



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

August 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in August 2006, as well as all outstanding complaints against Service Providers as at August 31, 2006.

Status	Aug '05	Aug '06	Sep '05 - Aug '06
Number of complaints received	340	302	3,838
Number of complaints resolved	184	171	3,230
Number of complaints unresolved	156	131	597
Number of complaints withdrawn	0	0	92
Resolution rate for complaints received	54%	57%	86%
No. of outstanding complaints resolved	90	158	39
Total number of complaints resolved	274	329	3,269
Rebate/compensation awarded to customers		TT\$0	TT\$545,823

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 Jul 31, 2006	No & % of Complaints Received in Aug '06	No & % of Complaints Resolved Aug '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '06
Billing Query	200	17 (7%)	1 (0%)	11	205 (42%)
Inadequate Supply	235	196 (80%)	148 (61%)	88	195 (40%)
Leaks	19	21 (9%)	12 (5%)	9	19 (4%)
Request for Service	21	5 (2%)	0 (0%)	1	25 (5%)
Road Restoration	9	1 (0%)	0 (0%)	1	9 (2%)
Other	36	4 (2%)	0 (0%)	4	36 (7%)
Total	520	244	161(66%)	114	489

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 Jul 31, 2006	No & % of Complaints Received in Aug '06	No & % of Complaints Resolved Aug '06	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '06
Billing Query	21	5 (9%)	1 (2%)	1	24 (8%)
Damage Appliances	121	9 (16%)	0 (0%)	2	128 (42%)
High / Low Voltage	30	4 (7%)	0 (0%)	6	28 (9%)
Power Outages	20	4 (7%)	2 (3%)	4	18 (6%)
Request for Service	11	0 (0%)	0 (0%)	3	8 (3%)
Street Lights / Poles	82	29 (50%)	5 (9%)	26	80 (26%)
Other	17	7 (12%)	2 (3%)	2	20 (7%)
Total	302	58	10 (17%)	44	306

2.0 Complaints Analysis

Monthly	Aug '05	Aug '06	Jul '06
Number of complaints received	340	302	308
Number of complaints resolved	184	171	192
Number of complaints unresolved	156	131	116
Resolution rate for complaints received	54%	57%	62%
No. of outstanding complaints resolved	90	158	174
Total number of complaints resolved	274	329	366

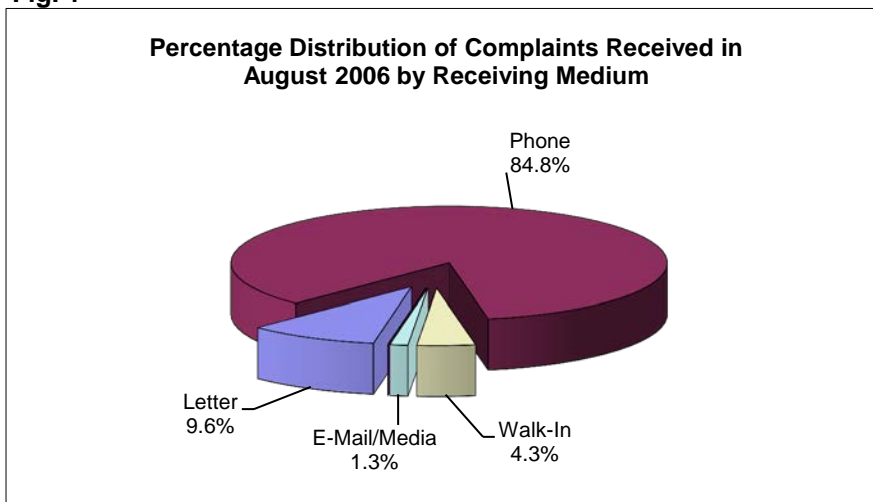
The total number of complaints received in August 2006 decreased by 6 or 2% when compared to Jul '06. Using the same comparative period, the resolution rate for August 2006 decreased by 9%. The number of complaints resolved for the current month decreased by 21 or 11% and from a previous period (unresolved from Jan '03 to Jul '06) decreased by 16 or 9%. The total number of complaints resolved overall decreased by 37 or 10%. The cumulative number of complaints received and resolved from Jan - Aug '06 increased by 1275 or 93% and 1158 or 123% respectively when compared to Jan - Aug '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Aug '05	Jan - Aug '06	Sep '05 - Aug '06
Number of complaints received	1,366	2,641	3,838
Number of complaints resolved	944	2,102	3,230
Number of complaints unresolved	422	531	597
Number of complaints withdrawn	9	47	92
Resolution rate	70%	81%	86%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2006 by receiving medium. The number of complaints received by Letter increased by 9 or 45%, Telephone decreased by 21 or 8%, Walk in increased by 2 or 18%, and e-mail/Media increased by 4 or 400% when compared to Jul '06.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2006 by Service Provider. The number of complaints filed against WASA have decreased by 16 or 6% and those filed against T&TEC increased by 10 or 21% when compared to Jul '06.

