

REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

August 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in August 2005, as well as all outstanding complaints against Service Providers as at August 31, 2005.

| Status | Aug '04 | Aug '05 | Sep '04 - Aug '05 |
|---|----------------|-------------------|--------------------------|
| Number of complaints received | 87 | 340 | 2,134 |
| Number of complaints resolved | 35 | 184 | 1,577 |
| Number of complaints unresolved | 52 | 156 | 540 |
| Number of complaints withdrawn | 0 | 0 | 17 |
| Resolution rate for complaints received | 40% | 54% | 74% |
| No. of outstanding complaints resolved | 30 | 90 | 39 |
| Total number of complaints resolved | 65 | 274 | 1,616 |
| Rebate/compensation awarded to customers | | TT\$44,789 | TT\$601,068 |

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 July 31, 2005 | No & % of Complaints Received in Aug '05 | No & % of Complaints Resolved Aug '05 | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '05 |
|---------------------------|--|---|--|---|--|
| Billing Query | 131 | 31 (13%) | 6 (2%) | 17 | 139 (41%) |
| Inadequate Supply | 122 | 183 (74%) | 145 (59%) | 29 | 131 (39%) |
| Leaks | 16 | 16 (7%) | 9 (4%) | 7 | 16 (5%) |
| Request for Service | 19 | 5 (2%) | 0 (0%) | 4 | 20 (6%) |
| Road Restoration | 5 | 5 (2%) | 0 (0%) | 0 | 10 (3%) |
| Other | 24 | 6 (2%) | 2 (1%) | 4 | 24 (7%) |
| Total | 317 | 246 | 162(66%) | 61 | 340 |

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 July 31, 2005 | No & % of Complaints Received in Aug '05 | No & % of Complaints Resolved Aug '05 | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '05 |
|---------------------------|--|---|--|---|--|
| Billing Query | 31 | 12 (13%) | 2 (2%) | 7 | 34 (11%) |
| Damage Appliances | 93 | 12 (13%) | 0 (0%) | 0 | 105 (33%) |
| High / Low Voltage | 40 | 13 (14%) | 2 (2%) | 8 | 43 (13%) |
| Power Outages | 22 | 7 (7%) | 2 (2%) | 4 | 23 (7%) |
| Request for Service | 18 | 3 (3%) | 1 (1%) | 3 | 17 (5%) |
| Street Lights / Poles | 56 | 40 (43%) | 13 (14%) | 6 | 77 (24%) |
| Other | 19 | 7 (7%) | 2 (2%) | 1 | 23 (7%) |
| Total | 279 | 94 | 22(23%) | 29 | 322 |

2.0 Complaints Analysis

| Monthly | Aug '04 | Aug '05 | Jul '05 |
|--|------------|------------|------------|
| Number of complaints received | 87 | 340 | 315 |
| Number of complaints resolved | 35 | 184 | 150 |
| Number of complaints unresolved | 52 | 156 | 165 |
| Resolution rate for complaints received | 40% | 54% | 48% |
| No. of outstanding complaints resolved | 30 | 90 | 82 |
| Total number of complaints resolved | 65 | 274 | 232 |

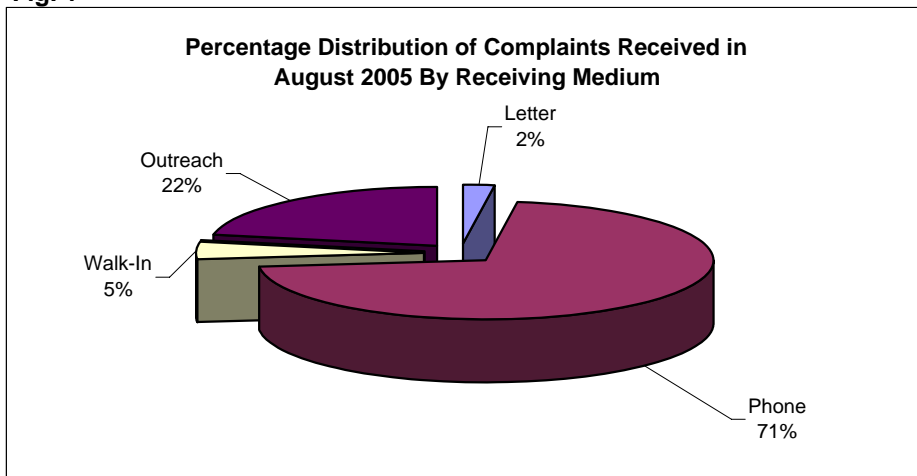
The total number of complaints received in August 2005 increased by 25 or 8% when compared to Jul '05. U comparative period, the resolution rate for August 2005 increased by 14%. The number of complaints resolved month increased by 34 or 23% and from a previous period (unresolved from Jan '03 to Jul '05) increased by £ total number of complaints resolved overall increased by 42 or 18%. The cumulative number of complaints resolved from Jan - Aug '05 increased by 805 or 89% and increased by 633 or 108% respectively when compare '04. The complaints withdrawn represent those that have been passed to TATT and those that have been wit customers' request.

