



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

August 2009

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in August 2009, as well as all outstanding complaints Service Providers as at August 31, 2009.

| Status  | Aug '08      | Aug '09      | Sep '08 - Aug '09  |       |       |
|---|--------------|--------------|--------------------|-------|-------|
| Number of complaints received                   | 407          | 451          | 3,893              |       |       |
| Number of complaints resolved                   | 239          | 200          | 2,898              |       |       |
| Number of complaints unresolved                 | 168          | 251          | 911                |       |       |
| Number of complaints withdrawn                  | 0            | 0            | 84                 |       |       |
| <b>Resolution rate for complaints received</b>  | <b>59%</b>   | <b>44%</b>   | <b>76%</b>         |       |       |
| No. of outstanding complaints resolved          | 73           | 132          | 276                |       |       |
| Total number of complaints resolved             | <b>312</b>   | <b>332</b>   | <b>3,174</b>       |       |       |
| <b>Rebate/compensation awarded to customers</b> | <b>TT\$0</b> | <b>TT\$0</b> | <b>TT\$662,835</b> | WASA  | \$365 |
|   |              |              |                    | T&TEC | \$295 |

**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, '09 | No & % of Complaints Received in Aug '09 | No & % of Aug '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '09 |
|---------------------|---|--|---------------------------------------|--|---|
| Billing Query       | 302   | 8 (2%)                                   | 0 (0%)                                | 15   | 295 (22%)   |
| Inadequate Supply   | 741   | 388 (92%)                                | 191 (45%)                             | 82   | 856 (65%)   |
| Leaks               | 39  | 12 (3%)                                  | 3 (1%)                                | 10   | 38 (3%)   |
| Request for Service | 38  | 2 (0%)                                   | 0 (0%)                                | 0  | 40 (3%)   |
| Road Restoration    | 20  | 3 (1%)                                   | 0 (0%)                                | 1  | 22 (2%)   |
| Other               | 67  | 10 (2%)                                  | 1 (0%)                                | 2  | 74 (6%)   |
| <b>Total</b>        | <b>1207</b>                                   | <b>423</b>                               | <b>195 (46%)</b>                      | <b>110</b>                                     | <b>1325</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, '09 | No & % of Complaints Received in Aug '09 | No & % of Aug '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '09 |
|-----------------------|---|--|---------------------------------------|--|---|
| Billing Query         | 37  | 8 (29%)                                  | 3 (11%)                               | 2  | 40 (16%)  |
| Damage Appliances     | 116   | 3 (11%)                                  | 0 (0%)                                | 14   | 105 (42%)   |
| High / Low Voltage    | 5   | 1 (4%)                                   | 0 (0%)                                | 1  | 5 (2%)  |
| Power Outages         | 11  | 3 (11%)                                  | 0 (0%)                                | 1  | 13 (5%)   |
| Request for Service   | 10  | 3 (11%)                                  | 1 (4%)                                | 0  | 12 (5%)   |
| Street Lights / Poles | 51  | 2 (7%)                                   | 0 (0%)                                | 3  | 50 (20%)  |
| Other                 | 20  | 8 (29%)                                  | 1 (4%)                                | 1  | 26 (10%)  |
| <b>Total</b>          | <b>250</b>                                    | <b>28</b>                                | <b>5 (18%)</b>                        | <b>22</b>                                      | <b>251</b>  |

## 2.0 Complaints Analysis

| Monthly                                 | Aug '08 | Aug '09 | Jul '09 |
|---|---------|---------|---------|
| Number of complaints received           | 407     | 451     | 392     |
| Number of complaints resolved           | 239     | 200     | 185     |
| Number of complaints unresolved         | 168     | 251     | 207     |
| Resolution rate for complaints received | 59%     | 44%     | 47%     |
| No. of outstanding complaints resolved  | 73      | 132     | 276     |
| Total number of complaints resolved     | 312     | 332     | 461     |

The total number of complaints received in August 2009 increased by 59 or 15% when compared to Jul '09. Using the same comparative period, the resolution rate for August 2009 decreased by 6%. The number of complaints resolved for the current month increased by 15 or 8% and from a previous period (unresolved from Jan '04 to Jul '09) decreased by 144 or 52%. The total number of complaints resolved overall decreased by 129 or 28%.

| Cumulative                      | Jan '08 - Aug '08 | Jan '09 - Aug '09 | Sep '08 - Aug '09 |
|---------------------------------|-------------------|-------------------|-------------------|
| Number of complaints received   | 2,778             | 2,803             | 3,893             |
| Number of complaints resolved   | 2,026             | 1,912             | 2,898             |
| Number of complaints unresolved | 752               | 844               | 911               |
| Number of complaints withdrawn  | 81                | 47                | 84                |
| Resolution rate                 | 75%               | 69%               | 76%               |

The cumulative number of complaints received and resolved from Jan '09 - Aug '09 increased by 25 or 36% and decreased by 114 or 6% respectively when compared to Jan '08 - Aug '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 451 complaints recorded for Aug '09 were reported by 289 customers of which 104 or 36% were new customers. Table 3 shows the frequency of complaints where 156 customers made only one complaint whilst cumulatively 133 or 57% of our customers made more than one complaint. For the period Jan '09-Aug '09, 1244 customers made 2803 complaints to the RIC of which 715 or 79% were new customers.

