



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

August 2010

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in August 2010, as well as all outstanding complaints Service Providers as at August 31, 2010.

Status	Aug '09	Aug '10	Sep '09 - Aug '10		
Number of complaints received	451	128	5,139		
Number of complaints resolved	200	53	4,405		
Number of complaints unresolved	251	75	567		
Number of complaints withdrawn	0	0	164		
<b>Resolution rate for complaints received</b>	<b>44%</b>	<b>41%</b>	<b>89%</b>		
No. of outstanding complaints resolved	132	117	259		
Total number of complaints resolved	<b>332</b>	<b>170</b>	<b>4,664</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$0</b>	<b>TT\$579,503</b>	WASA	\$24:
				T&TEC	\$33:

**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, '10	No & % of Complaints Received in Aug '10	No & % of Aug '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '10
Billing Query	292	4 (4%)	6 (7%)	4	286 (27%)
Inadequate Supply	645	69 (77%)	34 (38%)	85	595 (56%)
Leaks	43	11 (12%)	5 (6%)	6	43 (4%)
Request for Service	43	0 (0%)	0 (0%)	0	43 (4%)
Road Restoration	23	2 (2%)	2 (2%)	2	21 (2%)
Other	75	4 (4%)	0 (0%)	3	76 (7%)
<b>Total</b>	<b>1121</b>	<b>90</b>	<b>47 (52%)</b>	<b>100</b>	<b>1064</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, '10	No & % of Complaints Received in Aug '10	No & % of Aug '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '10
Billing Query	26	7 (18%)	1 (3%)	1	31 (13%)
Damage Appliances	95	7 (18%)	1 (3%)	3	98 (40%)
High / Low Voltage	14	1 (3%)	0 (0%)	4	11 (4%)
Power Outages	13	6 (16%)	1 (3%)	3	15 (6%)
Request for Service	13	5 (13%)	1 (3%)	1	16 (6%)
Street Lights / Poles	42	10 (26%)	1 (3%)	2	49 (20%)
Other	30	2 (5%)	1 (3%)	3	28 (11%)
<b>Total</b>	<b>233</b>	<b>38</b>	<b>6 (16%)</b>	<b>17</b>	<b>248</b>

## 2.0 Complaints Analysis

Monthly	Aug '09	Aug '10	Jul '10
Number of complaints received	451	128	194
Number of complaints resolved	200	53	74
Number of complaints unresolved	251	75	120
Resolution rate for complaints received	44%	41%	38%
No. of outstanding complaints resolved	132	117	259
Total number of complaints resolved	332	170	333

The total number of complaints received in August 2010 decreased by 66 or 34% when compared to Jul '10. Using the same comparative period, the resolution rate for August 2010 increased by 9%. The number of complaints resolved for the current month decreased by 21 or 28% and from a previous period (unresolved from Jan '03 to Jul '10) decreased by 142 or 55%. The total number of complaints resolved overall decreased by 163 or 49%.

Cumulative	Jan '09 - Aug '09	Jan '10 - Aug '10	Sep '09 - Aug '10
Number of complaints received	2,803	3,594	5,139
Number of complaints resolved	1,912	2,985	4,405
Number of complaints unresolved	891	494	567
Number of complaints withdrawn	47	115	164
Resolution rate	69%	86%	89%

The cumulative number of complaints received and resolved from Jan '09 - Aug '09 increased by 791 or 53% and 1073 or 56% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 128 complaints recorded for August 2010 were reported by 104 customers of which 55 or 53% were new customers. Table 3 shows the frequency of complaints where 84 customers made only one complaint whilst cumulatively 20 or 67% of our customers made more than one complaint. For the period Jan '10 - Aug '10, 1810 customers made 3594 complaints to the RIC of which 1212 or 79% were new customers.

