



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

August 2003

This report provides an analysis of all complaints received in August 2003, as well as all outstanding complaints against Service Providers.

1.0 Complaints Analysis

Monthly	Aug 2002	Jul 2003	Aug 2003
Number of complaints received	67	43	73
Number of complaints resolved	48	20	33
Number of complaints unresolved	19	23	40
Resolution rate for complaints received in August	72%	47%	45%
No. of outstanding complaints resolved in August	5	20	25
Total number of complaints resolved in August	53	40	58

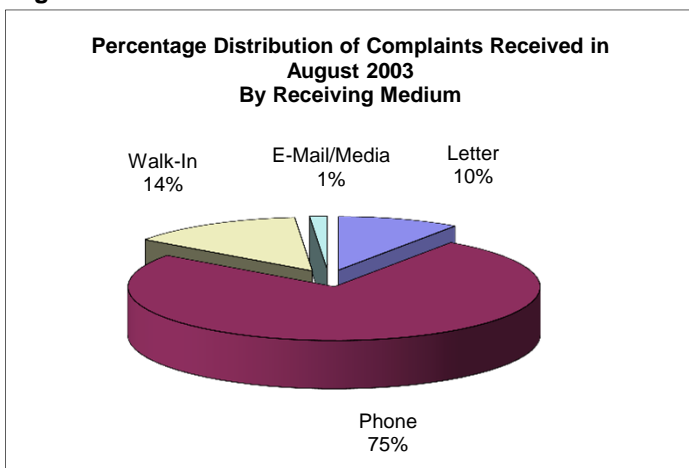
The number of complaints received in August '03, increased by 30 or 70% when compared with July '03. The cumulative number of complaints received increased by 140 or 34% for Jan - Aug '03 when compared with the same period last year.

Cumulative	Jan - Aug 2002	Jan - Aug 2003
Number of complaints received	417	557
Number of complaints resolved	360	442
Number of complaints unresolved	57	115
Resolution rate	86%	79%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in August 2003 by receiving medium. Only one complaint was received by e-mail for August '03. The number of complaints received by the telephone increased by 24 or 77% when compared to July '03.

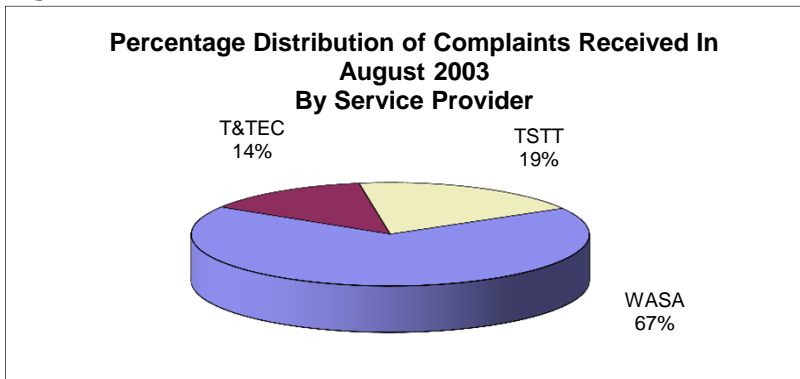
Fig. 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2003 by Service Provider. The number of complaints filed against WASA & TSTT in August '03 have increased by 28 (133%) and 3 (27%) respectively when compared to July '03. There was no significant change with respect to complaints received with regards to T&TEC

