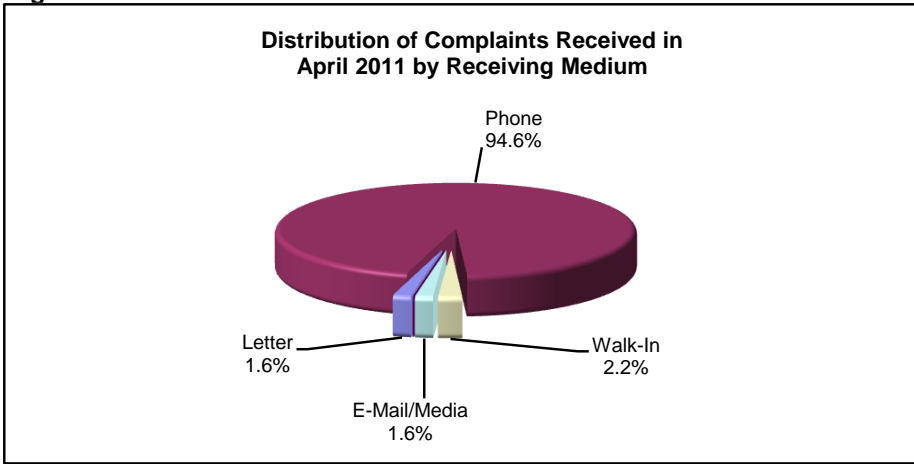
Table 3: Frequency of Complaints

No. of Complaints	No. of Apr '11 Customers	% of Repeat Customers for Apr '11	No. of Customers from Jan '11- Apr '11	% of Repeat Customers from Jan '11- Apr '11
1	103	0	282	0
2	29	21	82	20
3	7	5	28	7
4	1	1	12	3
5	0	0	7	2
>6	0	0	6	1
	140		417	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in April 2011 by receiving medium. The number of complaints received by Letter decreased by 5 or 63%, Telephone increased by 21 or 14%, Walk in increased by 1 or 33%, and e-mail/Media decreased by 2 or 40% when compared to March '11.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in April 2011 by Service Provider. The number of complaints filed against WASA have increased by 8 or 5% and those filed against T&TEC have increased by 7 or 37% when compared to March '11. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.

Fig. 2

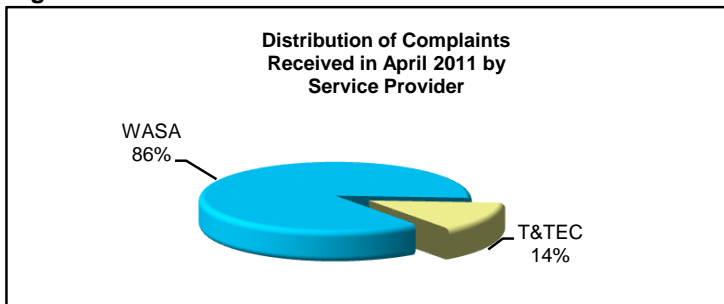
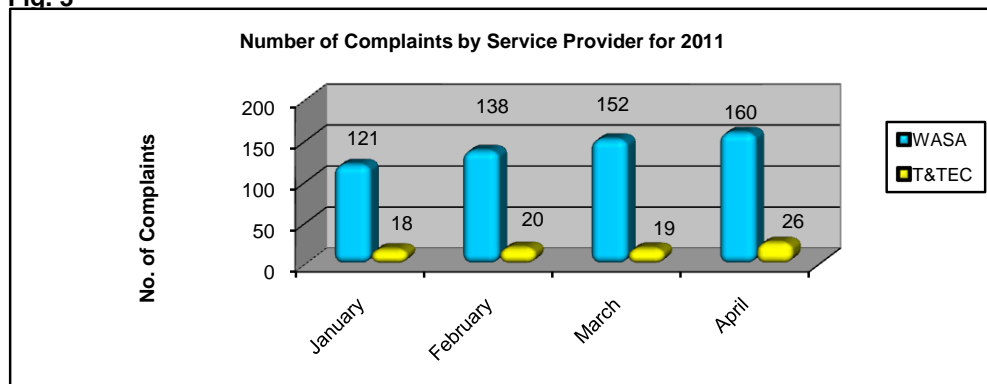