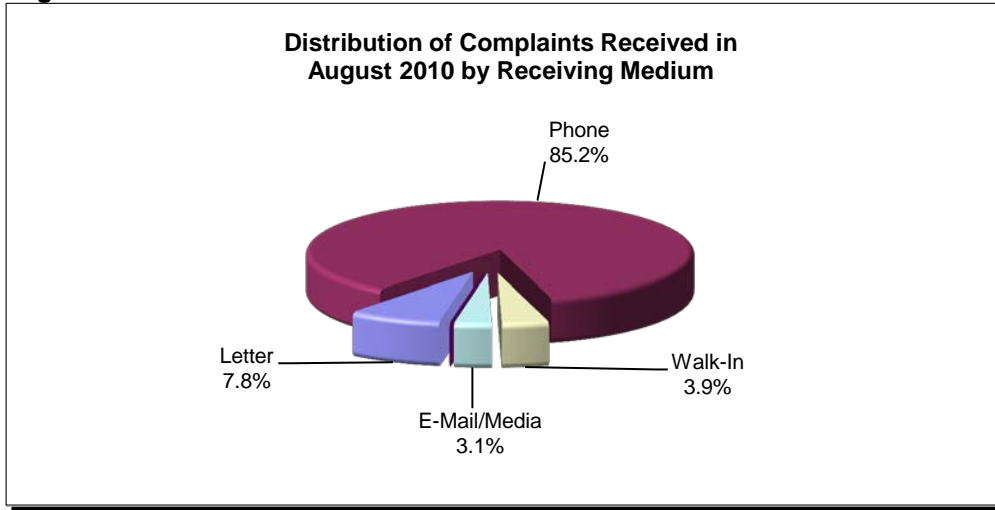
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Aug '10 Customers	% of Repeat Customers for Aug '10	No. of Customers from Jan '10 - Aug '10	% of Repeat Customers from Jan '10 - Aug '10
1	84	0	921	0
2	16	15	517	29
3	4	4	160	9
4	0	0	89	5
5	0	0	55	3
>6	0	0	68	4
	<b>104</b>		<b>1810</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2010 by receiving medium. The number of complaints received by Letter increased by 1 or 11%, Telephone decreased by 66 or 38%, Walk in decreased by 4 or 44%, and e-mail/Media increased by 3 or 300% when compared to Jul '10.

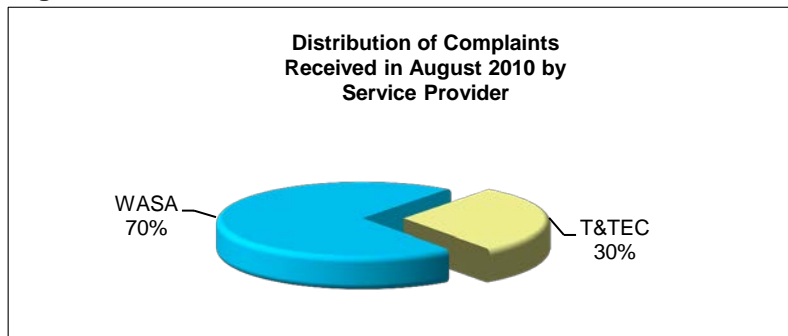
**Fig. 1**



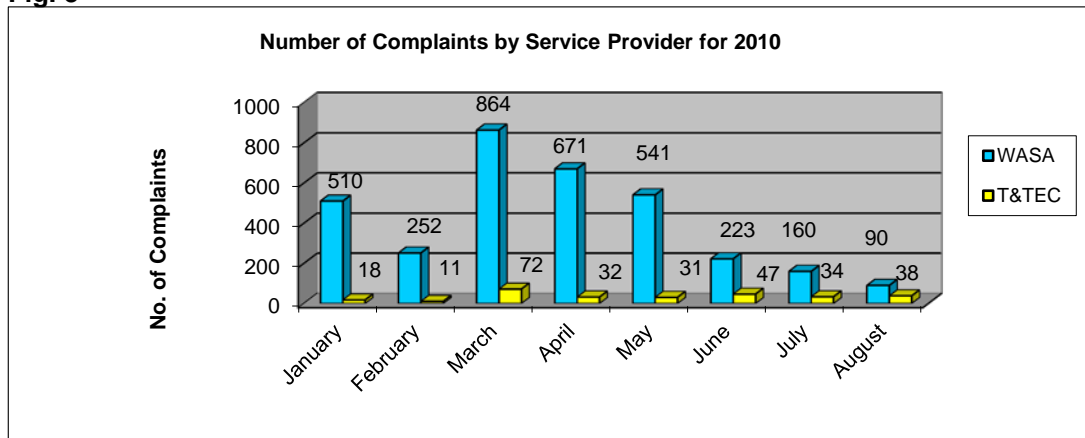
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2010 by Service Provider. The number of complaints filed against WASA have decreased by 70 or 44% and those filed against T&TEC have increased by 4 or 12% when compared to Jul '10.

