



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report
August 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in August 2004, as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Jul 31, 2004	No & % of Complaints Received in Aug '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '04
Billing Query	68	8 (16%)	0	1	75 (47%)
Inadequate Supply	27	23 (46%)	13	1	36 (23%)
Leaks	7	11 (22%)	9	3	6 (4%)
Road Restoration	3	0 (0%)	0	1	2 (1%)
Other	34	8 (16%)	2	1	39 (25%)
Total	139	50	24	7	158

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Jul 31, 2004	No & % of Complaints Received in Aug '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '04
Billing Query	29	9 (24%)	1	5	32 (23%)
Power Outages	7	4 (11%)	3	0	8 (6%)
Volt. Fluct /Damages	53	12 (32%)	0	7	58 (41%)
Street Lights/Poles	18	8 (22%)	5	7	14 (10%)
Request for Supply	8	4 (11%)	2	1	9 (6%)
Other	23	0 (0%)	0	3	20 (14%)
Total	138	37	11	23	141

2.0 Complaints Analysis

Monthly	Aug 2003	Jul 2004	Aug 2004
Number of complaints received	73	111	87
Number of complaints resolved	33	54	35
Number of complaints unresolved	40	57	52
Resolution rate for complaints received	45%	49%	40%
No. of outstanding complaints resolved	25	52	30
Total number of complaints resolved	58	106	65

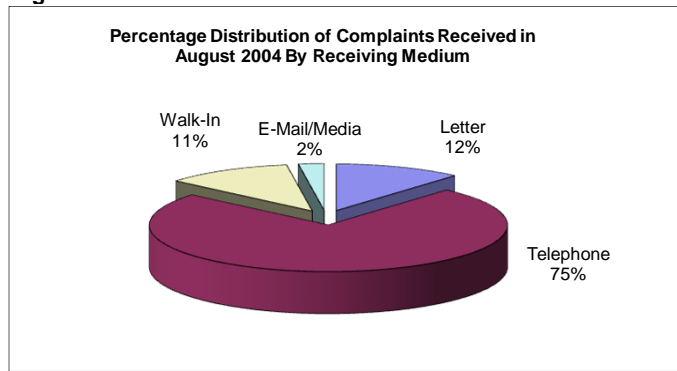
The total number of complaints received in August 2004 decreased by 24 or 22% when compared to Jul 2004. Using the same comparative period, the resolution rate for August 2004 decreased by 17%. The number of complaints resolved from a previous period decreased by 22 or 42% and the total number of complaints resolved overall decreased by 41 or 39%. The cumulative number of complaints received from Jan - Aug '04 increased by 86 or 11% when compared to the same period last year. The number of complaints withdrawn represents those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Aug '03	Jan - Aug '04	Sep '03 - Aug '04
Number of complaints received	557	901	1,271
Number of complaints resolved	442	584	914
Number of complaints unresolved	115	236	268
Number of complaints withdrawn	0	81	89
Resolution rate	79%	65%	72%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2004 by receiving medium. The number of complaints received by Letter increased by 5 or 100%, Telephone decreased by 25 or 28% and Walk in decreased by 5 or 33%, when compared to Jul 2004.

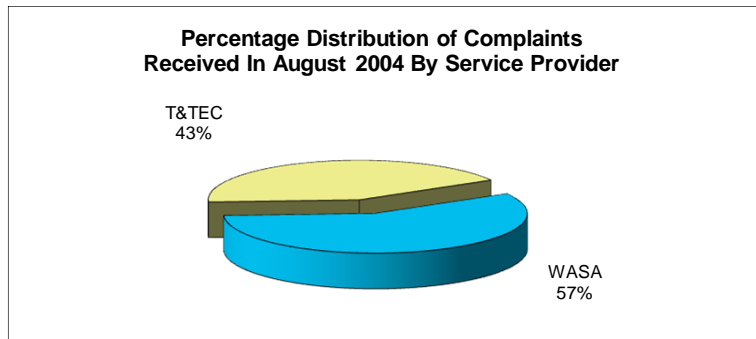
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2004 by Service Provider. The number of complaints filed against WASA and T&TEC have decreased by 9 or 15% and 15 or 29% respectively when compared to Jul 2004.