Fig. 3



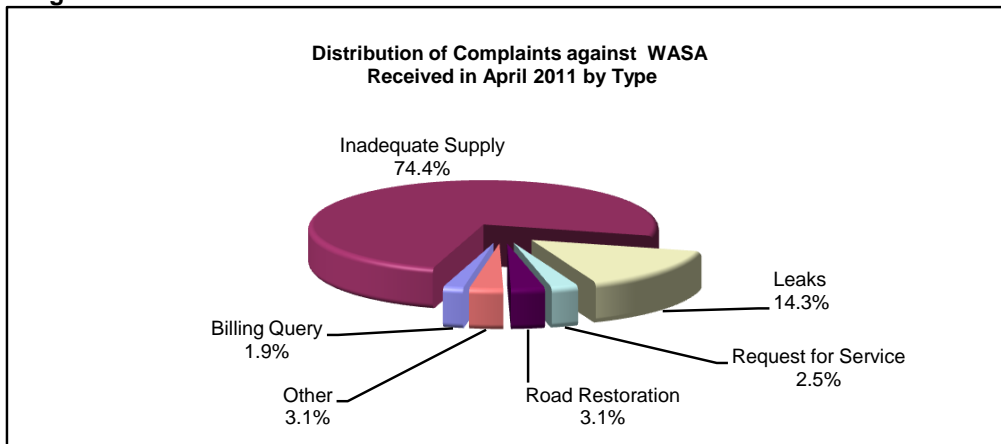
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in April 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in April 2011 by type. When compared to March '11 the number of complaints related to Billing Queries decreased by 1 or 25%, Inadequate Supply decreased by 1 or 1%, Leaks increased by 2 or 9%, Request for Service increased by 3 or 300%, Road Restoration increased by 3 or 150% and the category Other increased by 2 or 67%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Mar 31, '11	No of Complaints Received in Apr '11	No of Apr '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '11
Billing Query	264	3	0	4	263 (47%)
Inadequate Supply	201	119	98	40	182 (33%)
Leaks	20	24	7	13	24 (4%)
Request for Service	26	4	1	1	28 (5%)
Road Restoration	5	5	0	2	8 (1%)
Other	47	5	1	2	49 (9%)
Total	563	160	107	62	554

Fig. 4



Cumulative	Jan '11- Apr '11	May '10 - Apr '11
Number of complaints received	571	2,406
Number of complaints resolved	465	2,190
Number of complaints unresolved	93	151
Number of complaints withdrawn	13	65
Resolution rate	83%	94%

Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years.