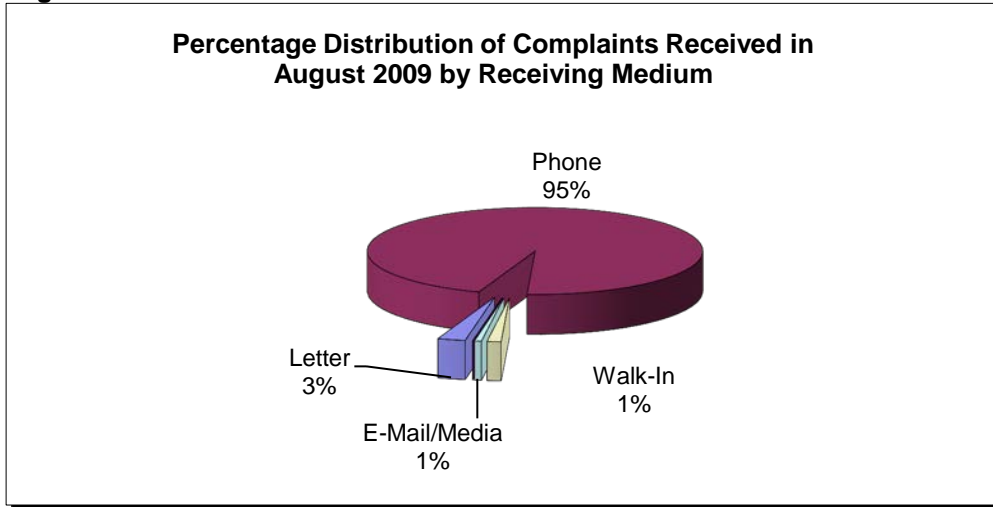
**Table 3: Frequency of Complaints**

| No. of Complaints | No. of Aug '09 Customers | % of Repeat Customers for Aug '09 | No. of Customers from Jan '09-Aug '09 | % of Repeat Customers from Jan '09-Aug '09 |
|-------------------|--------------------------|-----------------------------------|---------------------------------------|--|
| 1                 | 156                      | 0                                 | 613                                   | 0  |
| 2                 | 113                      | 39                                | 325                                   | 26   |
| 3                 | 12                       | 4                                 | 97                                    | 8  |
| 4                 | 7                        | 2                                 | 82                                    | 7  |
| 5                 | 1                        | 0                                 | 38                                    | 3  |
| >6                | 0                        | 0                                 | 89                                    | 7  |
|                   | <b>289</b>               |                                   | <b>1244</b>                           |  |

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2009 by receiving medium. The number of complaints received by Letter increased by 7 or 140%, Telephone increased by 90 or 26%, Walk in increased by 5 or 500%, and e-mail/Media increased by 2 or 200% when compared to Jul '09.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2009 by Service Provider. The number of complaints filed against WASA have increased by 61 or 17% and those filed against T&TEC decreased by 2 or 7% when compared to Jul '09.

Fig. 2

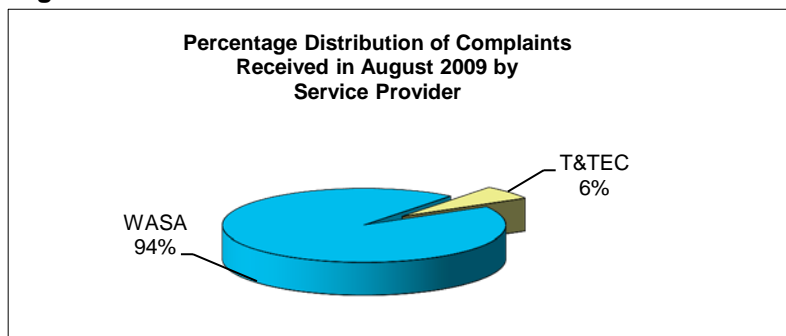
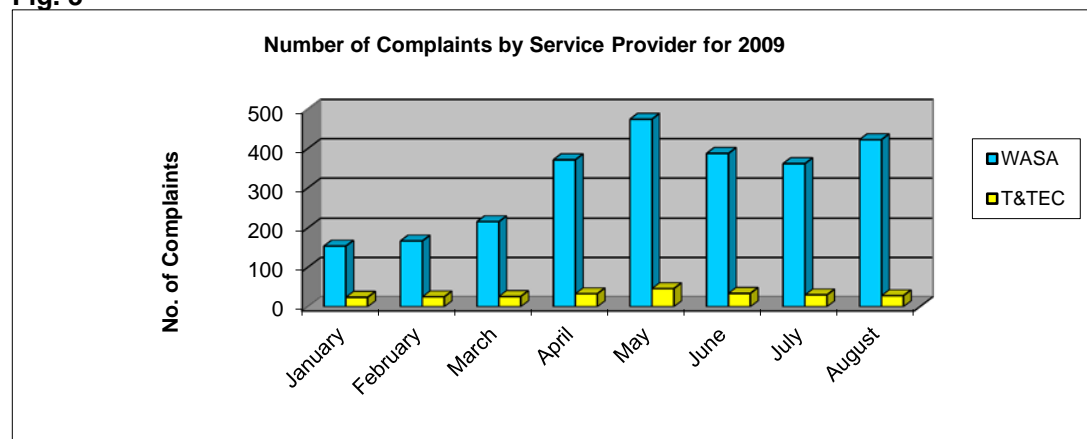