| Cumulative | Jan - Aug '04 | Jan - Aug '05 | Sep '04 - Aug '05 |
|---------------------------------|---------------|---------------|-------------------|
| Number of complaints received | 901 | 1,706 | 2,134 |
| Number of complaints resolved | 584 | 1,217 | 1,577 |
| Number of complaints unresolved | 317 | 478 | 540 |
| Number of complaints withdrawn | 81 | 11 | 17 |
| Resolution rate | 71% | 72% | 74% |

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2005 by receiving medium. T complaints received by Letter decreased by 5 or 38%, Telephone increased by 32 or 15%, and Walk in decrease when compared to Jul '05. No other significant changes were recorded.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2005 by Service Provider. T complaints filed against WASA have increased by 11 or 5% and those filed against T&TEC increased by 14 compared to Jul '05.

Fig. 2

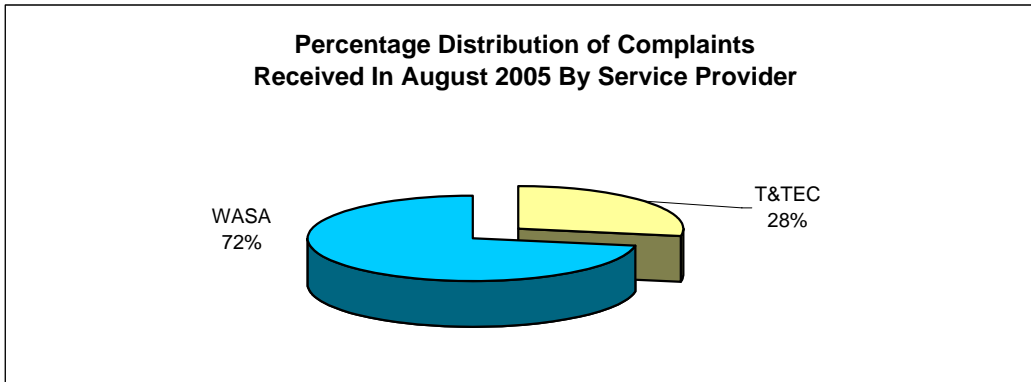
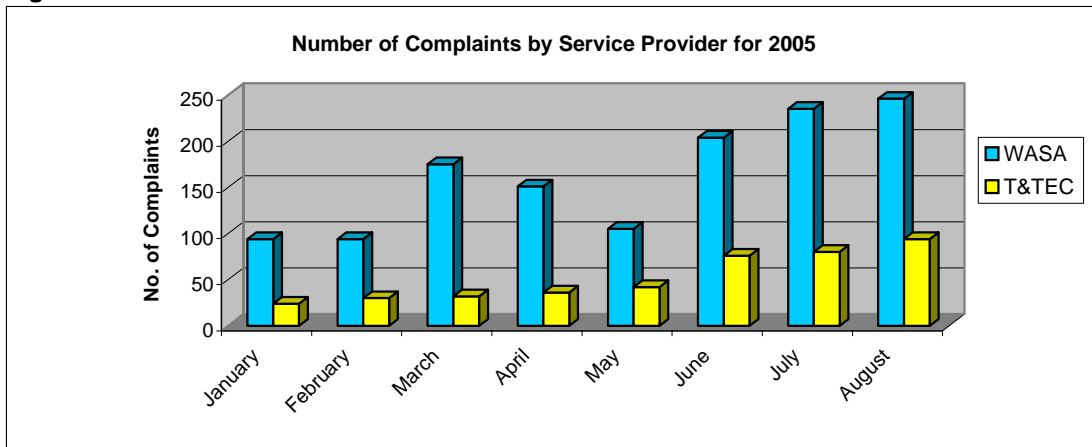