Fig. 5

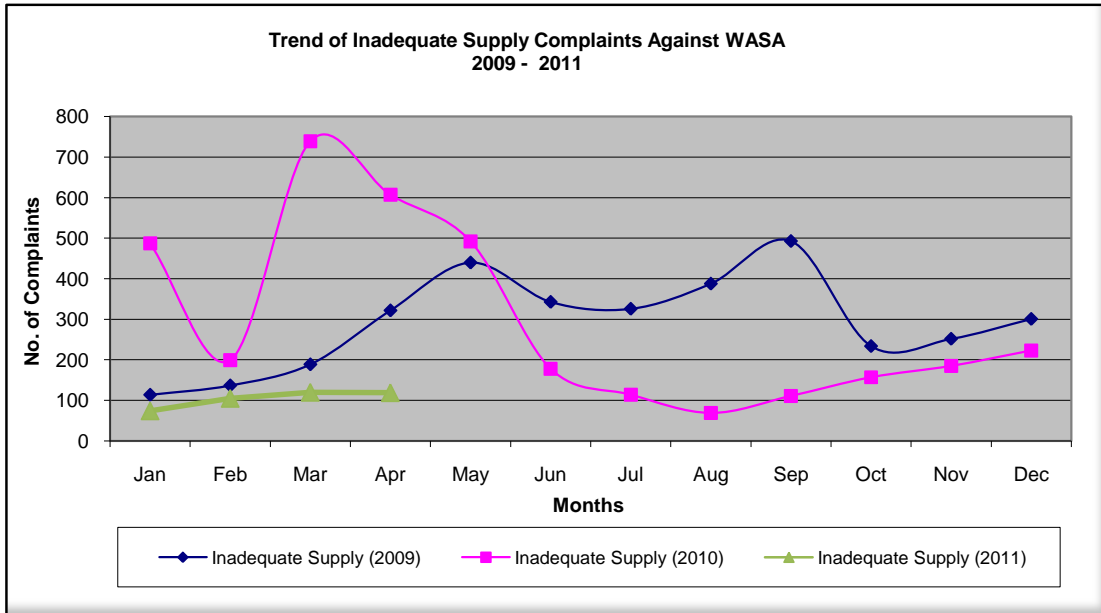
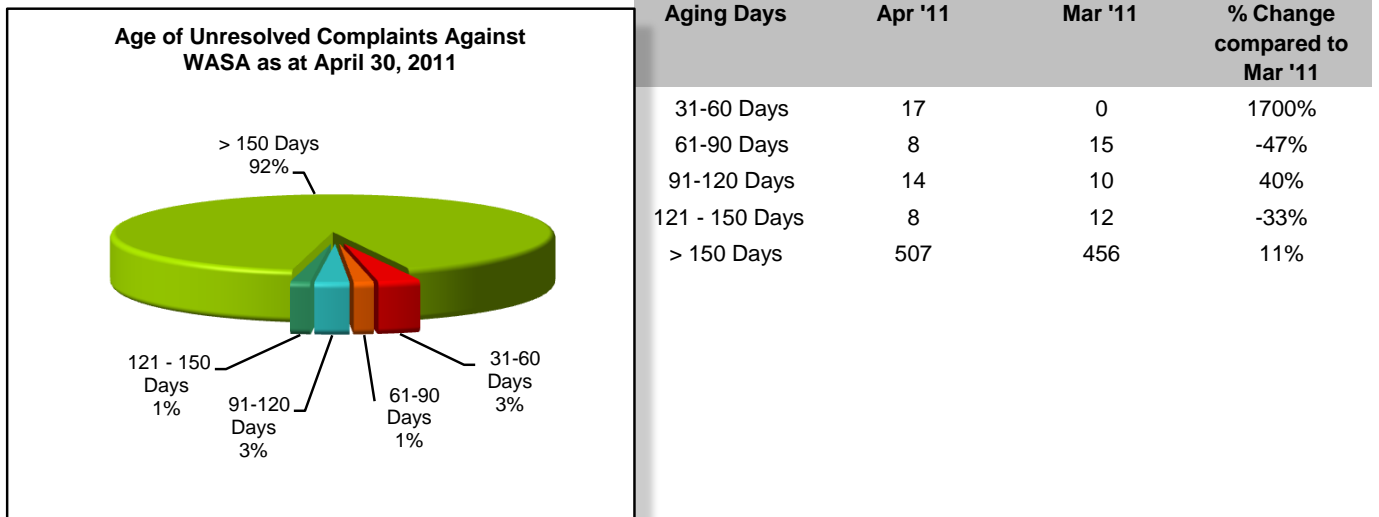


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Apr '11	Mar '11	% Change compared to Mar '11
31-60 Days	17	0	1700%
61-90 Days	8	15	-47%
91-120 Days	14	10	40%
121 - 150 Days	8	12	-33%
> 150 Days	507	456	11%

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	4 (24%)	2 (25%)	9 (64%)	1 (13%)	248 (49%)	264 (48%)
Inadequate Supply	11 (65%)	3 (38%)	3 (21%)	4 (50%)	160 (32%)	181 (33%)
Leaks	1 (6%)	0 (0%)	0 (0%)	1 (13%)	22 (4%)	24 (4%)
Other	1 (6%)	2 (25%)	2 (14%)	2 (25%)	42 (8%)	49 (9%)
Request for Service	0 (0%)	0 (0%)	0 (0%)	0 (0%)	28 (6%)	28 (5%)
Road Restoration	0 (0%)	1 (13%)	0 (0%)	0 (0%)	7 (1%)	8 (1%)
	17	8	14	8	507	554

