



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

August 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in August 2012, as well as all outstanding complaints against Service Providers as at August 31, 2012.

Status	Aug '11	Aug '12	Sep '11 - Aug '12
Number of complaints received	241	224	3,111
Number of complaints resolved	172	62	2,579
Number of complaints unresolved	69	160	476
Number of complaints withdrawn	0	2	56
Resolution rate for complaints received	71.4%	27.9%	84.4%
No. of outstanding complaints resolved	72	95	118
Total number of complaints resolved	244	157	2,697
Rebate/compensation awarded to customers	TT\$2,013	TT\$0	TT\$2,039,121

WASA \$1362980
T&TEC \$676141

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, '12	No & % of Complaints Received in Aug '12	No & % of Total Aug '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '12
Billing Query	282	14 7.4%	0 0.0%	8	288 40.2%
Inadequate Supply	220	130 69.1%	42 22.3%	42	266 37.1%
Leaks	43	36 19.1%	9 4.8%	21	49 6.8%
Request for Service	31	0 0.0%	0 0.0%	1	30 4.2%
Road Restoration	33	3 1.6%	0 0.0%	4	32 4.5%
Other	51	5 2.7%	1 0.5%	3	52 7.3%
Total	660	188	52 27.7%	79	717

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, '12	No & % of Complaints Received in Aug '12	No & % of Total Aug '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '12
Billing Query	7	1 2.8%	1 2.8%	0	7 4.4%
Damage Appliances	45	3 8.3%	0 0.0%	1	47 29.4%
High / Low Voltage	11	2 5.6%	0 0.0%	3	10 6.3%
Power Outages	7	4 11.1%	1 2.8%	0	10 6.3%
Request for Service	11	6 16.7%	1 2.8%	3	13 8.1%
Street Lights / Poles	44	11 30.6%	4 11.1%	8	43 26.9%
Other	25	9 25.0%	3 8.3%	1	30 18.8%
Total	150	36	10 27.8%	16	160

2.0 Complaints Analysis

Monthly	Aug '11	Aug '12	Jul '12
Number of complaints received	241	224	381
Number of complaints resolved	172	62	197
Number of complaints unresolved	69	160	143
Resolution rate for complaints received	71.4%	27.9%	57.9%
No. of outstanding complaints resolved	72	95	118
Total number of complaints resolved	244	157	315

The total number of complaints received in August 2012 decreased by 157 or 41% when compared to July 2012. Using the same comparative period, the resolution rate for August 2012 decreased by 40% percentage points. The number of complaints resolved for the current month decreased by 135 or 69% and from a previous period (unresolved from Jul '09 to Jul '12) decreased by 23 or 19%. The total number of complaints resolved overall decreased by 158 or 50%. The decrease in number of complaints resolved for August 2012 was in part due to employees going on annual vacation.

Cumulative	Jan '11 - Aug '11	Jan '12 - Aug '12	Sep '11 - Aug '12
Number of complaints received	1,464	2,368	3,111
Number of complaints resolved	1,254	1,762	2,579
Number of complaints unresolved	189	559	476
Number of complaints withdrawn	21	47	56
Resolution rate	86.9%	75.9%	84.4%

The cumulative number of complaints received and resolved from January to August 2012 increased by 904 or 62% and by 508 or 41% 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 224 complaints recorded for August 2012 were reported by 189 customers of which 102 or 54% were new customers. Table 3 shows the frequency of complaints where 154 customers made only one complaint whilst cumulatively 35 or 19% of our customers made more than one complaint. For the period January to August 2012, 1399 customers made 2368 complaints to the RIC of which 948 or 68% were new customers.

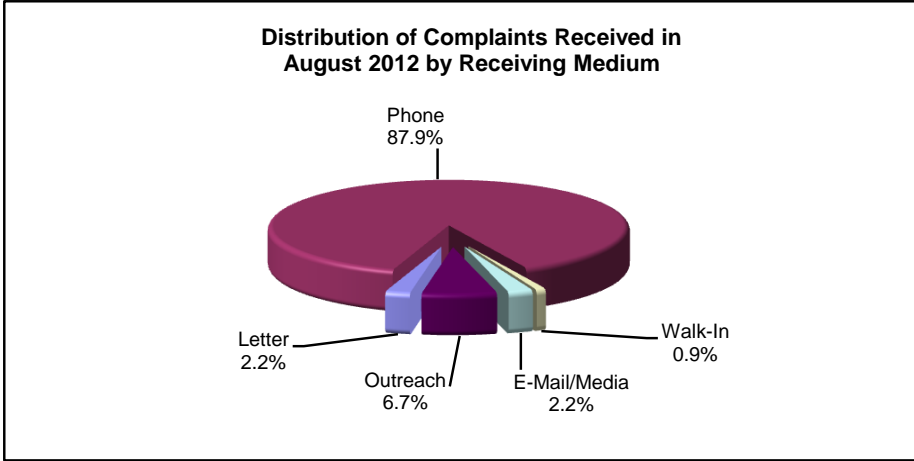
Table 3: Frequency of Complaints

No. of Complaints	No. of Aug '12 Customers	% of Repeat Customers for Aug '12	No. of Customers from Jan '12 - Aug '12	% of Repeat Customers from Jan '12 - Aug '12
1	154	0	882	0
2	32	17	321	23
3	2	1	94	7
4	0	0	49	4
5	1	1	15	1
>6	0	0	38	3
	189		1399	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in August 2012 by receiving medium. The number of complaints received by Letter decreased by 3 or 38%, Telephone decreased by 129 or 40%, Walk in decreased by 2 or 50%, Outreach decreased by 12 or 44% and e-mail/Media decreased by 11 or 69% when compared to July 2012.