Fig. 2



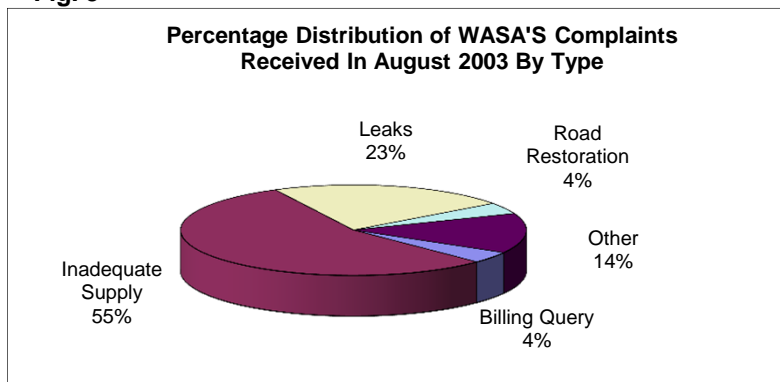
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in August 2003 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2003. Figure 3 shows the percentage distribution of the complaints received in August 2003 by type. The number of complaints related to Inadequate Supply and Leaks increased by 15 (125%) and 9 (450%) respectively, when compared to July '03

Table 1

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At August 31, 2003
Billing Query	2	0	2	5	31
Inadequate Supply	27	18	9	3	20
Leaks	11	3	8	1	8
Road Restoration	2	0	2	0	3
Other	7	4	3	1	13
Total	49	25	24	10	75

Fig. 3



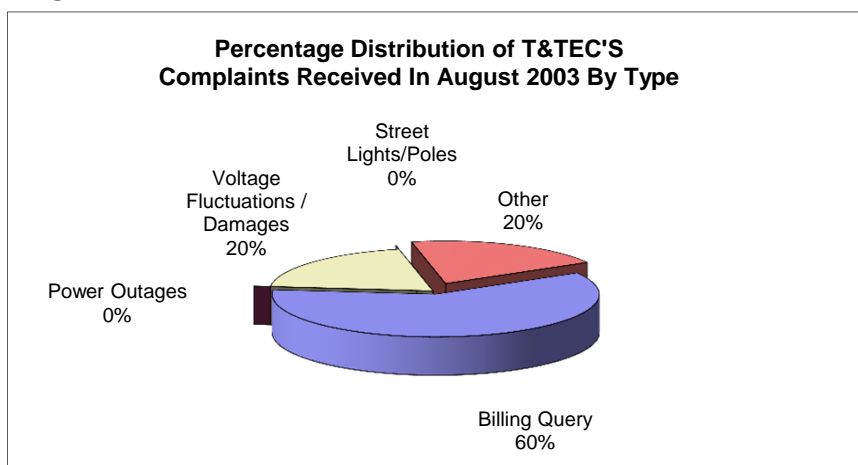
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in August 2003 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2003. Figure 4 shows the percentage distribution of the complaints received in August 2003 by type. There has been no significant change in complaints when compared with July '03.

Table 2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At August 31, 2003
Billing Query	6	1	5	1	14
Power Outages	0	0	0	1	4
Volt. Fluct /Damages	2	0	2	1	12
Street Lights/Poles	0	0	0	2	2
Request for Supply	0	0	0	2	5
Other	2	1	1	1	4
Total	10	2	8	8	41

Fig. 4



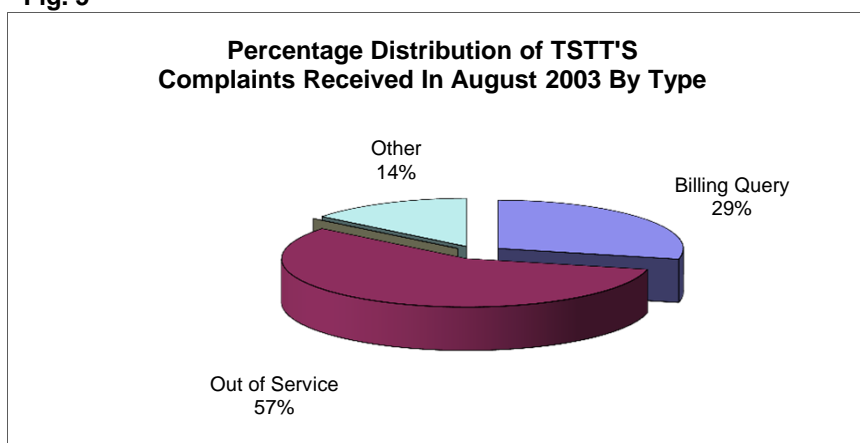
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in August 2003 by type and their status, as well as, the type and number of all unresolved complaints as at August 31, 2003. Figure 5 shows the percentage distribution of the complaints received in August 2003 by type. There has been no significant change when compared with July '03.