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

Complaint Type	May '10 - Apr '11	Jan '11- Apr '11	Apr '11
Billing Classification	5,658.00	-	-
Billing Query	309,824.00	194,221.00	-
Damage to Property Disconnection / Reconnection	72,438.00	46,938.00	-
	-	-	-
Other Claims	55,533.00	55,533.00	-
	\$ 443,453.00	\$ 296,692.00	\$ -

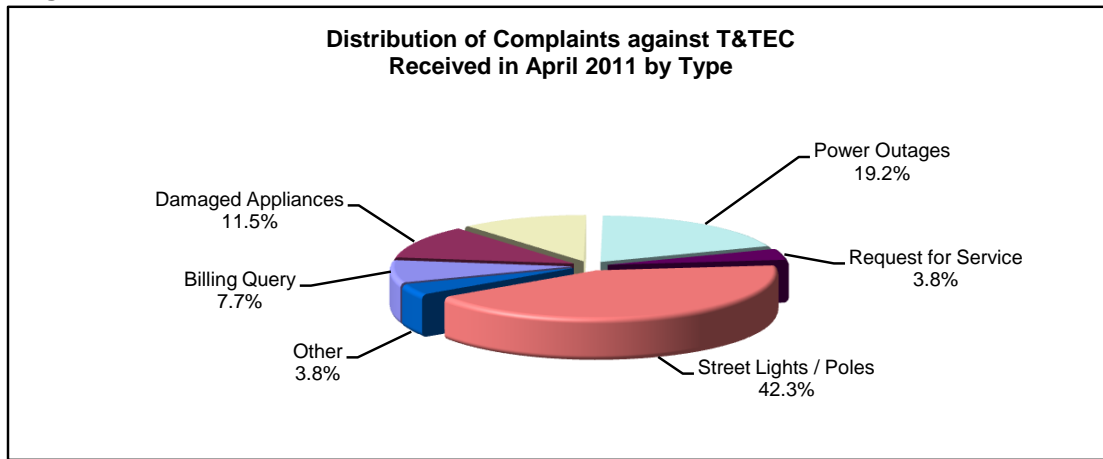
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in April 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in April 2011 by type. When compared to March '11, the number of complaints related to Billing Queries decreased by 1 or 33%, Damage Appliances increased by 2 or 200%, High/ Low Voltage increased by 3 or 300%, Power Outages increased by 4 or 400%, Street Lights/Poles increased by 2 or 22%, and the category Other decreased by 3 or 75% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Mar 31, '11	No of Complaints Received in Apr '11	No of Apr '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Apr 30, '11
Billing Query	9	2	1	2	8 (7%)
Damaged Appliances	40	3	0	4	39 (35%)
High / Low Voltage	3	3	0	1	5 (4%)
Power Outages	5	5	0	3	7 (6%)
Request for Service	8	1	0	1	8 (7%)
Street Lights / Poles	27	11	7	5	26 (23%)
Other	19	1	1	0	19 (17%)
Total	111	26	9	16	112

Fig. 7



Cumulative	<i>Jan '11- Apr '11</i>	<i>May '10 - Apr '11</i>
Number of complaints received	83	369
Number of complaints resolved	50	300
Number of complaints unresolved	33	68
Number of complaints withdrawn	0	1
Resolution rate	60%	82%