Fig. 2



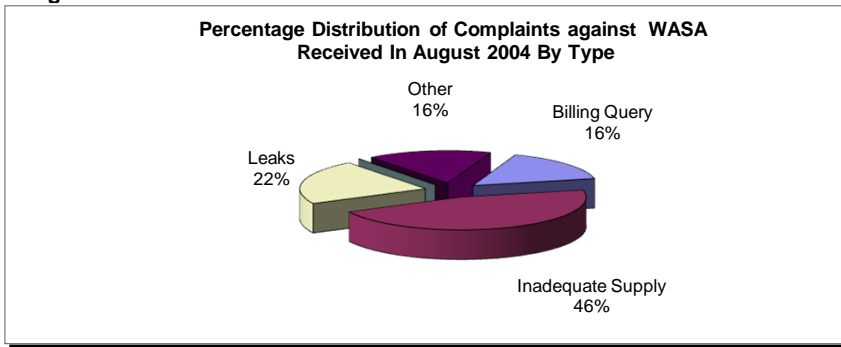
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in August 2004 and their status, as well as, the number and percentage by type. Figure 3 shows the percentage distribution of the complaints received in August 2004 by type. The Number of Billing Query and Inadequate Supply complaints decreased by 2 or 20% and 16 or 41% respectively. Leaks and the category Other increased by 5 or 83% and 4 or 100% respectively when compared to Jul 2004.

Table 3

Complaint Category	Total Unresolved Complaints as at Jul 31, 2004	No & % of Complaints Received in Aug '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '04
Billing Query	68	8	0	1	75 (47%)
Inadequate Supply	27	23	13	1	36 (23%)
Leaks	7	11	9	3	6 (4%)
Road Restoration	3	0	0	1	2 (1%)
Other	34	8	2	1	39 (25%)
Total	139	50	24	7	158

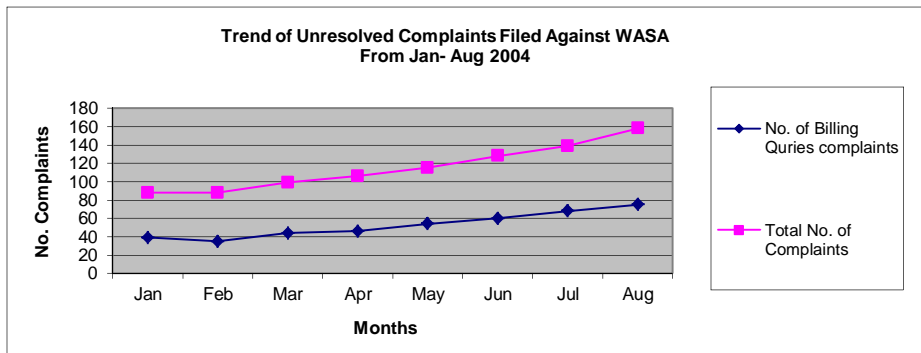
Fig. 3



Cumulative	Jan - Jul '04	Aug '03 - Jul '04
Number of complaints received	369	563
Number of complaints resolved	252	426
Number of complaints unresolved	117	137
Number of complaints withdrawn	1	1
Resolution rate	68%	76%

Figure 4 shows that the number of unresolved complaints have been increasing over the past eight months.

Fig. 4



Some of the reasons for the increase have been attributed to the apparent volume of complaints being received especially billing queries, damage to property and poor water quality. However, some specific reasons are that complaints are not addressed when designated personnel are absent, responses for billing complaints have been extremely lengthy especially in the South region, there are long delays for delivery of truck-borne water and claims for compensation are not being addressed in a timely manner.

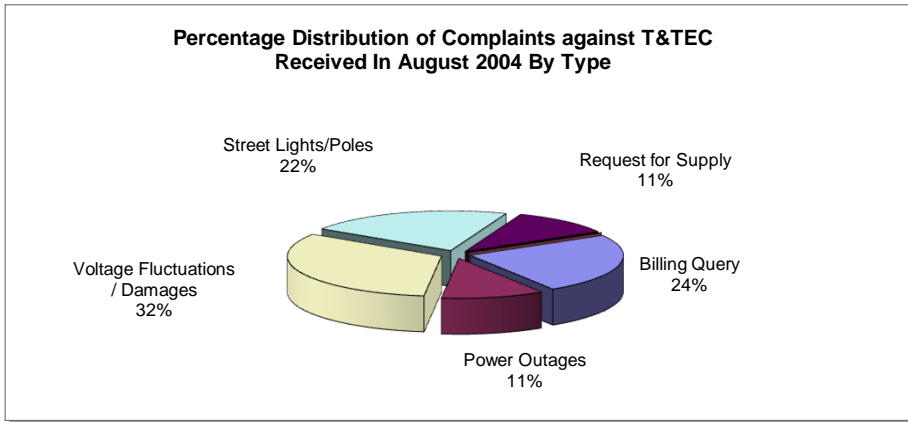
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in August 2004 and their status, as well as, the number and percentage by type. Figure 5 shows the percentage distribution of the complaints received in August 2004 by type. The Number of Billing Queries, Voltage Fuctuations/Damages and the category Other decreased by 6 or 40%, 4 or 25% and 9 or 100% respectively, while those relation to Power Outages increased by 3 or 300%, when compared to Jul 2004.