**Fig. 2**



**Fig. 3**



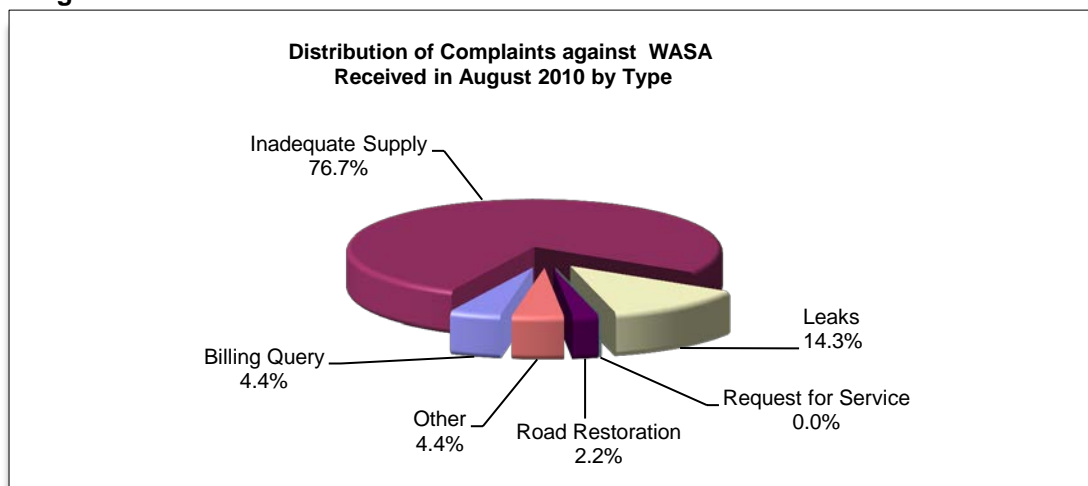
### 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2010 by type. When compared to Jul '10 the number of complaints related to Billing Queries decreased by 3 or 43%, Inadequate Supply decreased by 45 or 39%, Leaks decreased by 16 or 59%, Request for Service decreased by 2 or 100%, Road Restoration decreased by 5 or 71% and the category other increased by 1 or 33%

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

Complaint Category	Total Unresolved Complaints as at Jul 31, '10	No of Complaints Received in Aug '10	No of Aug '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '10
Billing Query	292	4	6	4	286 (27%)
Inadequate Supply	645	69	34	85	595 (56%)
Leaks	43	11	5	6	43 (4%)
Request for Service	43	0	0	0	43 (4%)
Road Restoration	23	2	2	2	21 (2%)
Other	75	4	0	3	76 (7%)
<b>Total</b>	<b>1121</b>	<b>90</b>	<b>47</b>	<b>100</b>	<b>1064</b>

**Fig. 4**



Cumulative	Jan '10 - Aug '10	Sep '09 - Aug '10
Number of complaints received	3,311	4,762
Number of complaints resolved	2,812	4,139
Number of complaints unresolved	386	458
Number of complaints withdrawn	113	162
Resolution rate	88%	90%