Fig. 3



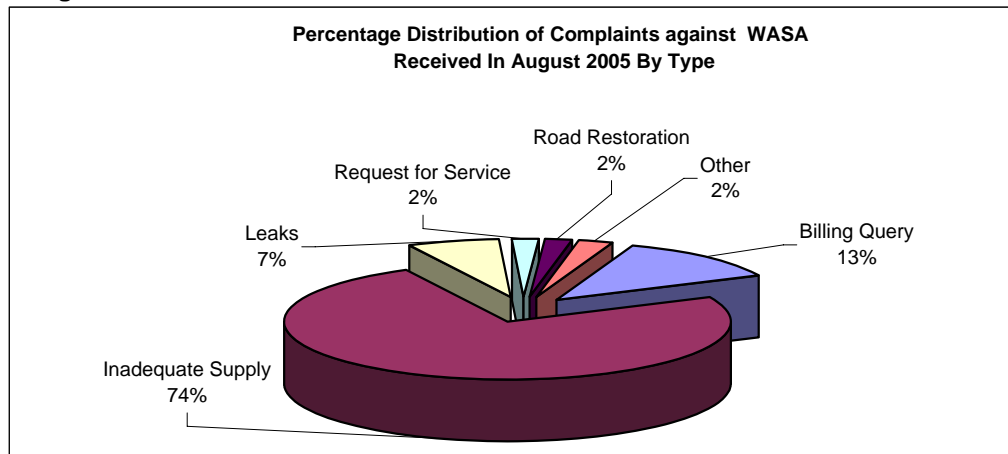
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in August 2005 and their status, number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2005 by type. When compared to Jul '05 the number of complaints related to Billing Queries decreased by 11 or 26%, Supply increased by 29 or 19%, Leaks decreased by 6 or 27%, Road Restoration decreased by 6 or 55%, and Other increased by 2 or 67%.

Table 3: Summary of Complaints Filed Against WASA

| Complaint Category | Total Unresolved Complaints as at July 31, 2005 | No of Complaints Received in Aug '05 | No of Aug '05 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '05 |
|---------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 131 | 31 | 6 | 17 | 139 |
| Inadequate Supply | 122 | 183 | 145 | 29 | 131 |
| Leaks | 16 | 16 | 9 | 7 | 16 |
| Request for Service | 19 | 5 | 0 | 4 | 20 |
| Road Restoration | 5 | 5 | 0 | 0 | 10 |
| Other | 24 | 6 | 2 | 4 | 24 |
| Total | 317 | 246 | 162 | 61 | 340 |