Fig. 3



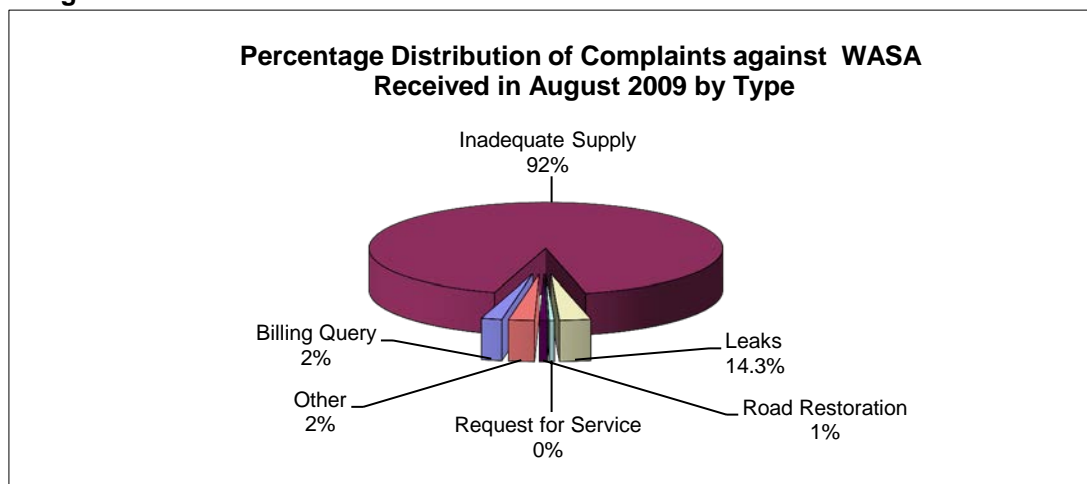
### 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2009 by type. When compared to Jul '09 the number of complaints related to Billing Queries decreased by 5 or 38%, Inadequate Supply increased by 63 or 19%, Leaks decreased by 1 or 8%, Road Restoration decreased by 4 or 67%, and the category Other increased by 3 or 300%.

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

| Complaint Category  | Total Unresolved Complaints as at Jul 31, '09 | No of Complaints Received in Aug '09 | No of Aug '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '09 |
|---------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query       | 302   | 8                                    | 0                                 | 15   | 295 (22%)   |
| Inadequate Supply   | 741   | 388                                  | 191                               | 82   | 856 (65%)   |
| Leaks               | 39  | 12                                   | 3                                 | 10   | 38 (3%)   |
| Request for Service | 38  | 2                                    | 0                                 | 0  | 40 (3%)   |
| Road Restoration    | 20  | 3                                    | 0                                 | 1  | 22 (2%)   |
| Other               | 67  | 10                                   | 1                                 | 2  | 74 (6%)   |
| <b>Total</b>        | <b>1207</b>                                   | <b>423</b>                           | <b>195</b>                        | <b>110</b>                                     | <b>1325</b>                                       |

**Fig. 4**



| Cumulative                      | Jan '09- Aug '09 | Sep '08 - Aug '09 |
|---------------------------------|------------------|-------------------|
| Number of complaints received   | 2,557            | 3,504             |
| Number of complaints resolved   | 1,773            | 2,631             |
| Number of complaints unresolved | 738              | 792               |
| Number of complaints withdrawn  | 46               | 81                |
| Resolution rate                 | 71%              | 77%               |

