



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

August 2007

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in August 2007, as well as all outstanding con Service Providers as at July 31, 2007.

Status	Aug '06	Aug '07	Sep '06 - Aug '07	
Number of complaints received	302	238	4,461	
Number of complaints resolved	171	144	3,849	
Number of complaints unresolved	131	94	604	
Number of complaints withdrawn	0	0	101	
<b>Resolution rate for complaints received</b>	<b>57%</b>	<b>61%</b>	<b>88%</b>	
No. of outstanding complaints resolved	158	190	39	
Total number of complaints resolved	<b>329</b>	<b>334</b>	<b>3,888</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$394,429</b>	WASA T&TEC

**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, 2007	No & % of Complaints Received in Aug '07	No & % of Complaints Resolved Aug '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '07
Billing Query	250	7 (4%)	0 (0%)	0	257 (38%)
Inadequate Supply	370	163 (86%)	122 (65%)	79	332 (49%)
Leaks	33	9 (5%)	4 (2%)	23	15 (2%)
Request for Service	28	1 (1%)	0 (0%)	4	25 (4%)
Road Restoration	20	3 (2%)	2 (1%)	9	12 (2%)
Other	44	6 (3%)	3 (2%)	4	43 (6%)
<b>Total</b>	<b>745</b>	<b>189</b>	<b>131(69%)</b>	<b>119</b>	<b>684</b>

**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, 2007	No & % of Complaints Received in Aug '07	No & % of Complaints Resolved Aug '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '07
Billing Query	37	15 (31%)	4 (8%)	12	36 (13%)
Damage Appliances	126	1 (2%)	0 (0%)	1	126 (45%)
High / Low Voltage	21	4 (8%)	2 (4%)	7	16 (6%)
Power Outages	12	12 (24%)	5 (10%)	9	10 (4%)
Request for Service	11	1 (2%)	0 (0%)	4	8 (3%)
Street Lights / Poles	85	11 (22%)	1 (2%)	31	64 (23%)
Other	22	5 (10%)	1 (2%)	7	19 (7%)
<b>Total</b>	<b>314</b>	<b>49</b>	<b>13 (27%)</b>	<b>71</b>	<b>279</b>

## 2.0 Complaints Analysis

Monthly	Aug '06	Aug '07	Jul '07
Number of complaints received	302	238	289
Number of complaints resolved	171	144	144
Number of complaints unresolved	131	94	145
Resolution rate for complaints received	57%	61%	50%
No. of outstanding complaints resolved	158	190	51
Total number of complaints resolved	329	334	195

The total number of complaints received in August 2007 decreased by 51 or 18% when compared to Jul '07. Using the same comparative period, the resolution rate for August 2007 increased by 21%. The number of complaints resolved for the current month was the same as last month and from a previous period (unresolved from Jan '03 to Jul '07) increased by 139 or 273%. The total number of complaints resolved overall increased by 139 or 71%.

Cumulative	Jan - Aug '06	Jan - Aug '07	Sep '06 - Aug '07
Number of complaints received	2,641	3,199	4,461
Number of complaints resolved	2,102	2,673	3,849
Number of complaints unresolved	539	522	604
Number of complaints withdrawn	47	83	101
Resolution rate	81%	86%	88%

The cumulative number of complaints received and resolved from Jan - Aug '07 increased by 558 or 49% and by 571 or 27% respectively when compared to Jan - Aug '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 238 complaints recorded for Aug '07 were reported by 175 customers of which 85 or 49% were new customers. Table 3 shows the frequency of complaints where 124 customers made only one complaint whilst cumulatively 51 or 69% of our customers made more than one complaint. For the period Jan - Aug '07, 1351 customers made 3199 complaints to the RIC of which 928 or 79% were new customers.