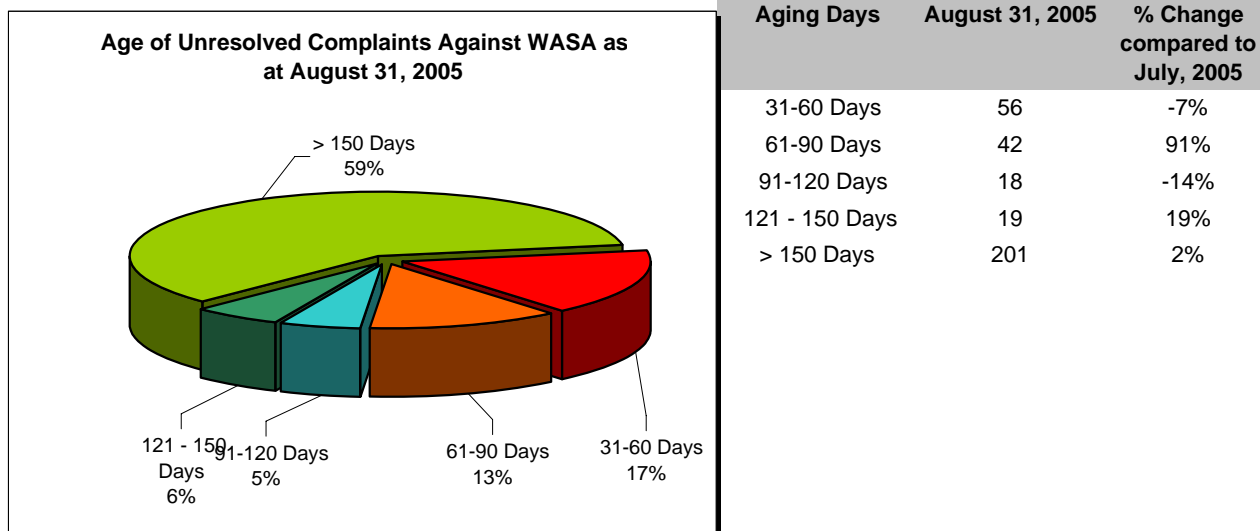
Fig. 4



| Cumulative | Jan '05 - Aug '05 | Sep '04 - Aug '05 |
|---------------------------------|-------------------|-------------------|
| Number of complaints received | 1,292 | 1,538 |
| Number of complaints resolved | 1,032 | 1,252 |
| Number of complaints unresolved | 260 | 286 |
| Number of complaints withdrawn | 9 | 10 |
| Resolution rate | 80% | 82% |

Figure 5 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against V of how many days the complaints have remained unresolved.

Fig. 5



| Aging Days | August 31, 2005 | % Change compared to July, 2005 |
|----------------|-----------------|---------------------------------|
| 31-60 Days | 56 | -7% |
| 61-90 Days | 42 | 91% |
| 91-120 Days | 18 | -14% |
| 121 - 150 Days | 19 | 19% |
| > 150 Days | 201 | 2% |

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as shown in T

Table 4: Analysis of Complaints Against WASA by Category & Age

| Complaint Category | Aging Days | | | | |
|---------------------|------------|-----------|-----------|-----------|------------|
| | 31-60 | 61-90 | 91-120 | 121 - 150 | > 150 |
| Billing Query | 22 (39%) | 12 (29%) | 6 (33%) | 9 (47%) | 88 (44%) |
| Inadequate Supply | 22 (39%) | 18 (43%) | 11 (61%) | 8 (42%) | 71 (35%) |
| Leaks | 4 (7%) | 3 (7%) | (0%) | (0%) | 8 (4%) |
| Other | 1 (2%) | 3 (7%) | 1 (6%) | 1 (5%) | 18 (9%) |
| Request for Service | 5 (9%) | 5 (12%) | (0%) | 1 (5%) | 9 (4%) |
| Road Restoration | 2 (4%) | 1 (2%) | (0%) | (0%) | 7 (3%) |
| | 56 | 42 | 18 | 19 | 201 |

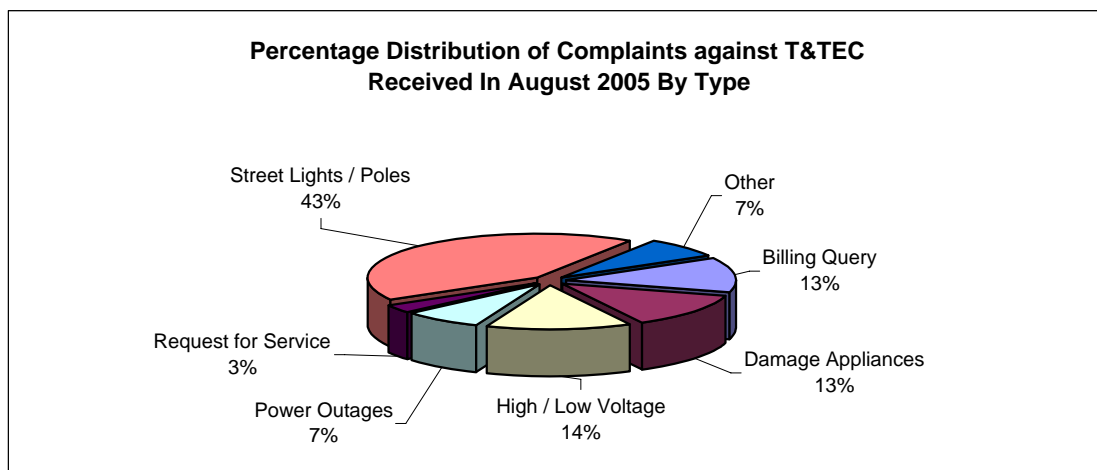
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in August 2005 and their status, a number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in A type. When compared to Jul '05, the number of complaints related to Power Outages decreased by 5 or Fuctuations/Damages increased by 8 or 160%, Request for Service decreased by 7 or 70% and the category O by 13 or 48%. No other significant changes were recorded.