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

**Fig. 5**

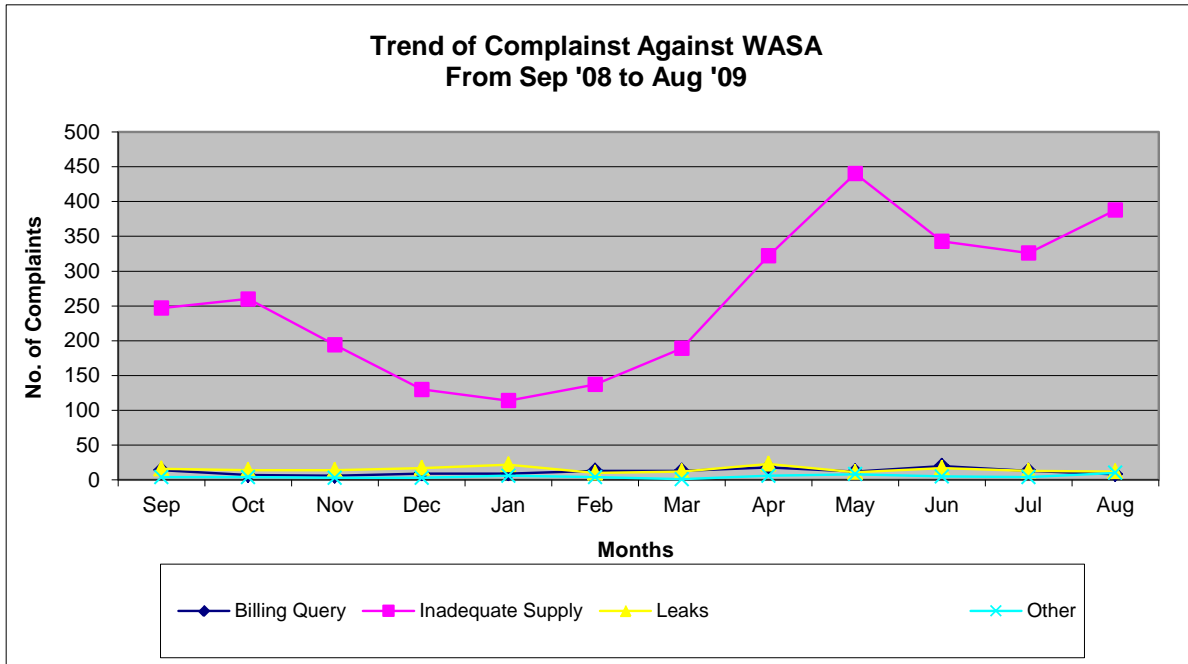
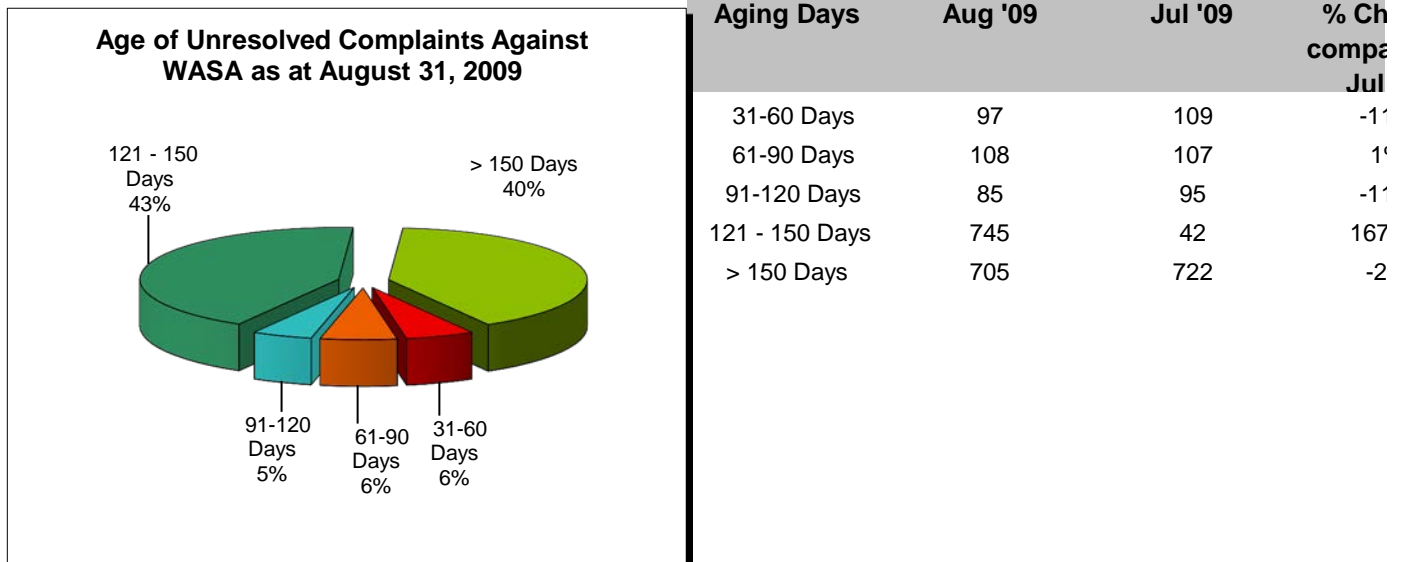


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



| Aging Days     | Aug '09 | Jul '09 | % Ch<br>comp<br>Jul |
|----------------|---------|---------|---------------------|
| 31-60 Days     | 97      | 109     | -11                 |
| 61-90 Days     | 108     | 107     | 1                   |
| 91-120 Days    | 85      | 95      | -11                 |
| 121 - 150 Days | 745     | 42      | 167                 |
| > 150 Days     | 705     | 722     | -2                  |

The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as shown in Table 5.