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

**Fig. 5**

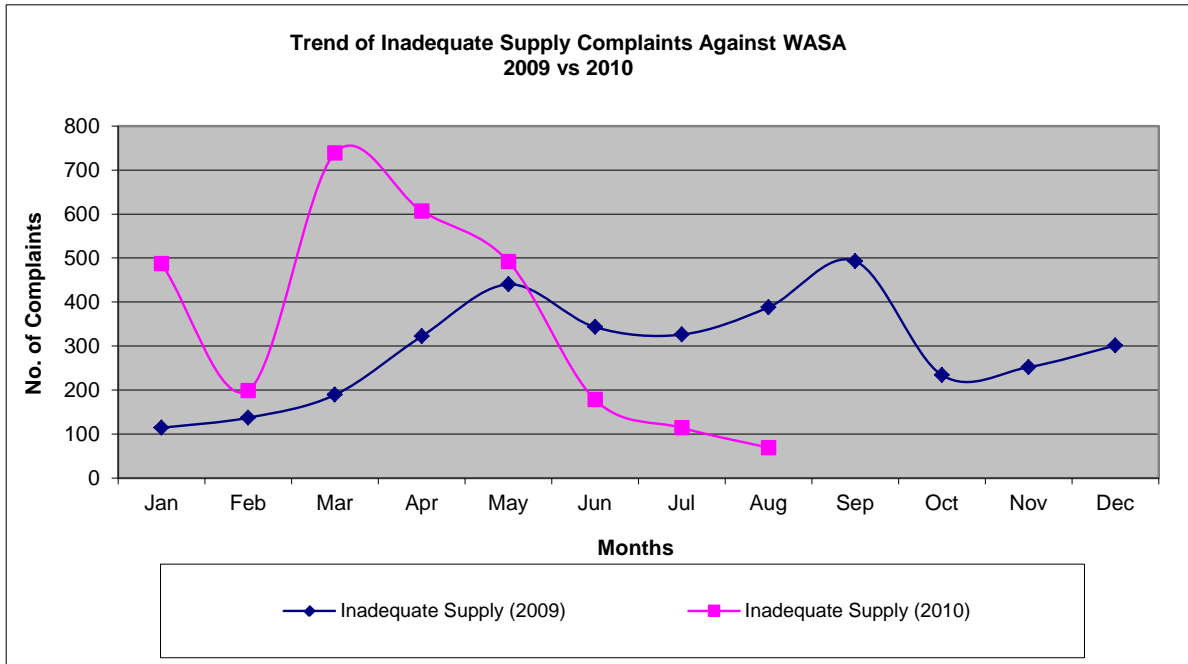
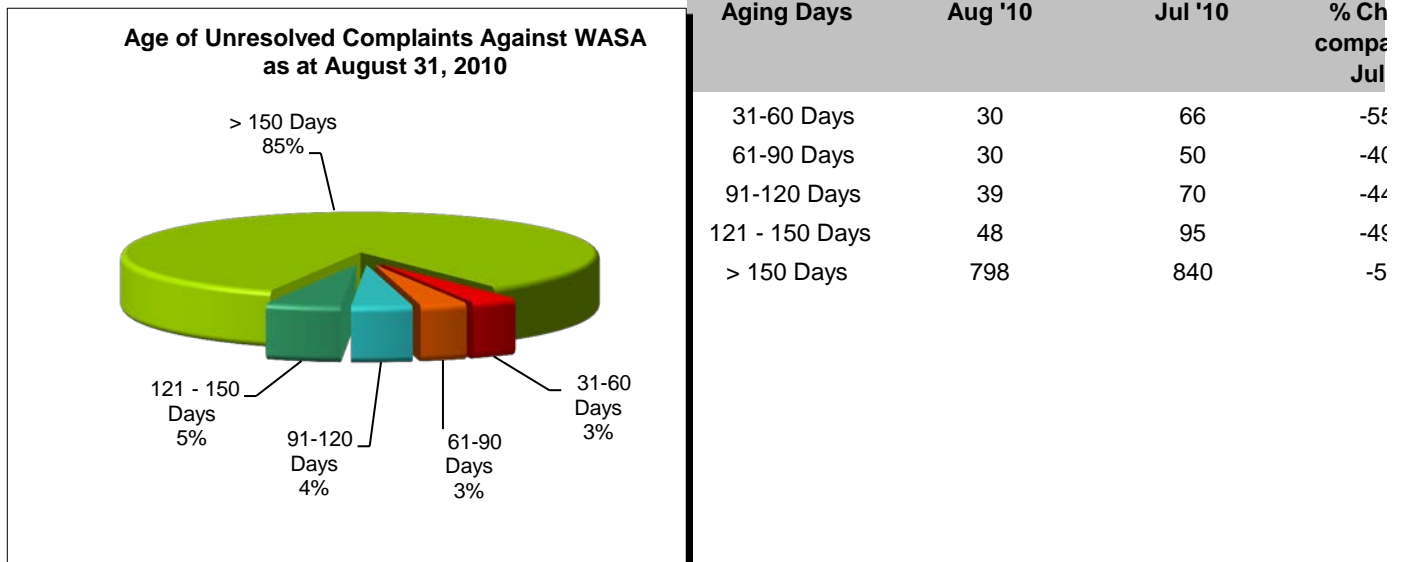


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Aug '10	Jul '10	% Change Jul
31-60 Days	30	66	-54%
61-90 Days	30	50	-40%
91-120 Days	39	70	-43%
121 - 150 Days	48	95	-49%
> 150 Days	798	840	-5%