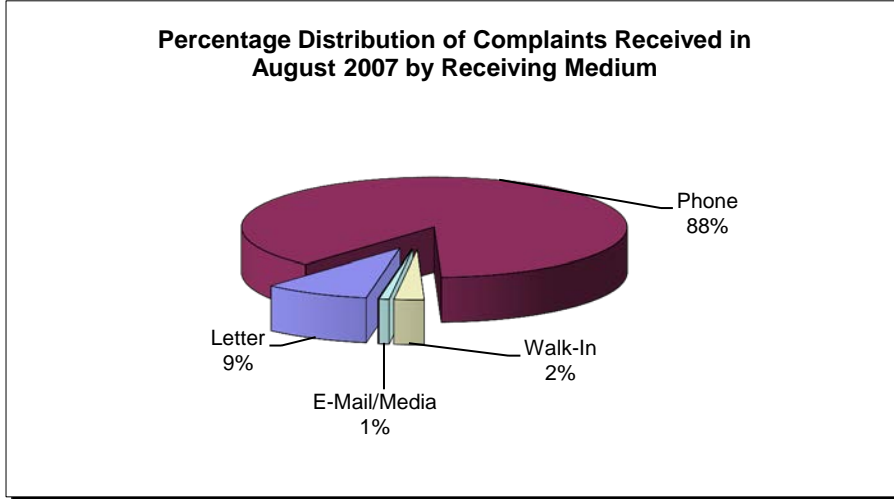
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Aug '07 Customers	% of Repeated Customers Aug '07	No. of Customers Jan - Aug '07	% of Repeated Customers Jan - Aug '07
1	124	0	667	0
2	42	24	323	24
3	7	4	110	8
4	1	1	73	5
5	1	1	41	3
>6	0	0	137	10
0	175		1351	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2007 by receiving medium. The number of complaints received by Letter increased by 10 or 91%, Telephone decreased by 49 or 19%, Walk in decreased by 5 or 45%, and e-mail/Media decreased by 7 or 78% when compared to Jul '07.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2007 by Service Provider. The number of complaints filed against WASA have decreased by 49 or 21% and those filed against T&TEC decreased by 2 or 4% when compared to Jul '07.

Fig. 2

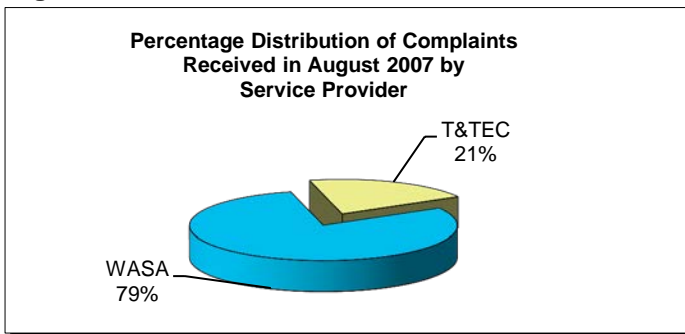
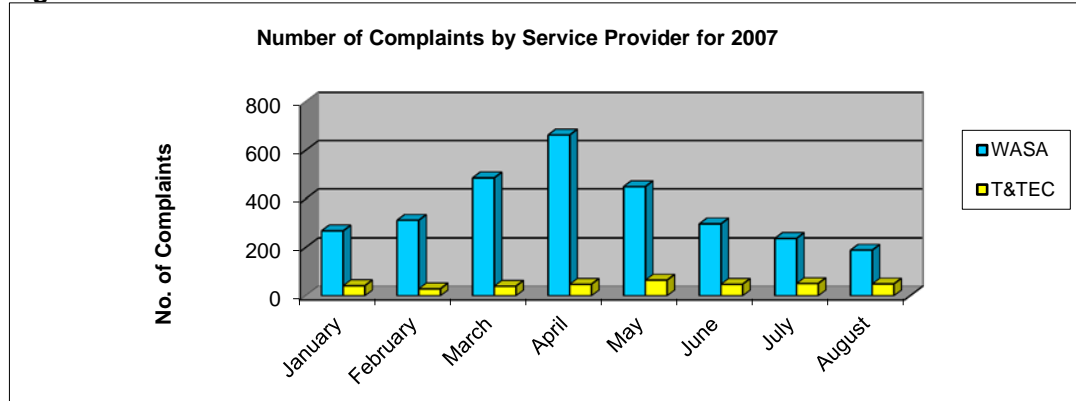