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

| Complaint Category  | Aging Days |            |           |            |            | To          |
|---------------------|------------|------------|-----------|------------|------------|-------------|
|                     | 31-60      | 61-90      | 91-120    | 91-120     | > 150      |             |
| Billing Query       | 18 (19%)   | 10 (9%)    | 15 (18%)  | 231 (31%)  | 27 (4%)    | 289         |
| Inadequate Supply   | 72 (74%)   | 87 (81%)   | 58 (68%)  | 407 (55%)  | 0 (0%)     | 647         |
| Leaks               | 4 (4%)     | 4 (4%)     | 5 (6%)    | 9 (1%)     | 233 (33%)  | 24          |
| Other               | 2 (2%)     | 5 (5%)     | 6 (7%)    | 50 (7%)    | 388 (55%)  | 63          |
| Request for Service | 0 (0%)     | 0 (0%)     | 0 (0%)    | 32 (4%)    | 8 (1%)     | 32          |
| Road Restoration    | 1 (1%)     | 2 (2%)     | 1 (1%)    | 16 (2%)    | 49 (7%)    | 20          |
|                     | <b>97</b>  | <b>108</b> | <b>85</b> | <b>745</b> | <b>705</b> | <b>1075</b> |

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

| Complaint Type                 | Sep '08 - Aug '09    | Jan '09- Aug '09     | Aug '09     |
|--------------------------------|----------------------|----------------------|-------------|
| Billing Classification         | 43,811.00            | 43,811.00            | -           |
| Billing Query                  | 281,139.00           | 261,025.00           | -           |
| Damage to Property             | 20,000.00            | 20,000.00            | -           |
| Disconnection / Reconnection   | -                    | -                    | -           |
| Retroactive Billing Adjustment | 18,630.00            | 18,630.00            | -           |
|                                | <b>\$ 363,580.00</b> | <b>\$ 343,466.00</b> | <b>\$ -</b> |

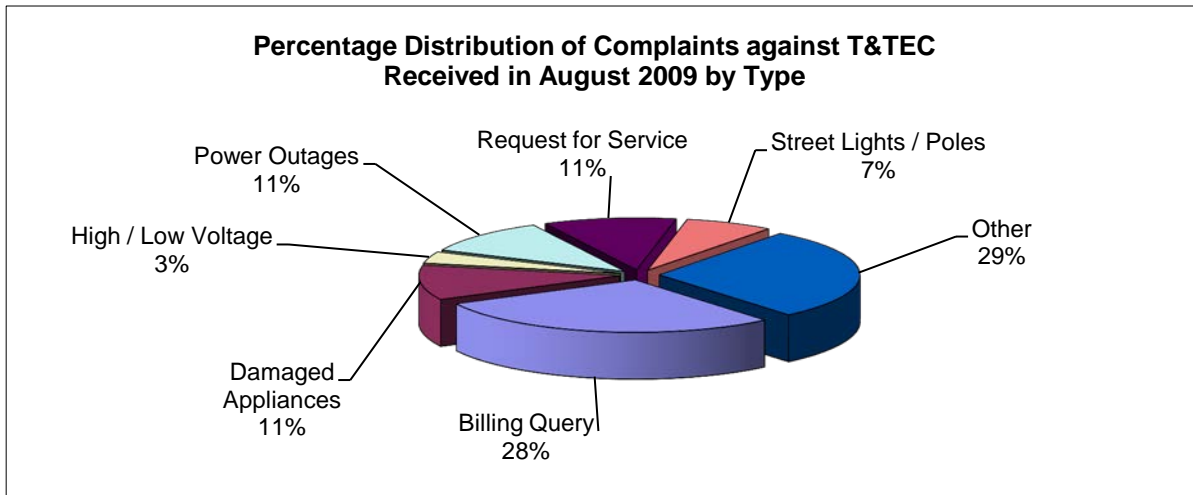
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in August 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in August 2009 by type. When compared to Jul '09, the number of complaints related to Billing Queries decreased by 3 or 27%, Damage Appliances increased by 2 or 200%, Request for Service decreased by 1 or 25%, Street Lights/Poles decreased by 7 or 78%, and the category Other increased by 7 or 700% .

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

| Complaint Type        | Total Unresolved Complaints as at Jul 31, '09 | No of Complaints Received in Aug '09 | No of Aug '09 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Aug 31, '09 |
|-----------------------|---|--------------------------------------|-----------------------------------|--|---|
| Billing Query         | 37  | 8                                    | 3                                 | 2  | 40 (16%)  |
| Damaged Appliances    | 116   | 3                                    | 0                                 | 14                                       | 105 (42%)   |
| High / Low Voltage    | 5   | 1                                    | 0                                 | 1  | 5 (2%)  |
| Power Outages         | 11  | 3                                    | 0                                 | 1  | 13 (5%)   |
| Request for Service   | 10  | 3                                    | 1                                 | 0  | 12 (5%)   |
| Street Lights / Poles | 51  | 2                                    | 0                                 | 3  | 50 (20%)  |
| Other                 | 20  | 8                                    | 1                                 | 1  | 26 (10%)  |
| <b>Total</b>          | <b>250</b>                                    | <b>28</b>                            | <b>5</b>                          | <b>22</b>                                | <b>251</b>  |

**Fig. 7**



| <b>Cumulative</b>               | <i>Jan '09- Aug '09</i> | <i>Sep '08 - Aug '09</i> |
|---------------------------------|-------------------------|--------------------------|
| Number of complaints received   | 246                     | 389                      |
| Number of complaints resolved   | 139                     | 267                      |
| Number of complaints unresolved | 106                     | 119                      |
| Number of complaints withdrawn  | 1                       | 3                        |
| Resolution rate                 | 57%                     | 69%                      |