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	121-150	> 150	
Billing Query	6 (20%)	7 (23%)	12 (31%)	10 (21%)	254 (32%)	289
Inadequate Supply	16 (53%)	18 (60%)	18 (46%)	32 (67%)	415 (52%)	499
Leaks	2 (7%)	3 (10%)	3 (8%)	3 (6%)	13 (2%)	24
Other	1 (3%)	2 (7%)	2 (5%)	2 (4%)	63 (8%)	70
Request for Service	1 (3%)	0 (0%)	1 (3%)	0 (0%)	41 (5%)	43
Road Restoration	4 (13%)	0 (0%)	3 (8%)	1 (2%)	12 (2%)	20
	<b>30</b>	<b>30</b>	<b>39</b>	<b>48</b>	<b>798</b>	<b>945</b>

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

Complaint Type	Sep '09 - Aug '10	Jan '10 - Aug '10	Aug '10
Billing Classification	12,620.00	-	-
Billing Query	211,374.00	78,858.00	-
Damage to Property	20,000.00	20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	-	-	-
	<b>\$ 243,994.00</b>	<b>\$ 98,858.00</b>	<b>\$ -</b>

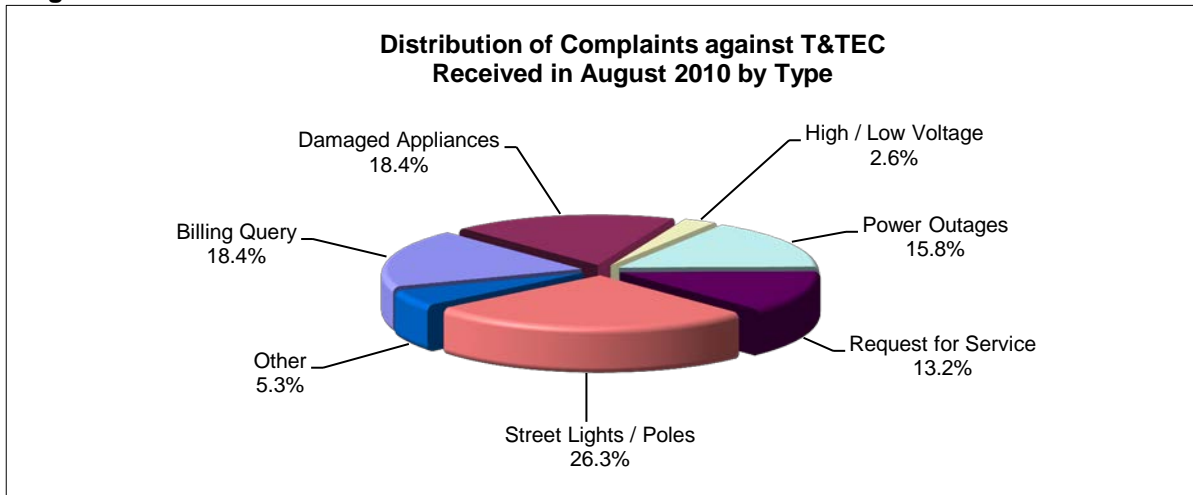
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in August 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in August 2010 by type. When compared to Jul '10, the number of complaints related to Billing Queries increased by 3 or 75%, Damage Appliances increased by 6 or 600%, High/ Low Voltage decreased by 3 or 75%, Power Outages decreased by 4 or 40%, Request for Service increased by 3 or 150%, Street Lights/Poles increased by 3 or 43%, and the category Other decreased by 4 or 67% .

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

Complaint Type	Total Unresolved Complaints as at Jul 31, '10	No of Complaints Received in Aug '10	No of Aug '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '10
Billing Query	26	7	1	1	31 (13%)
Damaged Appliances	95	7	1	3	98 (40%)
High / Low Voltage	14	1	0	4	11 (4%)
Power Outages	13	6	1	3	15 (6%)
Request for Service	13	5	1	1	16 (6%)
Street Lights / Poles	42	10	1	2	49 (20%)
Other	30	2	1	3	28 (11%)
<b>Total</b>	<b>233</b>	<b>38</b>	<b>6</b>	<b>17</b>	<b>248</b>