Fig. 3





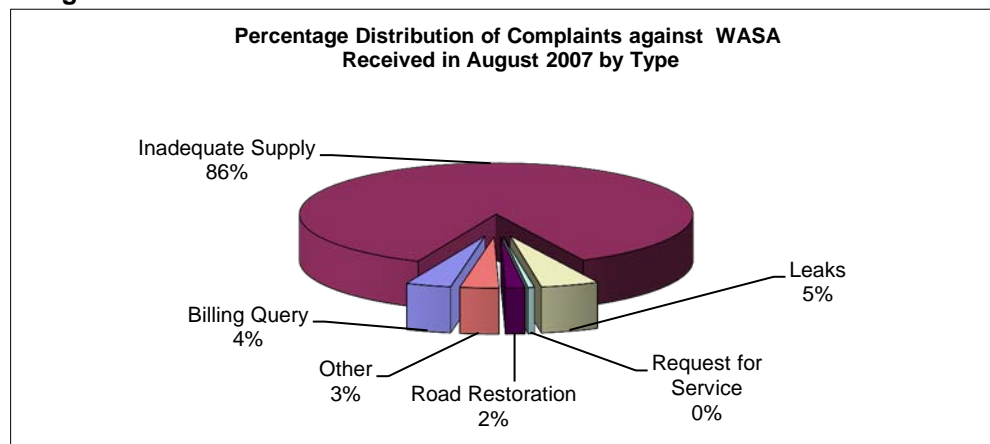
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2007 by type. When compared to Jul '07 the number of complaints related to Billing Queries decreased by 8 or 53%, Inadequate Supply decreased by 24 or 13%, and Leaks decreased by 18 or 67%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jul 31, 2007	No of Complaints Received in Aug '07	No of Aug '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '07
Billing Query	250	7	0	0	257 (38%)
Inadequate Supply	370	163	122	79	332 (49%)
Leaks	33	9	4	23	15 (2%)
Request for Service	28	1	0	4	25 (4%)
Road Restoration	20	3	2	9	12 (2%)
Other	44	6	3	4	43 (6%)
<b>Total</b>	<b>745</b>	<b>189</b>	<b>131</b>	<b>119</b>	<b>684</b>