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

**Fig. 8**

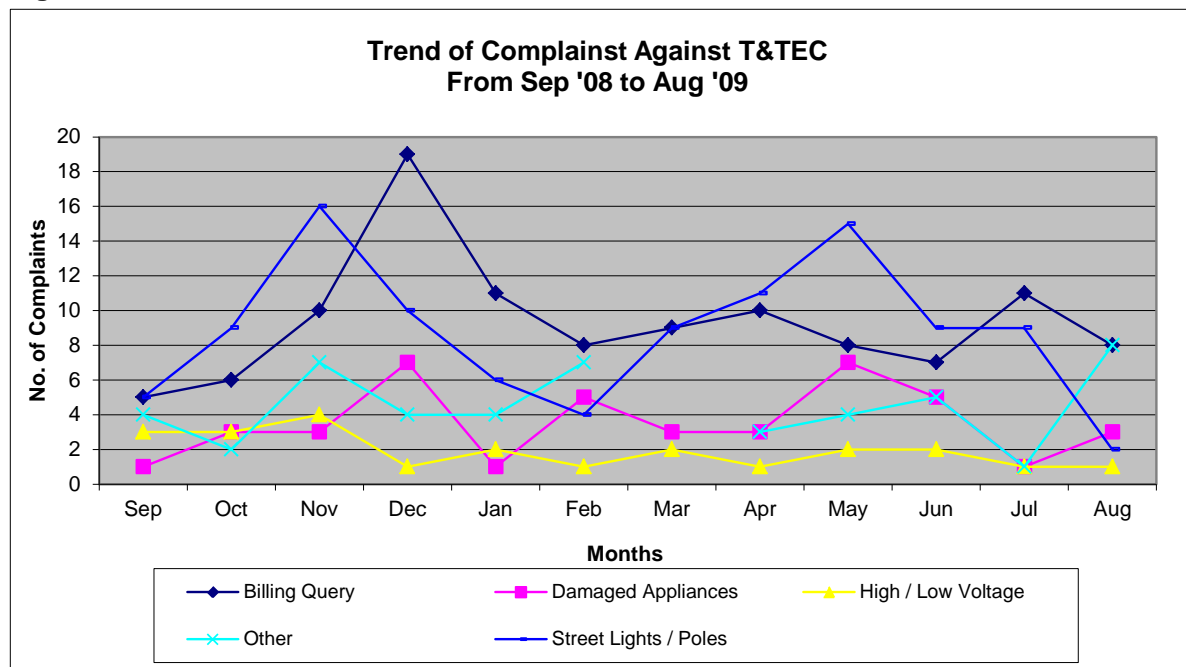
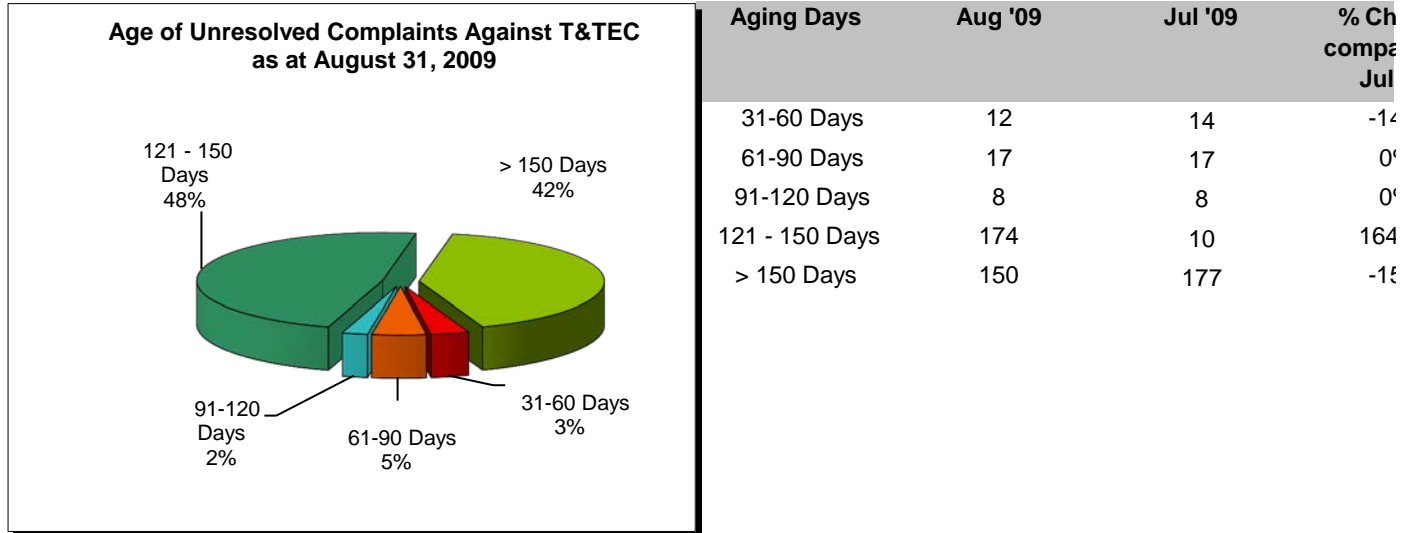


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



| Aging Days     | Aug '09 | Jul '09 | % Ch<br>comp<br>Jul |
|----------------|---------|---------|---------------------|
| 31-60 Days     | 12      | 14      | -14                 |
| 61-90 Days     | 17      | 17      | 0                   |
| 91-120 Days    | 8       | 8       | 0                   |
| 121 - 150 Days | 174     | 10      | 164                 |
| > 150 Days     | 150     | 177     | -15                 |

The majority of complaints that are over 150 days relates to Damaged Appliances as shown in Table 7.