**Fig. 7**



Cumulative	Jan '10 - Aug '10	Sep '09 - Aug '10
Number of complaints received	283	377
Number of complaints resolved	173	266
Number of complaints unresolved	108	109
Number of complaints withdrawn	2	2
Resolution rate	62%	71%

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

**Fig. 8**

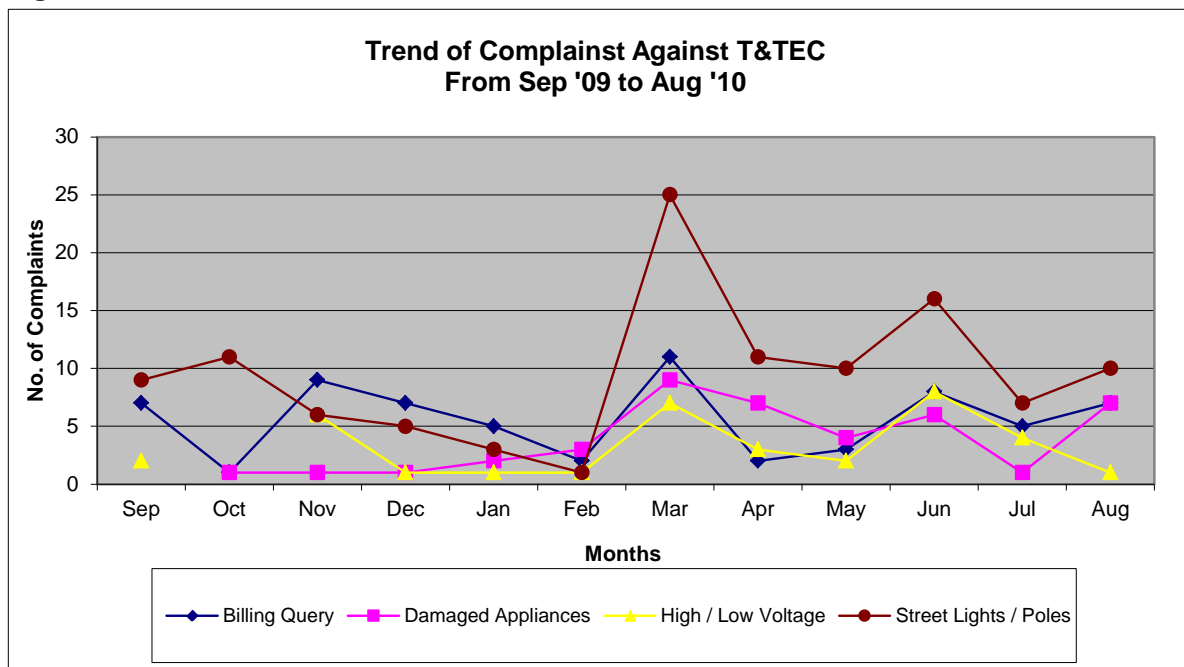
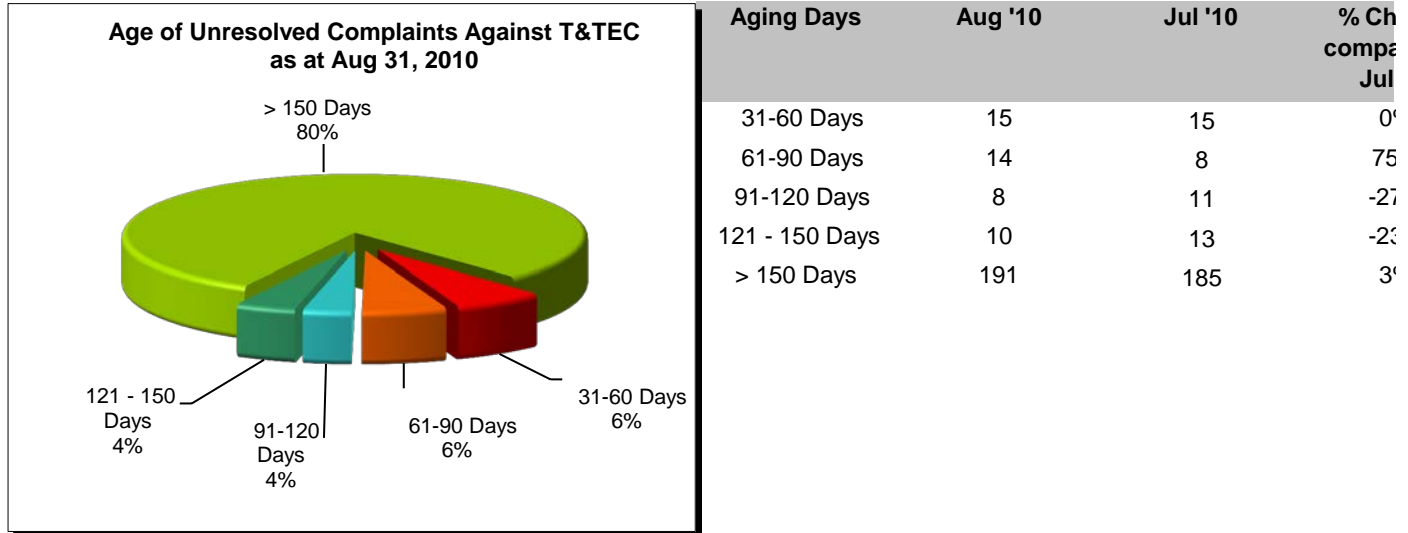