Fig. 2

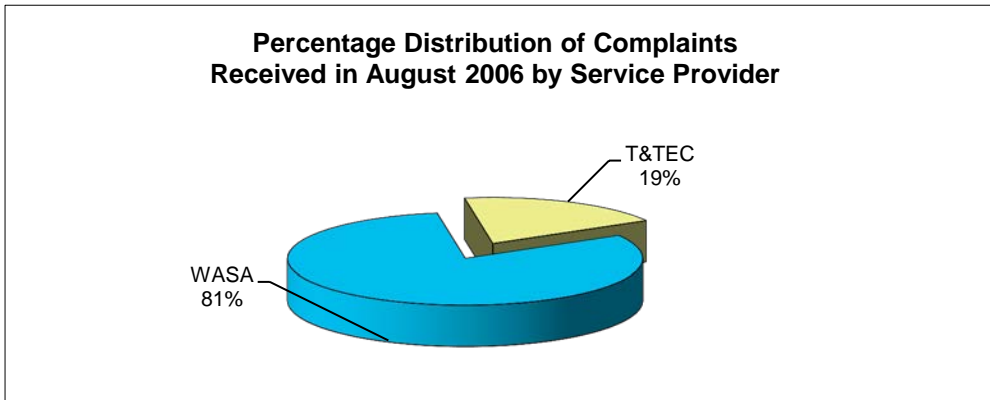
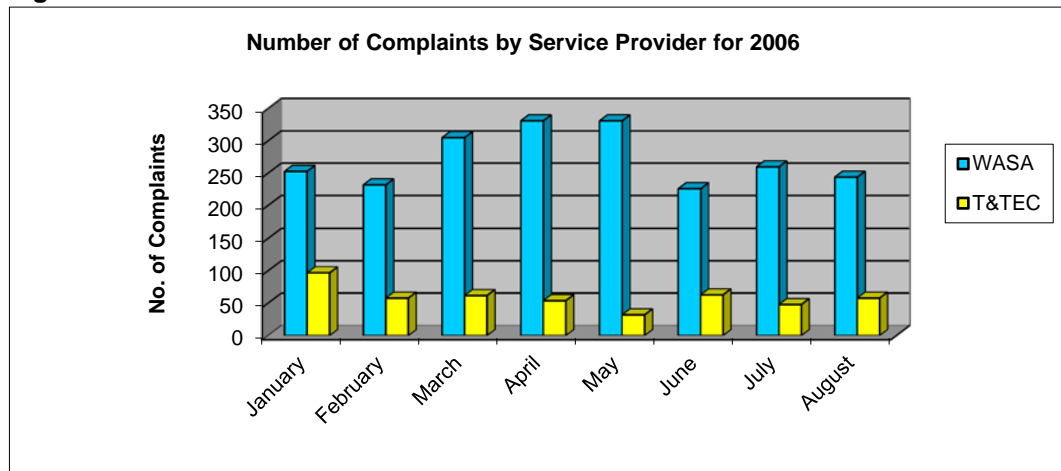