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

| Complaint Category    | Aging Days |           |          |            |            | Totals     |
|-----------------------|------------|-----------|----------|------------|------------|------------|
|                       | 31-60      | 61-90     | 91-120   | 120 - 150  | > 150      |            |
| Billing Query         | 1 (8%)     | 2 (12%)   | 0 (0%)   | 25 (14%)   | 23 (15%)   | 28         |
| Damaged Appliances    | 2 (17%)    | 5 (29%)   | 2 (25%)  | 93 (53%)   | 0 (0%)     | 102        |
| High / Low Voltage    | 0 (0%)     | 0 (0%)    | 0 (0%)   | 3 (2%)     | 104 (69%)  | 3          |
| Other                 | 3 (25%)    | 1 (6%)    | 1 (13%)  | 14 (8%)    | 1 (1%)     | 19         |
| Power Outages         | 0 (0%)     | 2 (12%)   | 0 (0%)   | 6 (3%)     | 14 (9%)    | 8          |
| Request for Service   | 3 (25%)    | 1 (6%)    | 1 (13%)  | 3 (2%)     | 6 (4%)     | 8          |
| Street Lights / Poles | 3 (25%)    | 6 (35%)   | 4 (50%)  | 30 (17%)   | 2 (1%)     | 43         |
| <b>Totals</b>         | <b>12</b>  | <b>17</b> | <b>8</b> | <b>174</b> | <b>150</b> | <b>211</b> |

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

| Complaint Type    | Sep '08 - Aug '09    | Jan '09- Aug '09     | Aug '09     |
|-------------------|----------------------|----------------------|-------------|
| Billing Query     | 65,351.00            | 48,846.00            | -           |
| Damaged Appliance | 32,754.00            | 32,754.00            | -           |
| KVA Reduction     | 141,792.00           | 141,792.00           | -           |
| Other Claims      | 59,358.00            | 39,358.00            | -           |
|                   | <b>\$ 299,255.00</b> | <b>\$ 262,750.00</b> | <b>\$ -</b> |



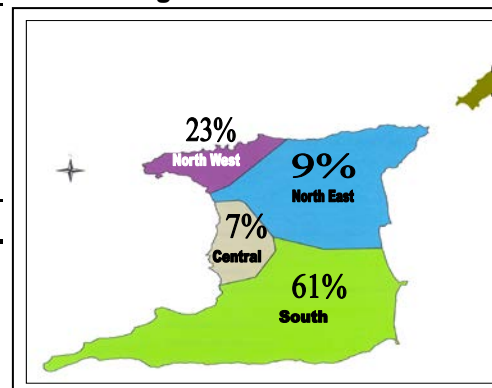
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in August 2009 by geographic regions.

**Table 8: Complaints by Geographic Regions**

| REGION       | WASA       | T&TEC     | Total      |
|--------------|------------|-----------|------------|
| North East   | 27 (6%)    | 12 (43%)  | 39 (9%)    |
| North West   | 97 (23%)   | 7 (25%)   | 104 (23%)  |
| Central      | 30 (7%)    | 3 (11%)   | 33 (7%)    |
| South        | 269 (64%)  | 6 (21%)   | 275 (61%)  |
| Tobago       | 0 (0%)     | 0 (0%)    | 0 (0%)     |
| <b>Total</b> | <b>423</b> | <b>28</b> | <b>451</b> |

**Fig. 10**



When compared to Jul '09, the number of complaints from the Central region decreased by 7 or 18%, those from the North East increased by 18 or 86%, those from the North West increased by 46 or 79%, and complaints from the South region increased by 2 or 1%. There were no complaints from Tobago.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Aug '09 .