Table 4

Complaint Type	Total Unresolved Complaints as at Jul 31, 2004	No & % of Complaints Received in Aug '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '04
Billing Query	29	9	1	5	32 (23%)
Power Outages	7	4	3	0	8 (6%)
Volt. Fluct /Damages	53	12	0	7	58 (41%)
Street Lights/Poles	18	8	5	7	14 (10%)
Request for Supply	8	4	2	1	9 (6%)
Other	23	0	0	3	20 (14%)
Total	138	37	11	23	141

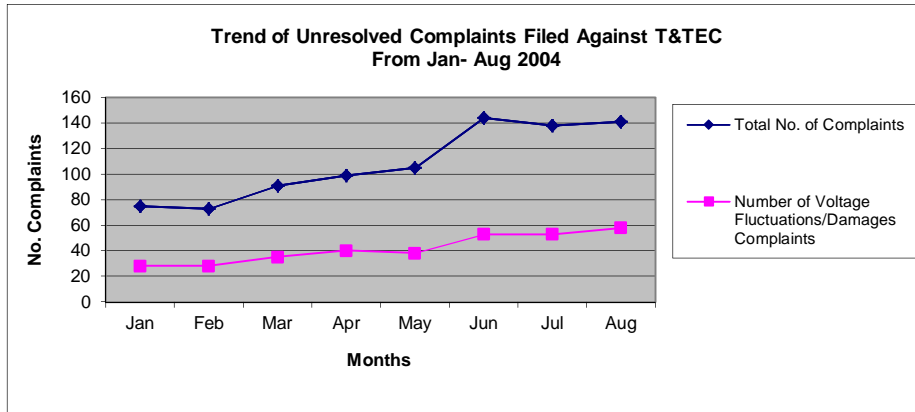
Fig. 5



Cumulative	Jan - Jul '04	Aug '03 - Jul '04
Number of complaints received	279	340
Number of complaints resolved	160	209
Number of complaints unresolved	119	131
Number of complaints withdrawn	3	4
Resolution rate	57%	61%

Figure 6 shows that the number of unresolved complaints have been increasing over the past eight months.

Fig. 6



Apart from the volume of complaints being received especially those relating to billing queries, damage appliance and other liability claims some specific reasons for the increasing trend are: Area Managers are not responding the RIC in accordance with the Quality of Service Standards especially the North, South and East Area Offices. We are often forced to continually resubmit complaints and T&TEC is refusing to furnish us with relevant information in accordance with Section 56-60 of the RIC Act.

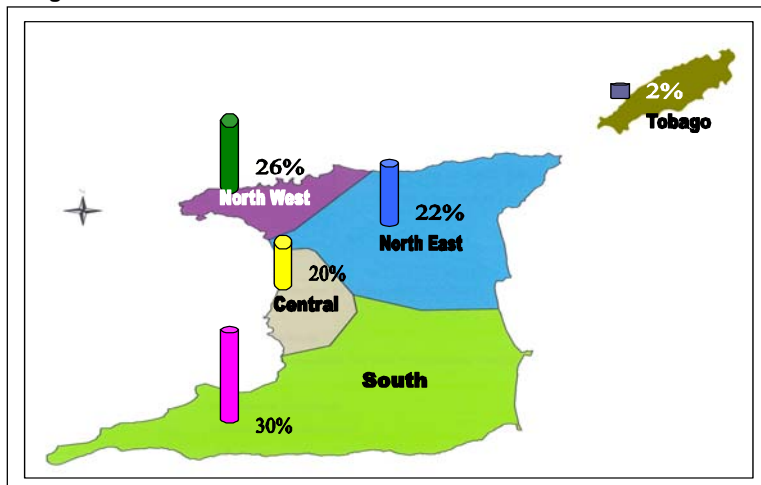
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 7 shows the percentage distribution of all complaints received in August 2004 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	9 (18%)	10 (27%)	19 (22%)
North West	12 (24%)	11 (30%)	23 (26%)
Central	9 (18%)	8 (22%)	17 (20%)
South	20 (40%)	6 (16%)	26 (30%)
Tobago	0 (0%)	2 (5%)	2 (2%)
Total	50	37	87

Fig. 7



The number of complaints from all regions decreased. Those from the Central region decreased by 3 or 15%, North East by 13 or 41%, North West by 4 or 15% and the South region by 4 or 13% when compared to Jul 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Aug '04 .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	33
	Supply	South	Williamsville	16
	"	South	Penal	14
	"	North West	Port of Spain	13
	"	North East	Arima	10
	"	North West	St. James	9
	"	Central	Chaguanas	9
	"	North West	Diego Martin	7
	Leaks	North East	Arima	5
	Other	South	San Fernando	5
T&TEC	Billing Query	North West	Port of Spain	7
	Billing Query	South	Williamsville	6
	Voltage Fluctuations / Damages	Central	Chaguanas	12
		Tobago		10
	Billing Query	North East	Arima	5
		North West	Morvant	5

6.0 Distribution of Complaints Received Per Week

Figure 8 shows the distribution of the complaints received in August 2004

Fig. 8