Fig. 3



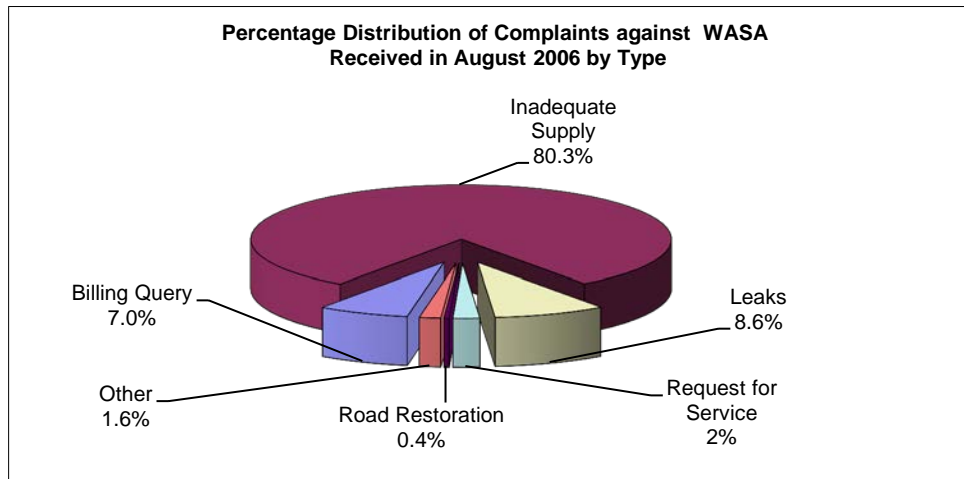
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in August 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2006 by type. When compared to Jul '06 the number of complaints related to Billing Queries decreased by 3 or 15%, Inadequate Supply decreased by 19 or 9%, Leaks increased by 5 or 31% and Road Restoration increased by 4 or 400%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jul 31, 2006	No of Complaints Received in Aug '06	No of Aug '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '06
Billing Query	200	17	1	11	205 (42%)
Inadequate Supply	235	196	148	88	195 (40%)
Leaks	19	21	12	9	19 (4%)
Request for Service	21	5	0	1	25 (5%)
Road Restoration	9	1	0	1	9 (2%)
Other	36	4	0	4	36 (7%)
Total	520	244	161	114	489

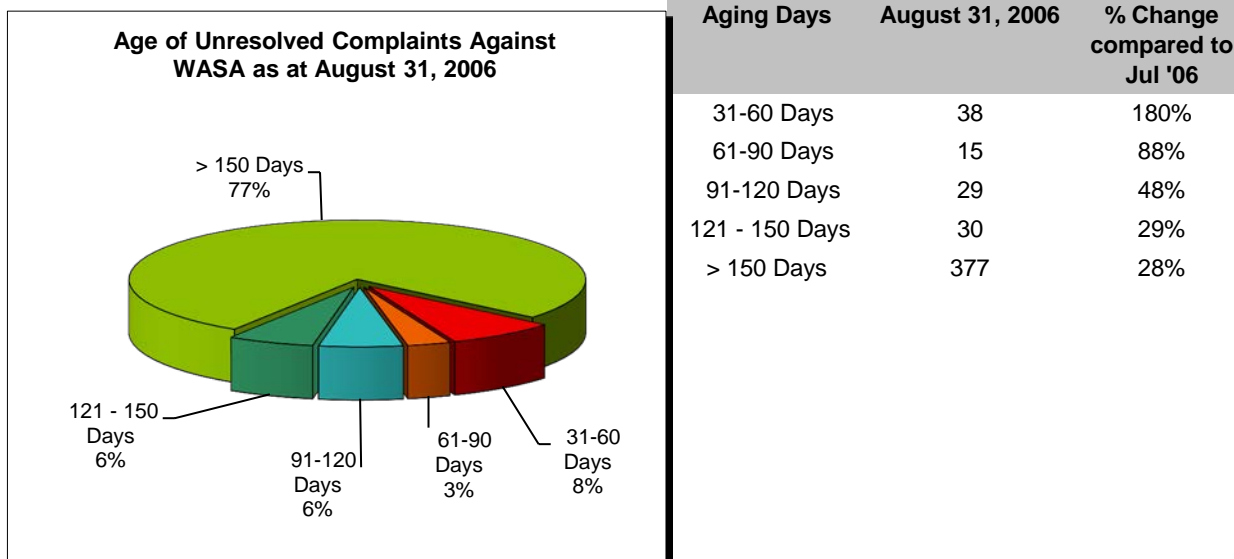
Fig. 4



Cumulative	Jan - Aug '06	Sep '05 - Aug '06
Number of complaints received	2,162	3,189
Number of complaints resolved	1,807	2,798
Number of complaints unresolved	355	391
Number of complaints withdrawn	39	81
Resolution rate	85%	90%

Figure 5 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. 5



The majority of complaints that are over 150 days relates to Billing Queries as shown in Table 4.