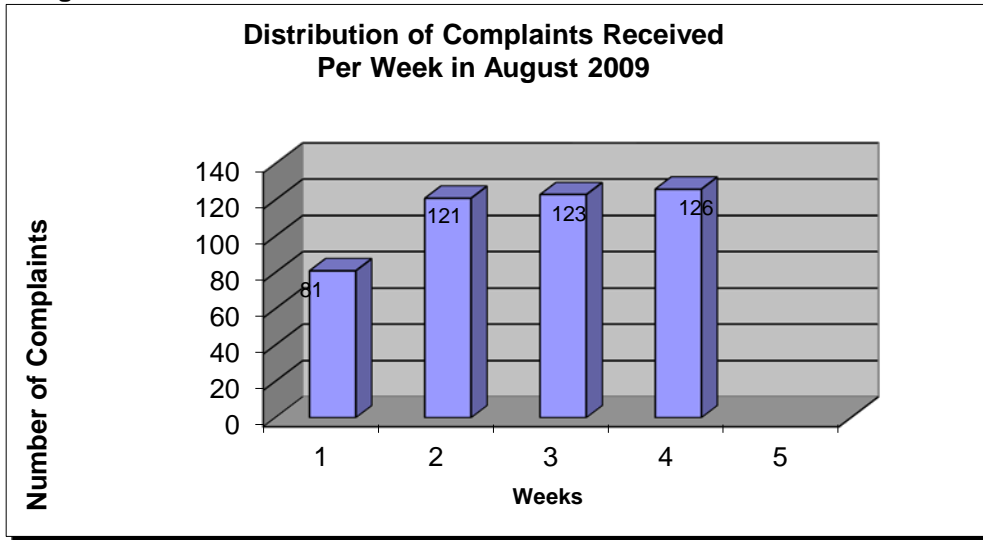
**Table 9: Problematic Areas**

| Service Provider | Complaint Category    | Region     | Area          | No of Complaints |
|------------------|-----------------------|------------|---------------|------------------|
| WASA             | Inadequate Supply     | Central    | Freeport      | 46               |
|                  |                       |            | Cunupia       | 44               |
|                  |                       |            | Las Lomas No. | 31               |
|                  |                       | North East | Talparo       | 13               |
|                  |                       |            | Manzanilla    | 11               |
|                  |                       | North West | Arima         | 10               |
|                  |                       |            | Diego Martin  | 62               |
|                  |                       |            | Glencoe       | 48               |
|                  |                       |            | St. Anns      | 37               |
|                  |                       |            | South         | Penal            |
|                  |                       | South      | Barrackpore   | 224              |
|                  |                       |            | Princes Town  | 193              |
|                  |                       |            | Siparia       | 135              |
|                  |                       |            |               |                  |
| T&TEC            | Street Lights / Poles | North East | Arima         | 8                |
|                  | Billing Query         | South      | Princes Town  | 6                |
|                  | Street Lights / Poles | South      | Princes Town  | 6                |
|                  | Street Lights / Poles | South      | Barrackpore   | 5                |

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in August 2009

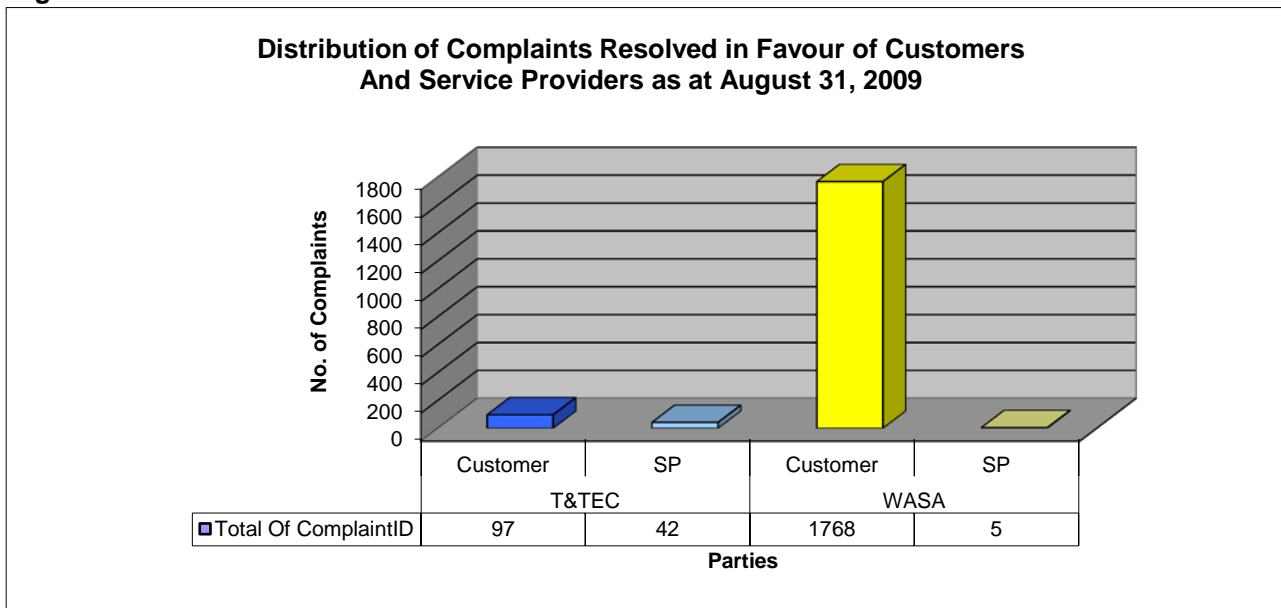
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Aug '09

Fig. 12



against

3580  
3255







Change  
Compared to  
'09

1%  
%  
1%  
'4%  
%

|            |
|------------|
|            |
| <b>tal</b> |
| (26%)      |
| (60%)      |
| (2%)       |
| (6%)       |
| (3%)       |
| (2%)       |
|            |





Change  
Compared to  
'09

4%  
%  
%  
10%  
5%

| Total |
|-------|
| (13%) |
| (48%) |
| (1%)  |
| (9%)  |
| (4%)  |
| (4%)  |
| (20%) |