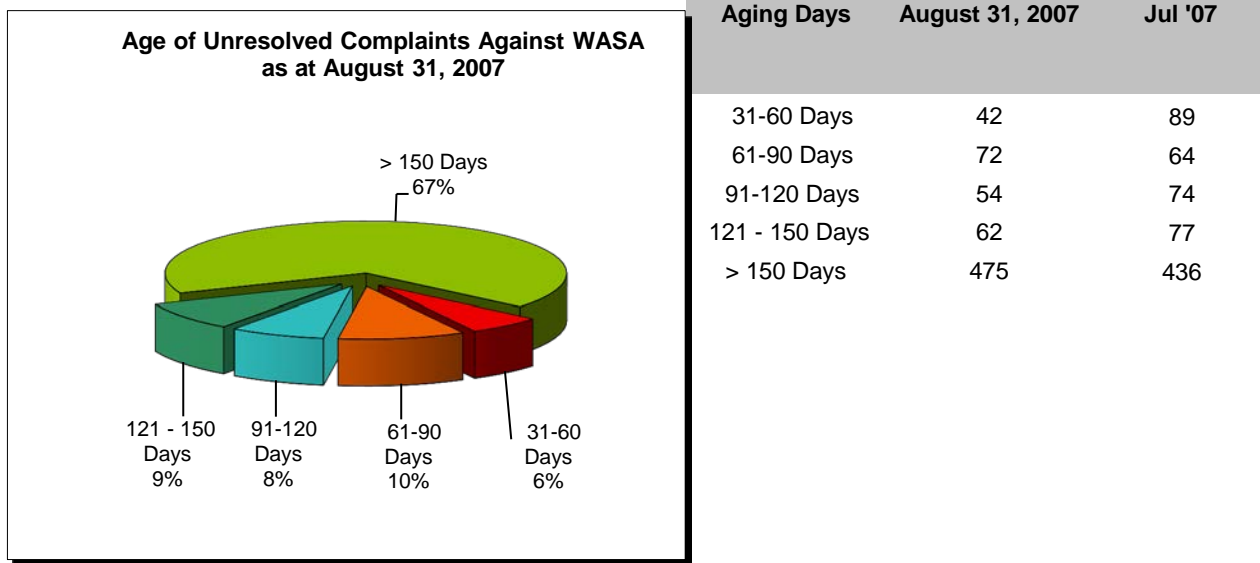
**Fig. 4**



<b>Cumulative</b>	<i>Jan - Aug '07</i>	<i>Sep '06 - Aug '07</i>
Number of complaints received	2,830	3,945
Number of complaints resolved	2,441	3,497
Number of complaints unresolved	389	448
Number of complaints withdrawn	79	93
Resolution rate	89%	91%

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**



Aging Days	August 31, 2007	Jul '07
31-60 Days	42	89
61-90 Days	72	64
91-120 Days	54	74
121 - 150 Days	62	77
> 150 Days	475	436

The majority of complaints that are over 150 days relates to and Inadequate Water Supply and Billing Quer Table 5.

**Table 5: Analysis of Complaints Against WASA by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	13 (31%)	29 (40%)	14 (26%)	6 (10%)	220 (46%)
Inadequate Supply	22 (52%)	37 (51%)	27 (50%)	47 (76%)	195 (41%)
Leaks	2 (5%)	2 (3%)	1 (2%)	2 (3%)	8 (2%)
Other	3 (7%)	2 (3%)	4 (7%)	4 (6%)	30 (6%)
Request for Service	1 (2%)	(0%)	2 (4%)	3 (5%)	19 (4%)
Road Restoration	1 (2%)	2 (3%)	6 (11%)	(0%)	3 (1%)
	<b>42</b>	<b>72</b>	<b>54</b>	<b>62</b>	<b>475</b>

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

Complaint Type	Sep '06 - Aug '07	Jan - Aug '07	Aug '07
Billing Classification	13,629.00	13,629.00	-
Billing Query	233,252.00	182,201.00	-
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	<b>\$ 327,504.00</b>	<b>\$276,453.00</b>	<b>\$ -</b>

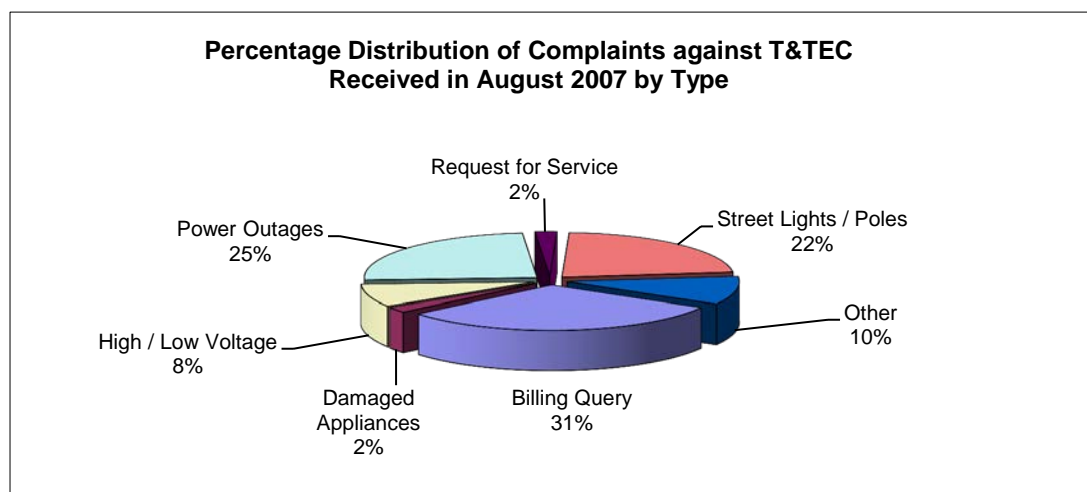
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in August 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in August 2007 by type. When compared to Jul '07, the number of complaints related to Billing Queries increased by 7 or 88%, Damage Appliances decreased by 6 or 86%, High/ Low Voltage decreased by 3 or 43%, Power Outages increased by 9 or 300%, Request for Service decreased by 2 or 67%, and Street Lights/Poles decreased by 8 or 42%.