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

Fig. 8

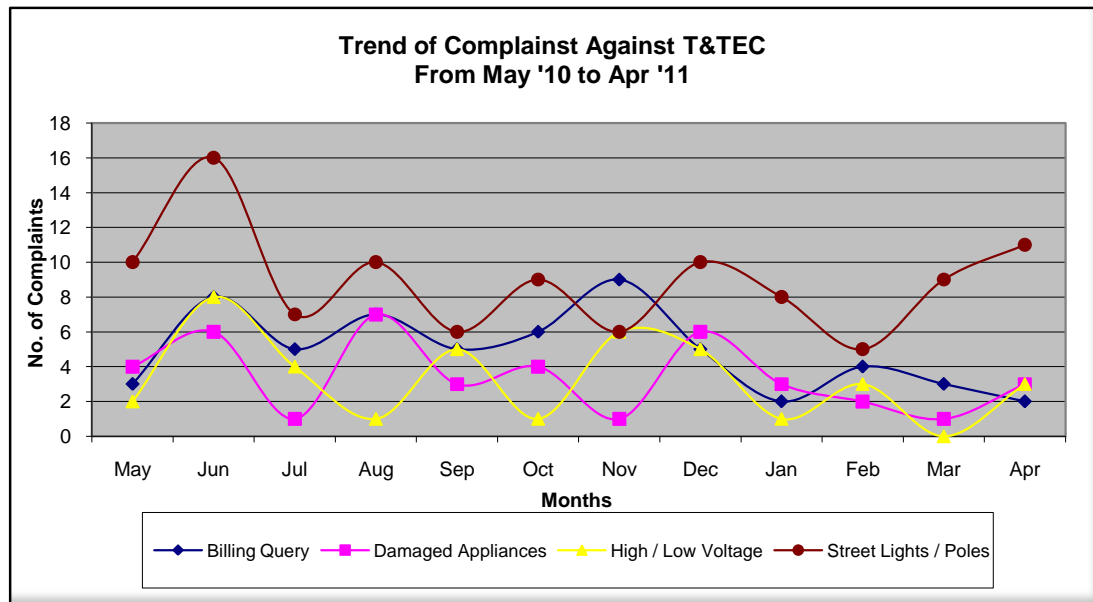
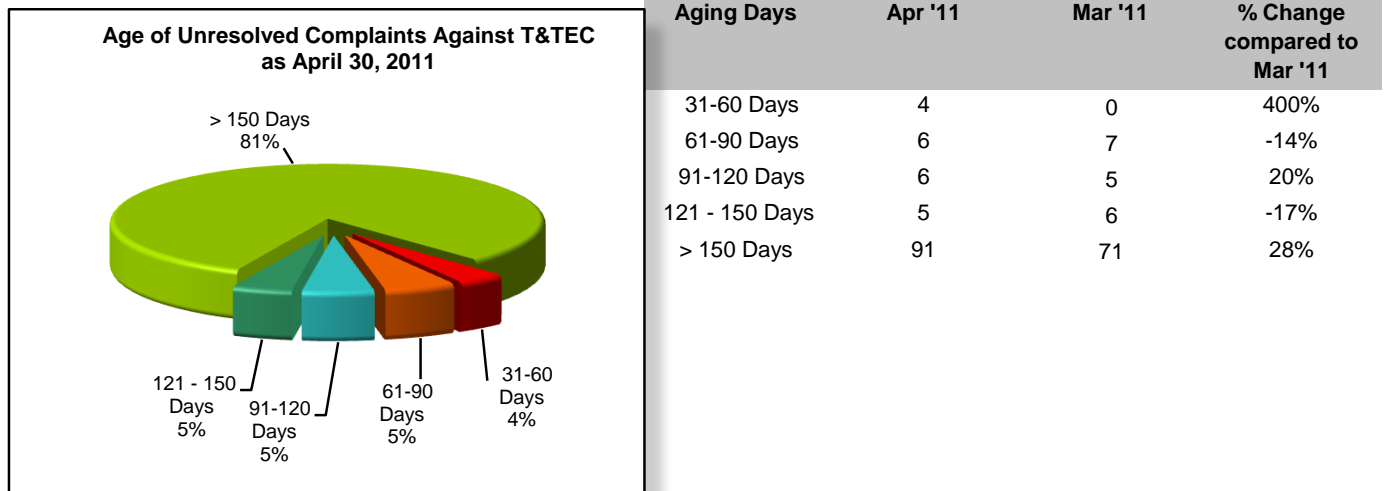


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Apr '11	Mar '11	% Change compared to Mar '11
31-60 Days	4	0	400%
61-90 Days	6	7	-14%
91-120 Days	6	5	20%
121 - 150 Days	5	6	-17%
> 150 Days	91	71	28%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	0 (0%)	2 (33%)	1 (17%)	0 (0%)	5 (5%)	8 (7%)
Damaged Appliances	1 (25%)	2 (33%)	3 (50%)	1 (20%)	32 (35%)	39 (35%)
High / Low Voltage	0 (0%)	1 (17%)	0 (0%)	0 (0%)	4 (4%)	5 (4%)
Other	2 (50%)	0 (0%)	1 (17%)	0 (0%)	17 (19%)	20 (18%)
Power Outages	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (8%)	7 (6%)
Request for Service	0 (0%)	1 (17%)	0 (0%)	0 (0%)	7 (8%)	8 (7%)
Street Lights / Poles	1 (25%)	0 (0%)	1 (17%)	4 (80%)	19 (21%)	25 (22%)
Totals	4	6	6	5	91	112