Table 3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At August 31, 2003
Billing Query	4	1	3	5	15
Out of Service	8	5	3	0	3
Request for Service	0	0	0	0	2
Other	2	0	2	2	6
Total	14	6	8	7	26

Fig. 5



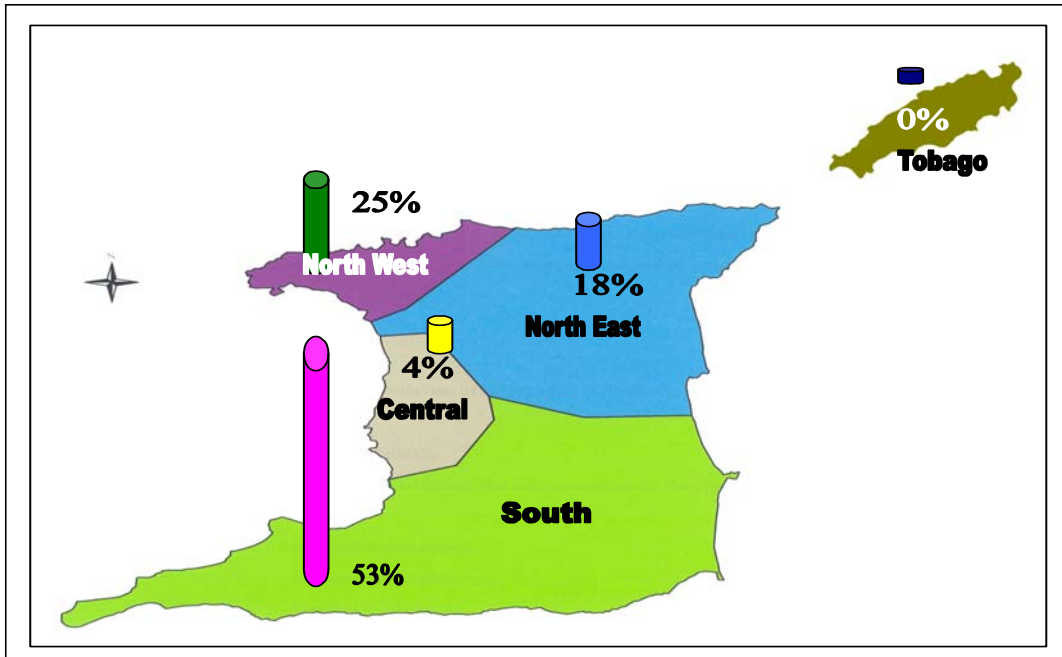
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in August 2003 by geographic regions.

Table 4

REGION	WASA	T&TEC	TSTT	Total
North East	5	2	6	13
North West	12	6	0	18
Central	3	0	0	3
South	29	2	8	39
Tobago	0	0	0	0
Total	49	10	14	73

Fig. 6



The number of complaints received for August '03 increased across all regions except Tobago when compared to July '03. The North East region increased by 7 or 117%, North West by 12 or 200% and South by 13 or 50%. However the South Region represents 53% of all complaints received and continues to be the region with the highest number of complaints. As indicated in Table 4. 49 Complaints were registered against WASA. 29 Complaints came from the South Region which represents an increase of 17 or 142% when compared to July. '03. Princes Town had 8 or 28% of the complaints for this region, Williamsville had 6 or 21%, San Fernando had 4 or 14%, while Barrackpore had 3 or 10%. No other significant relationship was reflected between the number of complaints and location.

5.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in August 2003.

Fig. 7