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jul 31, 2007	No of Complaints Received in Aug '07	No of Aug '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '07
Billing Query	37	15	4	12	36 (13%)
Damaged Appliances	126	1	0	1	126 (45%)
High / Low Voltage	21	4	2	7	16 (6%)
Power Outages	12	12	5	9	10 (4%)
Request for Service	11	1	0	4	8 (3%)
Street Lights / Poles	85	11	1	31	64 (23%)
Other	22	5	1	7	19 (7%)
<b>Total</b>	<b>314</b>	<b>49</b>	<b>13</b>	<b>71</b>	<b>279</b>

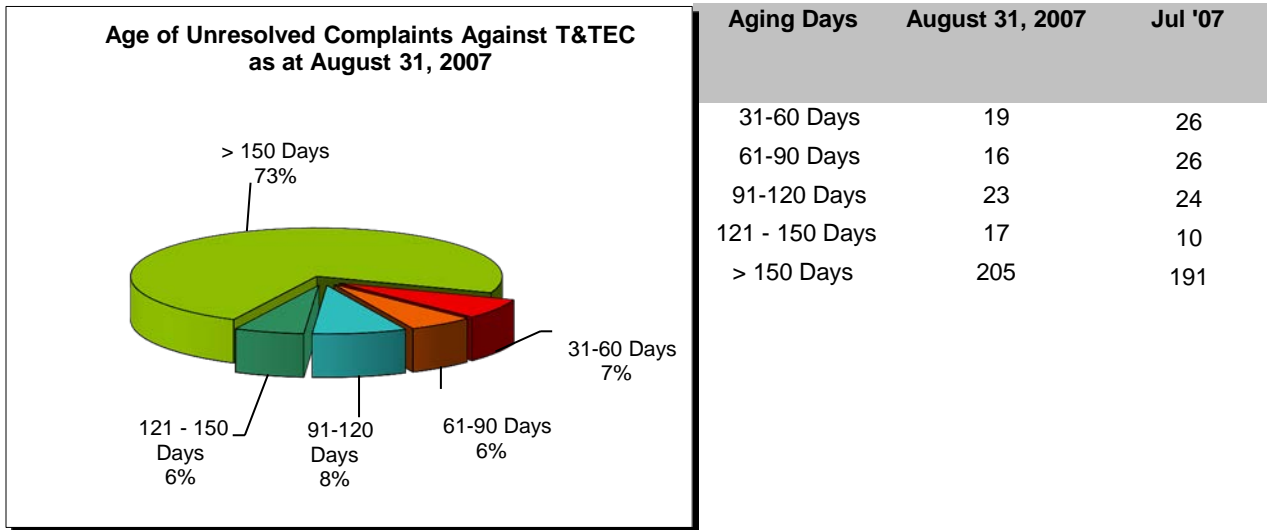
**Fig. 6**



<b>Cumulative</b>	<b>Jan - Aug '07</b>	<b>Sep '06 - Aug '07</b>
Number of complaints received	369	516
Number of complaints resolved	232	352
Number of complaints unresolved	133	156
Number of complaints withdrawn	4	8
Resolution rate	64%	69%

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, 2007	Jul '07
31-60 Days	19	26
61-90 Days	16	26
91-120 Days	23	24
121 - 150 Days	17	10
> 150 Days	205	191

The majority of complaints that are over 150 days relates to damaged appliances and street lights/poles as shown in Table 7.

**Table 7: Analysis of Complaints Against T&TEC by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	4 (21%)	4 (25%)	5 (22%)	2 (12%)	21 (10%)
Damaged Appliances	6 (32%)	3 (19%)	2 (9%)	5 (29%)	111 (54%)
High / Low Voltage	4 (21%)	(0%)	4 (17%)	2 (12%)	6 (3%)
Other	(0%)	4 (25%)	2 (9%)	(0%)	13 (6%)
Power Outages	(0%)	1 (6%)	(0%)	1 (6%)	8 (4%)
Request for Service	1 (5%)	2 (13%)	(0%)	2 (12%)	3 (1%)
Street Lights / Poles	4 (21%)	2 (13%)	10 (43%)	5 (29%)	43 (21%)
<b>Totals</b>	<b>19</b>	<b>16</b>	<b>23</b>	<b>17</b>	<b>205</b>