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

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	19 (50%)	4 (27%)	6 (21%)	6 (20%)	170 (45%)	205
Inadequate Supply	9 (24%)	5 (33%)	19 (66%)	19 (63%)	143 (38%)	195
Leaks	4 (11%)	1 (7%)	1 (3%)	1 (3%)	12 (3%)	19
Other	4 (11%)	4 (27%)	1 (3%)	3 (10%)	24 (6%)	36
Request for Service	1 (3%)	0 (0%)	2 (7%)	0 (0%)	22 (6%)	25
Road Restoration	1 (3%)	1 (7%)	0 (0%)	1 (3%)	6 (2%)	9
	38	15	29	30	377	489

4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

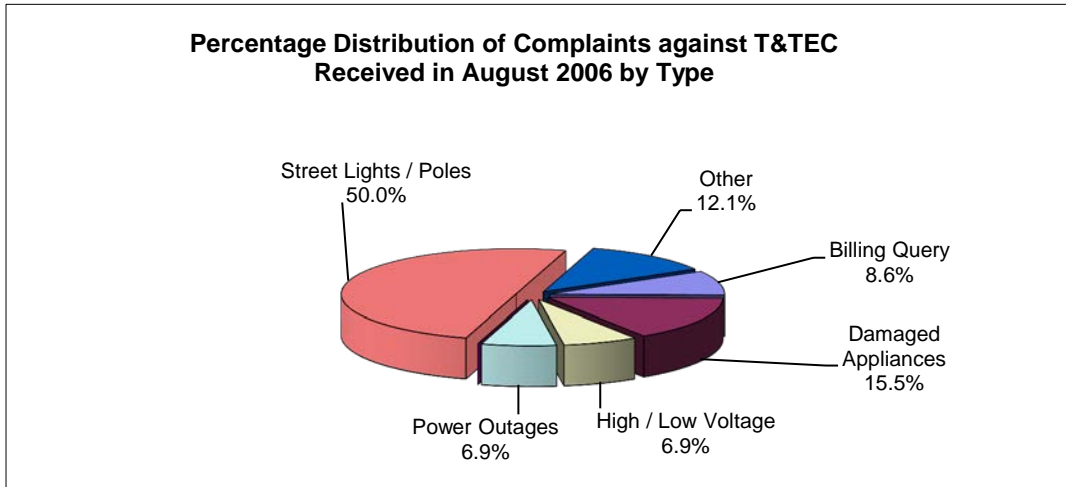
Table 5 shows the number and types of complaints received against T&TEC in August 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in August 2006 by type. When compared to Jul '06, the number of complaints related to Billing Queries decreased by 6 or 55%, Damaged Appliances increased by 3 or 50%, Power Outages increased by 3 or 300%, Street Lights/Poles increased by 9 or 45%, and the category Other increased by 2 or 40%.

The RIC continues to experience lengthy delays in having damaged appliance complaints resolved. T&TEC's Risk & Insurance Manager has indicated that the delays are due to the Distribution Areas not providing timely reports. Further, the RIC has noted that the quality of some of the reports reviewed needs improvement. However, despite having had many discussions with T&TEC on this issue, the situation has remained relatively unchanged.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jul 31, 2006	No of Complaints Received in Aug '06	No of Aug '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '06
Billing Query	21	5	1	1	24 (8%)
Damaged Appliances	121	9	0	2	128 (42%)
High / Low Voltage	30	4	0	6	28 (9%)
Power Outages	20	4	2	4	18 (6%)
Request for Service	11	0	0	3	8 (3%)
Street Lights / Poles	82	29	5	26	80 (26%)
Other	17	7	2	2	20 (7%)
Total	302	58	10	44	306