Table 5: Summary of Complaints Filed Against T&TEC

| Complaint Type | Total Unresolved Complaints as at July 31, 2005 | No of Complaints Received in Aug '05 | No of Aug '05 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '05 |
|-----------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 31 | 12 | 2 | 7 | 34 |
| Damage Appliances | 93 | 12 | 0 | 0 | 105 |
| High / Low Voltage | 40 | 13 | 2 | 8 | 43 |
| Power Outages | 22 | 7 | 2 | 4 | 23 |
| Request for Service | 18 | 3 | 1 | 3 | 17 |
| Street Lights / Poles | 56 | 40 | 13 | 6 | 77 |
| Other | 19 | 7 | 2 | 1 | 23 |
| Total | 279 | 94 | 22 | 29 | 322 |

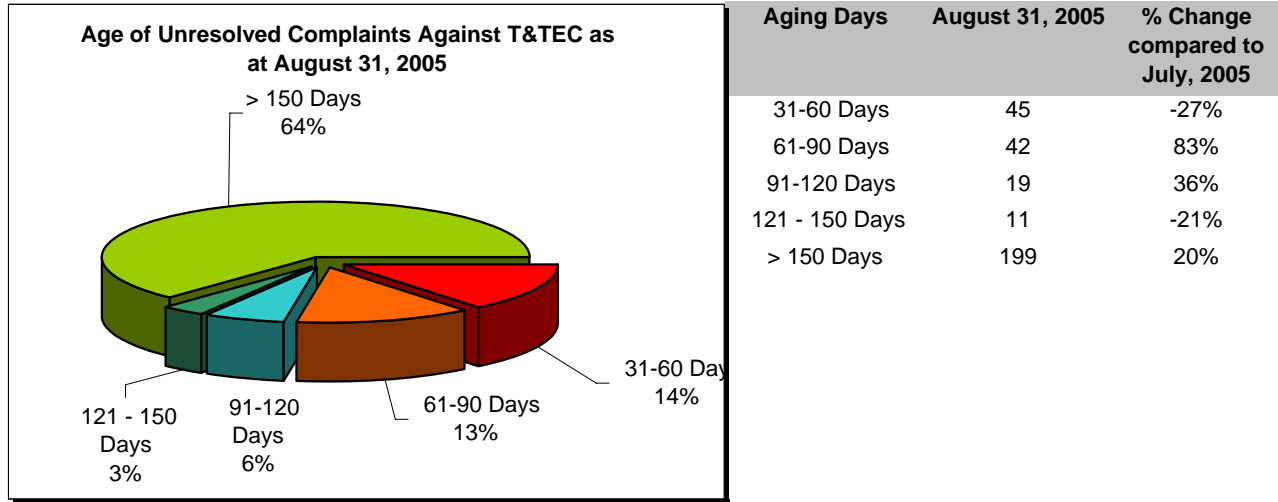
Fig. 6



| Cumulative | Jan '05 - Aug '05 | Sep '04 - Aug '05 |
|---------------------------------|-------------------|-------------------|
| Number of complaints received | 403 | 586 |
| Number of complaints resolved | 177 | 317 |
| Number of complaints unresolved | 226 | 262 |
| Number of complaints withdrawn | 2 | 7 |
| Resolution rate | 44% | 55% |

Figure 7 provides a snapshot of an aging report, which shows the percentage of unresolved complaints in terms of how many days the complaints have remained unresolved.

Fig. 7



| Aging Days | August 31, 2005 | % Change compared to July, 2005 |
|----------------|-----------------|---------------------------------|
| 31-60 Days | 45 | -27% |
| 61-90 Days | 42 | 83% |
| 91-120 Days | 19 | 36% |
| 121 - 150 Days | 11 | -21% |
| > 150 Days | 199 | 20% |

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: Analysis of Complaints Against T&TEC by Category & Age

| Complaint Category | Aging Days | | | | |
|-----------------------|------------|-----------|-----------|-----------|------------|
| | 31-60 | 61-90 | 91-120 | 121 - 150 | > 150 |
| Billing Query | 2 (4%) | 2 (5%) | 2 (11%) | 3 (27%) | 24 (12%) |
| Damage Appliances | 17 (38%) | 7 (17%) | 8 (42%) | 3 (27%) | 68 (34%) |
| High / Low Voltage | 2 (4%) | 10 (24%) | 5 (26%) | 1 (9%) | 24 (12%) |
| Other | 2 (4%) | 1 (2%) | 2 (11%) | 0 (0%) | 18 (9%) |
| Power Outages | 3 (7%) | 2 (5%) | 0 (0%) | 0 (0%) | 17 (9%) |
| Request for Service | 7 (16%) | 4 (10%) | 0 (0%) | 1 (9%) | 5 (3%) |
| Street Lights / Poles | 12 (27%) | 16 (38%) | 2 (11%) | 3 (27%) | 43 (22%) |
| Totals | 45 | 42 | 19 | 11 | 199 |