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

Complaint Type	May '10 - Apr '11	Jan '11- Apr '11	Apr '11
Billing Query	977,147.00	1,225.00	-
Damaged Appliance	43,975.00	17,274.00	-
KVA Reduction	-	-	-
Other Claims	2,100.00	2,100.00	-
Totals	\$ 1,023,222.00	\$ 20,599.00	\$ -

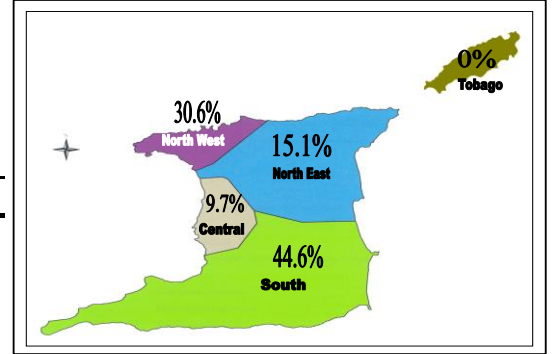
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 April 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	24 (15%)	4 (15%)	28 (15%)
North West	52 (33%)	5 (19%)	57 (31%)
Central	15 (9%)	3 (12%)	18 (10%)
South	69 (43%)	14 (54%)	83 (45%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	160	26	186

Fig. 10



When compared to March '11, the number of complaints received in April 2011 from the Central region decreased by 2 or 10%, from the North East increased by 1 or 4%, from the North West increased by 22 or 63%, complaints from the South region decreased by 4 or 5% while those from Tobago decreased by 2 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 '11- Apr '11 .

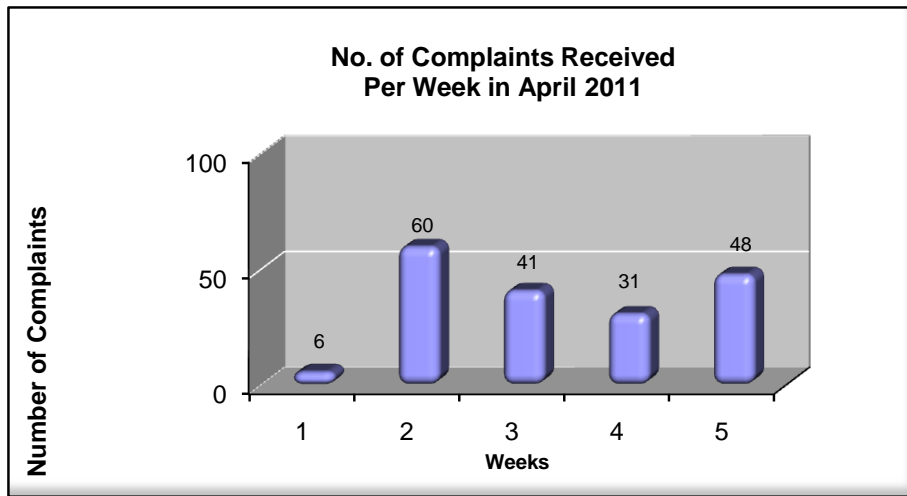
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	11
			Cunupia	7
			Las Lomas No.	5
		North East	Champ Fleurs	13
			Arima	4
			Valsayn	4
		North West	Glencoe	16
			Diego Martin	13
			Carenage	10
			Barrackpore	65
		South	Princes Town	58
			Penal	32
			Gasparillo	19
T&TEC	Street Lights / Poles	South	Penal	5
	Street Lights / Poles	South	Barrackpore	2
	Power Outages	North West	Maraval	2
	High / Low Voltage	North West	Belmont	2

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in April 2011

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 '11- Apr '11

Fig. 12