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



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	121 - 150	> 150	
Billing Query	4 (27%)	3 (21%)	0 (0%)	1 (10%)	23 (12%)	31
Damaged Appliances	0 (0%)	5 (36%)	2 (25%)	3 (30%)	86 (45%)	96
High / Low Voltage	2 (13%)	1 (7%)	1 (13%)	0 (0%)	4 (2%)	8
Other	2 (13%)	0 (0%)	2 (25%)	1 (10%)	23 (12%)	28
Power Outages	5 (33%)	1 (7%)	0 (0%)	0 (0%)	8 (4%)	14
Request for Service	1 (7%)	2 (14%)	1 (13%)	2 (20%)	10 (5%)	16
Street Lights / Poles	1 (7%)	2 (14%)	2 (25%)	3 (30%)	37 (19%)	45
<b>Totals</b>	<b>15</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>191</b>	<b>238</b>

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

Complaint Type	Sep '09 - Aug '10	Jan '10 - Aug '10	Aug '10
Billing Query	175,425.00	77,150.00	-
Damaged Appliance	40,356.00	8,330.00	-
KVA Reduction	-	-	-
Other Claims	119,728.00	5,536.00	-
	<b>\$ 335,509.00</b>	<b>\$ 91,016.00</b>	<b>\$ -</b>



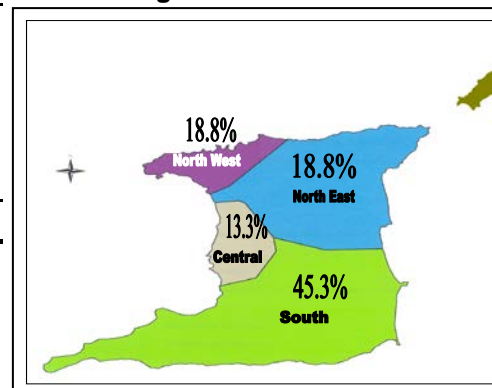
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2010 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	15 (17%)	9 (24%)	24 (19%)
North West	17 (19%)	7 (18%)	24 (19%)
Central	9 (10%)	8 (21%)	17 (13%)
South	48 (53%)	10 (26%)	58 (45%)
Tobago	1 (1%)	4 (11%)	5 (4%)
<b>Total</b>	<b>90</b>	<b>38</b>	<b>128</b>

**Fig. 10**



When compared to Jul '10, the number of complaints received in August 2010 from the Central region decreased by 13 or 43%, from the North East decreased by 14 or 37%, from the North West decreased by 15 or 38%, complaints from the South region decreased by 29 or 33% while those from Tobago increased by 5 or 500%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Aug '10 .