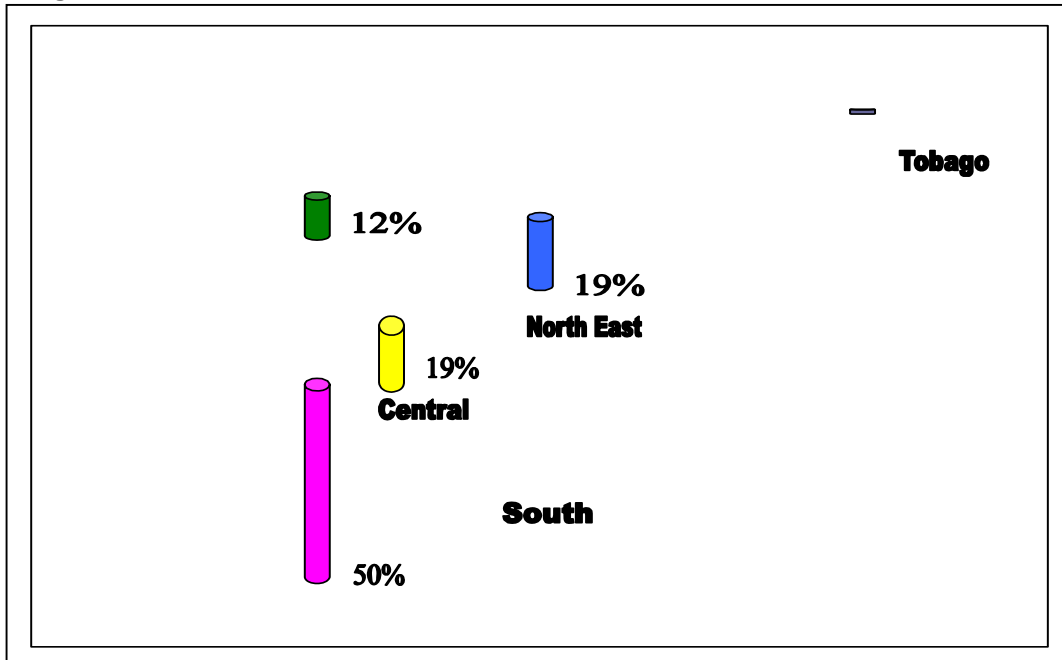
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the two Service Providers grouped into five geogr Figure 8 shows the percentage distribution of all complaints received in August 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

| REGION | WASA | T&TEC | Total |
|--------------|------------|-----------|------------|
| North East | 37 (15%) | 27 (29%) | 64 (19%) |
| North West | 26 (11%) | 14 (15%) | 40 (12%) |
| Central | 36 (15%) | 27 (29%) | 63 (19%) |
| South | 145 (59%) | 24 (26%) | 169 (50%) |
| Tobago | 2 (1%) | 2 (2%) | 4 (1%) |
| Total | 246 | 94 | 340 |

Fig. 8



When compared to Jul '05, the number of complaints from the Central region increased by 20 or 47%, from the North West decreased by 27 or 30%, complaints from the South region increased by 40% while those from Tobago increased by 3 or 300%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Aug '05 .