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

Complaint Type	Sep '06 - Aug '07	Jan - Aug '07	Aug '07
Billing Query	12,299.00	696.00	-
Damaged Appliance	54,626.00	12,174.00	-
Request for Service	-	-	-
	<b>\$ 66,925.00</b>	<b>\$ 12,870.00</b>	<b>\$ -</b>



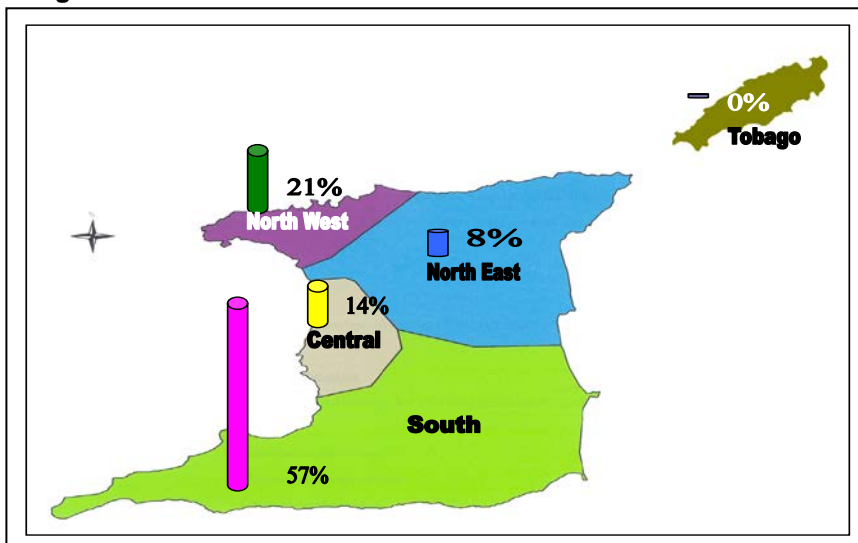
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in August 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	16 (8%)	14 (29%)	30 (13%)
North West	36 (19%)	9 (18%)	45 (19%)
Central	21 (11%)	9 (18%)	30 (13%)
South	116 (61%)	17 (35%)	133 (56%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>189</b>	<b>49</b>	<b>238</b>

**Fig. 8**



When compared to Jul '07, the number of complaints from the Central region decreased by 7 or 19%, from the North East decreased by 9 or 23%, from the North West decreased by 8 or 15%, complaints from the South region decreased by 25 or 16% 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 - Aug '07 .