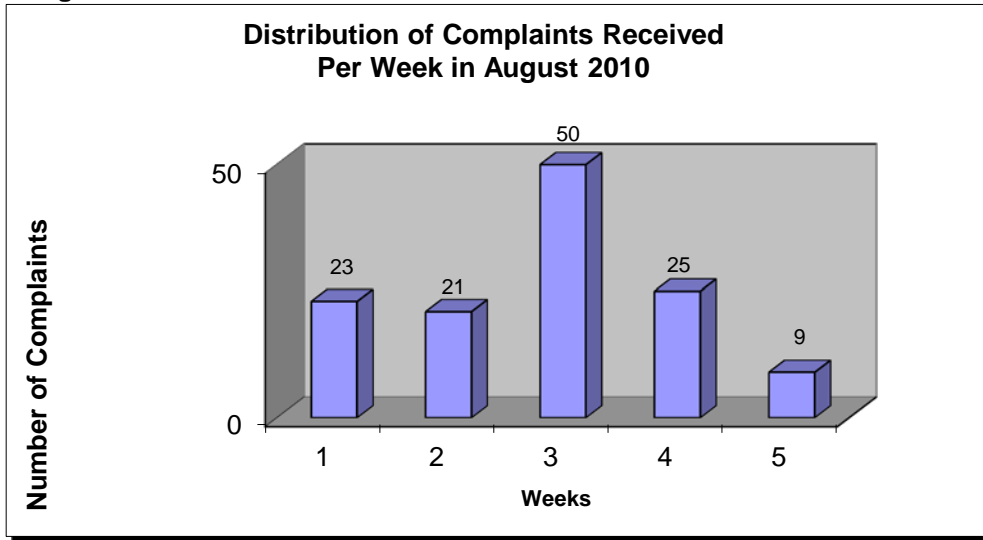
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	137		
			Claxton Bay	72		
			Cunupia	34		
		North East	Arima	147		
			Talparo	55		
			D'Abadie	27		
		North West	San Juan	52		
			Santa Cruz	29		
			Barataria	22		
			South	Penal	444	
					Barrackpore	268
					Princes Town	236
					Siparia	114
T&TEC	Billing Query	North West	Port of Spain	6		
	Street Lights / Poles	South	Barrackpore	6		
	Billing Query	Central	Chaguanas	5		
	Damaged Appliances	Tobago	Tobago	5		

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in August 2010

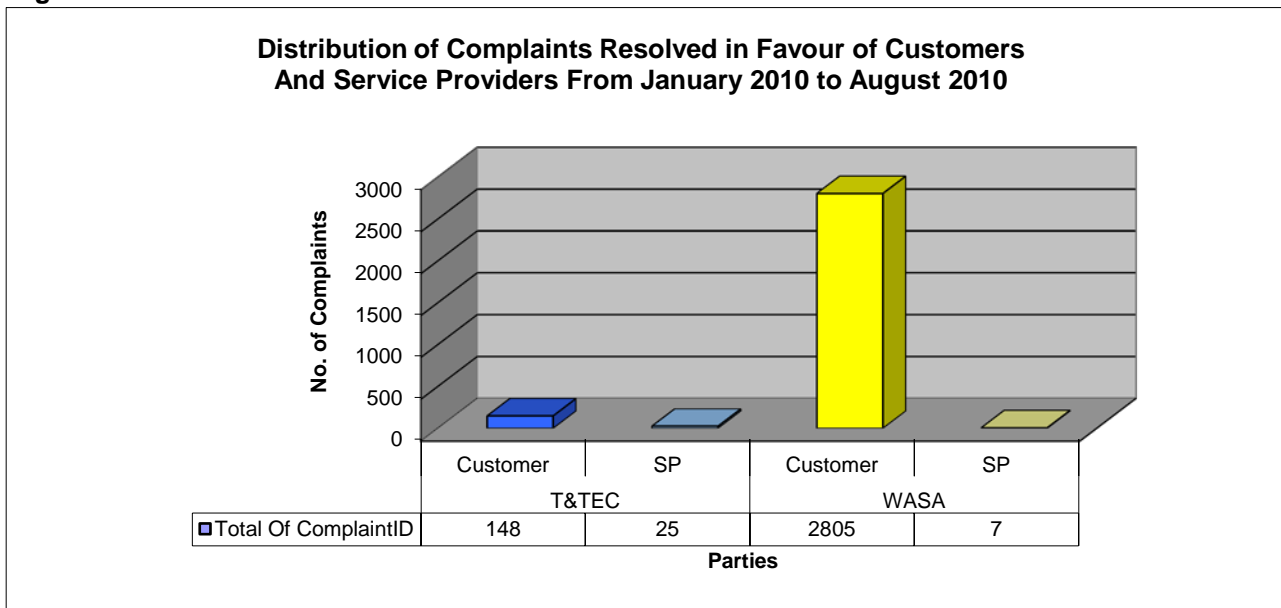
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Aug '10

Fig. 12



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