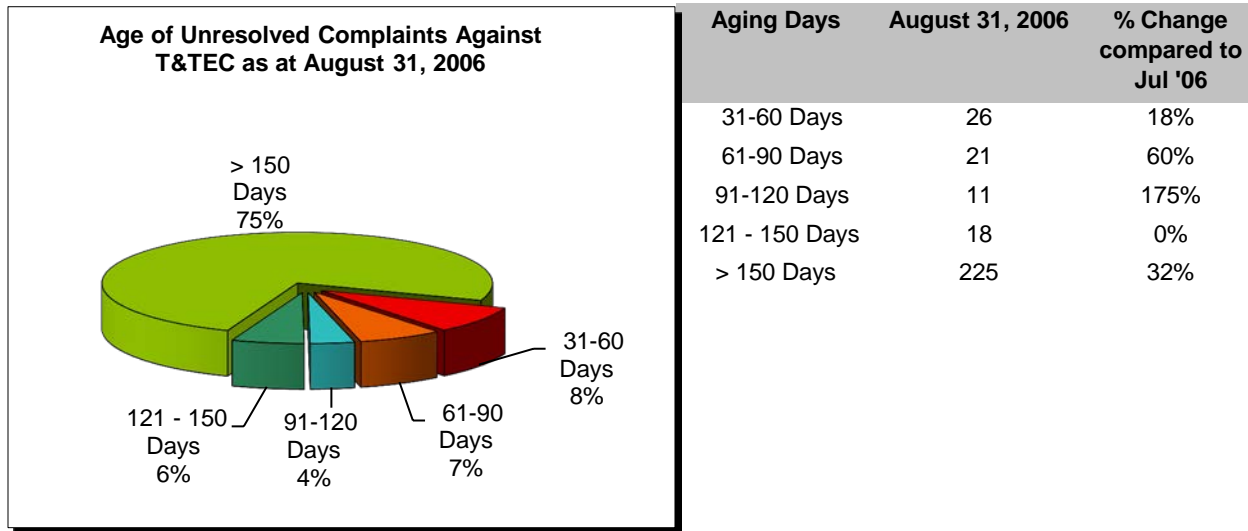
Fig. 6



Cumulative	Jan - Aug '06	Sep '05 - Aug '06
Number of complaints received	479	649
Number of complaints resolved	295	432
Number of complaints unresolved	176	206
Number of complaints withdrawn	8	11
Resolution rate	63%	68%

Figure 7 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. 7



Aging Days	August 31, 2006	% Change compared to Jul '06
31-60 Days	26	18%
61-90 Days	21	60%
91-120 Days	11	175%
121 - 150 Days	18	0%
> 150 Days	225	32%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	6 (23%)	1 (5%)	3 (27%)	0 (0%)	13 (6%)	23
Damage Appliances	4 (15%)	5 (24%)	5 (45%)	7 (39%)	105 (47%)	126
High / Low Voltage	3 (12%)	5 (24%)	1 (9%)	0 (0%)	18 (8%)	27
Other	2 (8%)	0 (0%)	0 (0%)	4 (22%)	14 (6%)	20
Power Outages	0 (0%)	0 (0%)	0 (0%)	1 (6%)	16 (7%)	17
Request for Service	0 (0%)	2 (10%)	1 (9%)	0 (0%)	5 (2%)	8
Street Lights / Poles	11 (42%)	8 (38%)	1 (9%)	6 (33%)	54 (24%)	80
Totals	26	21	11	18	225	301