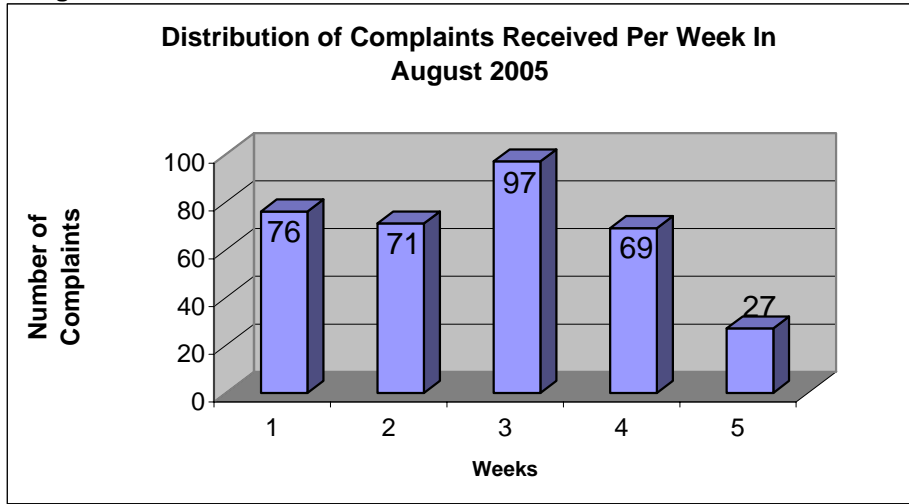
Table 8: Problematic Areas

| Service Provider | Complaint Category | Region | Area | No of Complaints |
|-----------------------|--------------------|-----------------------|---------------|------------------|
| WASA | Inadequate Supply | South | Princes Town | 150 |
| | | South | Penal | 113 |
| | | South | Barrackpore | 92 |
| | | South | San Fernando | 50 |
| | | South | Williamsville | 50 |
| | | South | Gasparillo | 43 |
| | | South | Moruga | 39 |
| | | North West | Belmont | 24 |
| | South | Penal | 13 | |
| | South | Point Fortin | 10 | |
| | South | Point-a-Pierre | 10 | |
| | T&TEC | Street Lights / Poles | North East | Sangre Grande |
| Street Lights / Poles | | South | Penal | 11 |
| Billing Query | | North East | Arima | 8 |
| Street Lights / Poles | | Central | Couva | 8 |

6.0 Distribution of Complaints Received Per Week

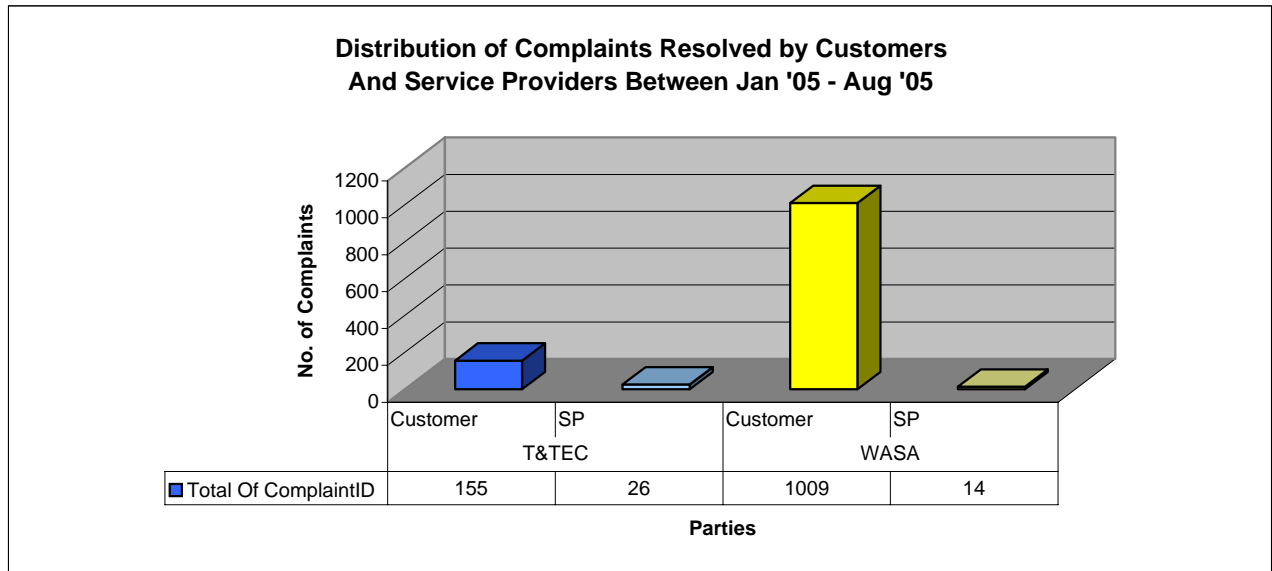
Figure 9 shows the distribution of the complaints received in August 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05



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Table 4.

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|------------|
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