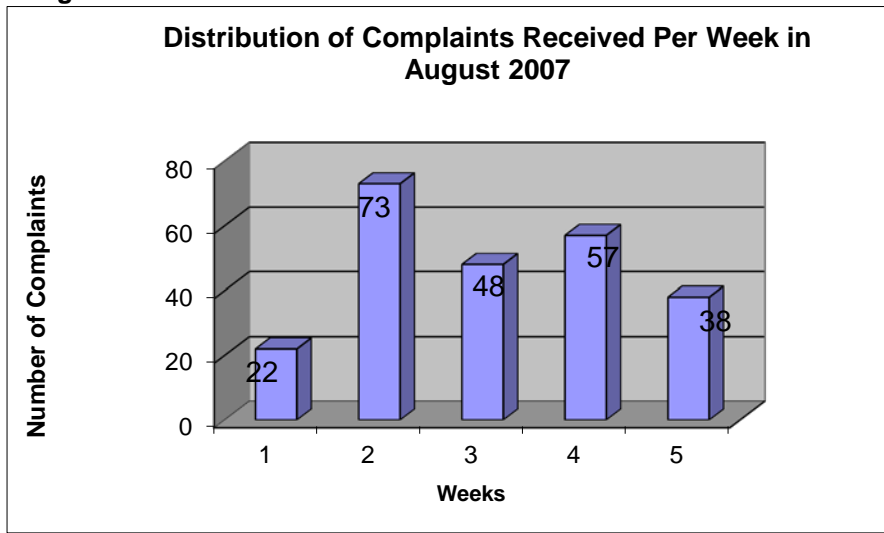
**Table 9: Problematic Areas**

<b>Service Provider</b>	<b>Complaint Category</b>	<b>Region</b>	<b>Area</b>	<b>No of Complaints</b>
WASA	Inadequate Supply	South	Penal	652
	"	South	Barrackpore	307
	"	South	Princes Town	181
	"	South	San Fernando	121
	"	South	Debe	81
	"	South	Gasparillo	61
	"	South	Santa Flora	59
	"	North West	Glencoe	53
	Billing Query	North West	Laventille	51
	Billing Query	Central	Couva	47
	Leaks	South	Penal	28
T&TEC	Street Lights / Poles	South	Princes Town	15
	Street Lights / Poles	South	Barrackpore	13
	Street Lights / Poles	South	San Fernando	12
	Billing Query	South	Princes Town	5

## 7.0 Distribution of Complaints Received Per Week

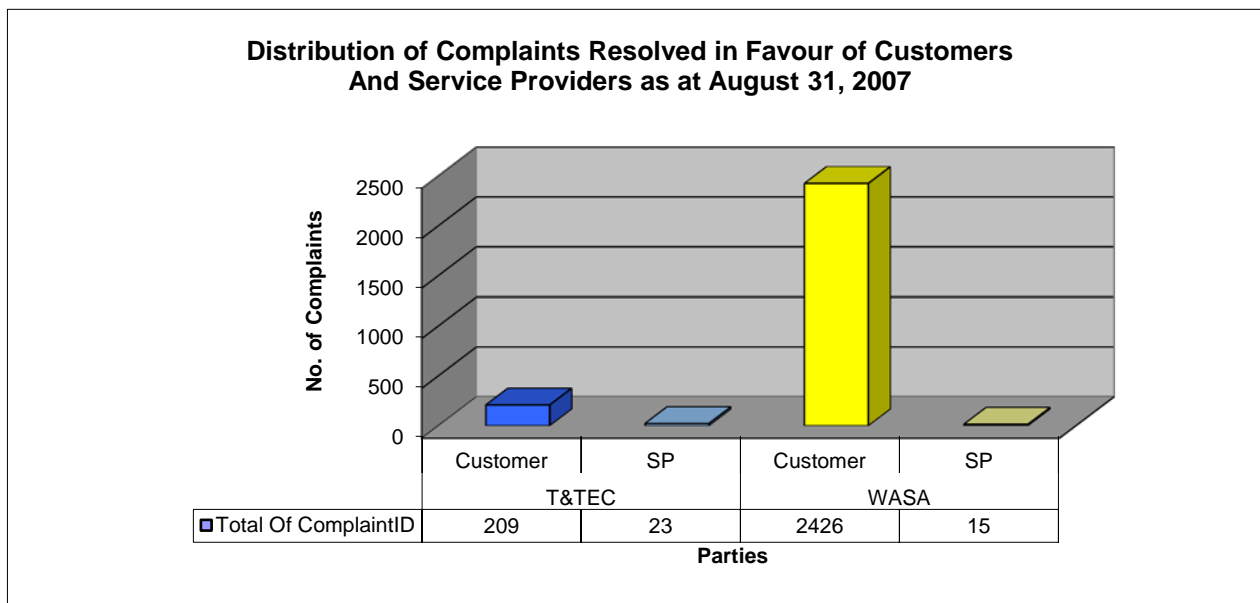
Figure 9 shows the distribution of the complaints received in August 2007

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Aug '07



complaints against

\$327,504  
\$66,925











**% Change  
compared to  
Jul '07**

- 53%
- 13%
- 27%
- 19%
- 9%

ies as shown in

<b>Total</b>
266 (40%)
356 (47%)
27 (2%)
41 (6%)
27 (4%)
23 (2%)
<b>740</b>



**% Change  
compared to  
Jul '07**

-27%  
-38%  
-4%  
70%  
7%

<b>Total</b>
36 (13%)
127 (45%)
16 (6%)
19 (7%)
10 (4%)
8 (3%)
64 (23%)
<b>280</b>