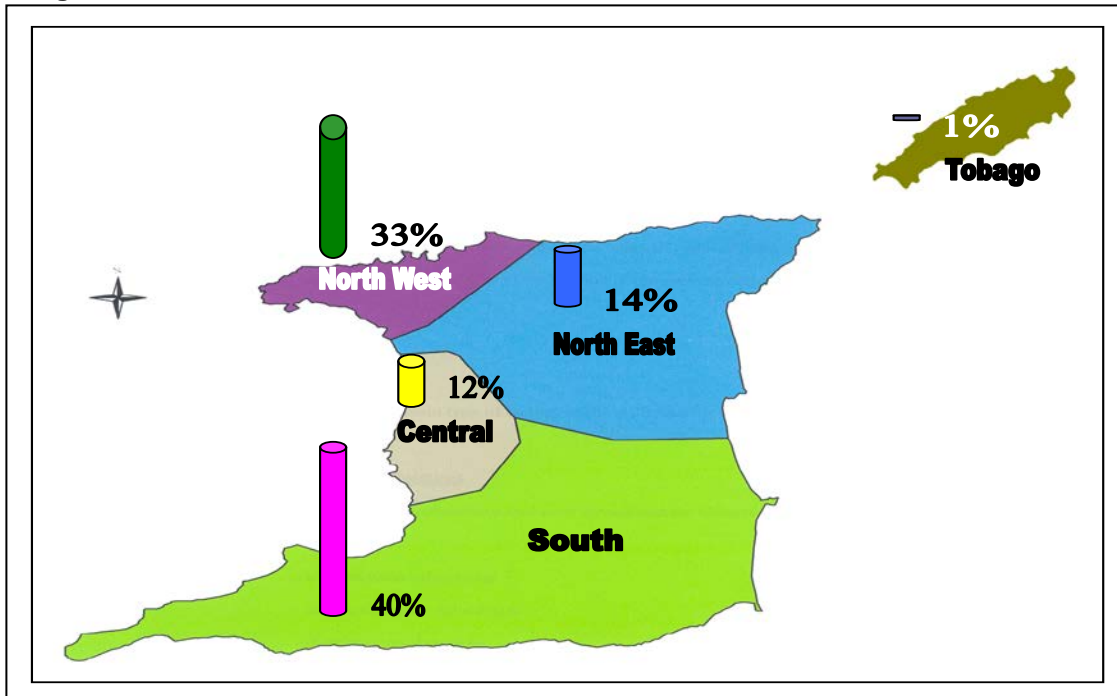
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in August 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	29 (12%)	12 (21%)	41 (14%)
North West	85 (35%)	14 (24%)	99 (33%)
Central	32 (13%)	4 (7%)	36 (12%)
South	98 (40%)	23 (40%)	121 (40%)
Tobago	0 (0%)	5 (9%)	5 (2%)
Total	244	58	302

Fig. 8



When compared to Jul '06, the number of complaints from the Central region increased by 13 or 57%, from the North East increased by 6 or 17%, from the North West increased by 24 or 32%, complaints from the South region decreased by 51 or 30% while those from Tobago increased by 2 or 67%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Aug '06. The large number of complaints from Penal was directly related to the problems being experienced at the Penal Water Treatment Plant. According to WASA, major maintenance works is schedule for November 2006. The other areas in South that were affected resulted from major leaks on the Navet trunk mains.

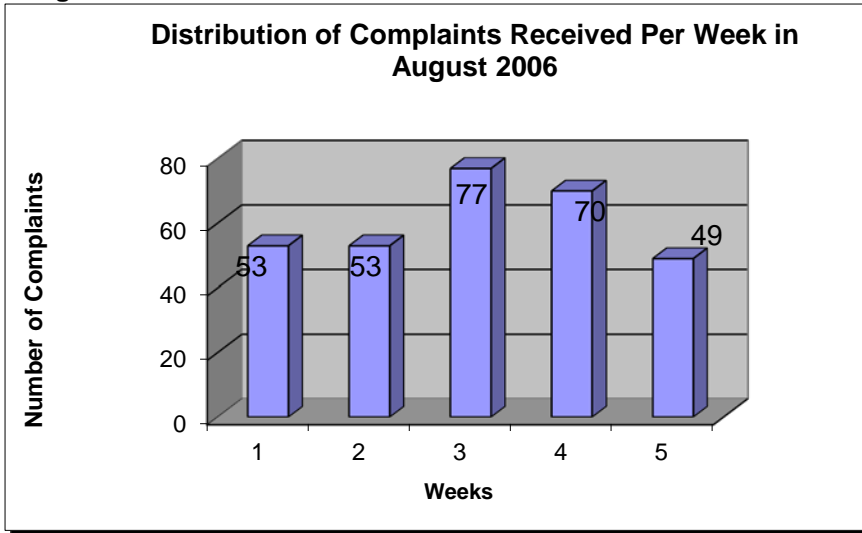
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	329
		South	Barrackpore	199
	"	South	Princes Town	197
	"	South	San Fernando	83
	"	North West	St. James	52
	"	North West	Diego Martin	45
	"	North West	St. Anns	45
	"	South	Williamsville	42
	Billing Query	North West	Belmont	42
	Billing Query	South	Barrackpore	53
Leaks	South	Siparia	22	
T&TEC	Street Lights / Poles	South	Barrackpore	28
	Street Lights / Poles	Tobago	Tobago	19
	Damage Appliances	Tobago	Tobago	10
	High / Low Voltage	Tobago	Tobago	8

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in August 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Aug '06