Fig. 1



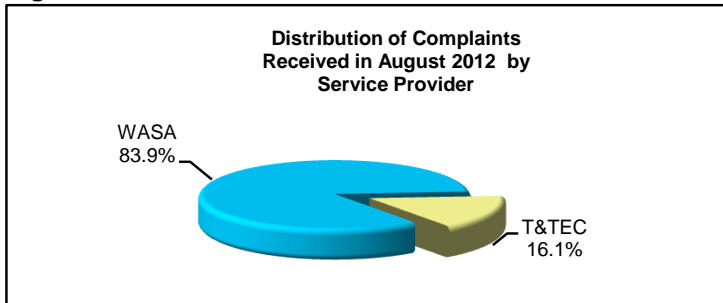
Receiving Medium

	Jul '12	Aug '12
Letter	8	5
Telephone	326	197
Walk-In	4	2
Email/Media	16	5
Outreach	27	15

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in August 2012 by Service Provider. The number of complaints filed against WASA have decreased by 137 or 42% and those filed against T&TEC have decreased by 20 or 36% when compared to July 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

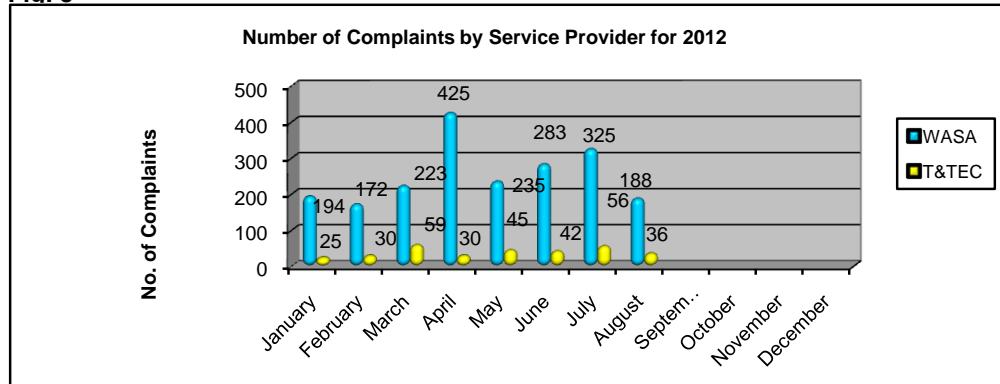
Fig. 2



Service Providers

	Jul '12	Aug '12
WASA	325	188
T&TEC	56	36

Fig. 3



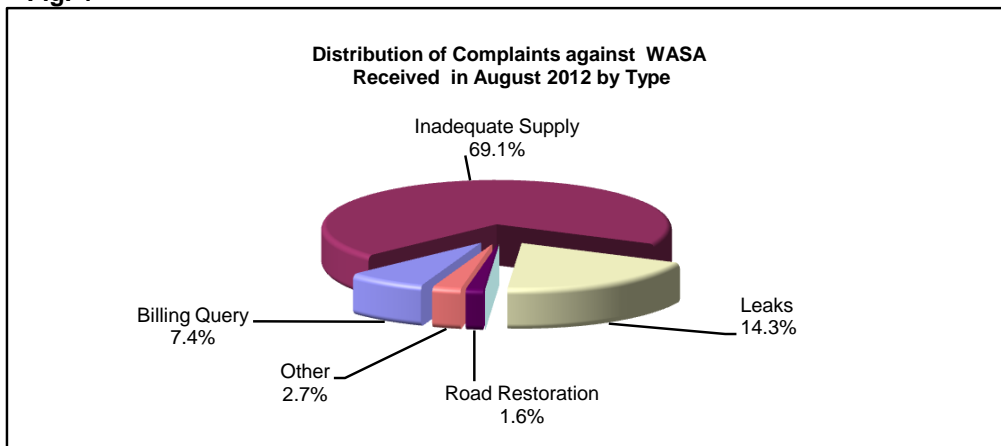
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in August 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in August 2012 by type. When compared to July 2012 the number of complaints related to Billing Queries decreased by 4 or 22%, Inadequate Supply decreased by 116 or 47%, Leaks decreased by 7 or 16%, Road Restoration decreased by 7 or 70% and the category Other decreased by 2 or 29%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jul 31, '12	No of Complaints Received		No of Aug '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '12
		Jul '12	Aug '12			
Billing Query	282	18	14	0	8	288 40.2%
Inadequate Supply	220	246	130	42	42	266 37.1%
Leaks	43	43	36	9	21	49 6.8%
Request for Service	31	1	0	0	1	30 4.2%
Road Restoration	33	10	3	0	4	32 4.5%
Other	51	7	5	1	3	52 7.3%
Total	660	325	188	52	79	717

Fig. 4



Cumulative	Jan '12 - Aug '12	Sep '11 - Aug '12
Number of complaints received	2,045	2,689
Number of complaints resolved	1,556	2,284
Number of complaints unresolved	446	354
Number of complaints withdrawn	43	51
Resolution rate	77.7%	86.6%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative. There were fewer disruptions in WASA's Water Treatment Plants in August 2012 resulting in an improved reliability in the pipe borne supply.

Fig. 5

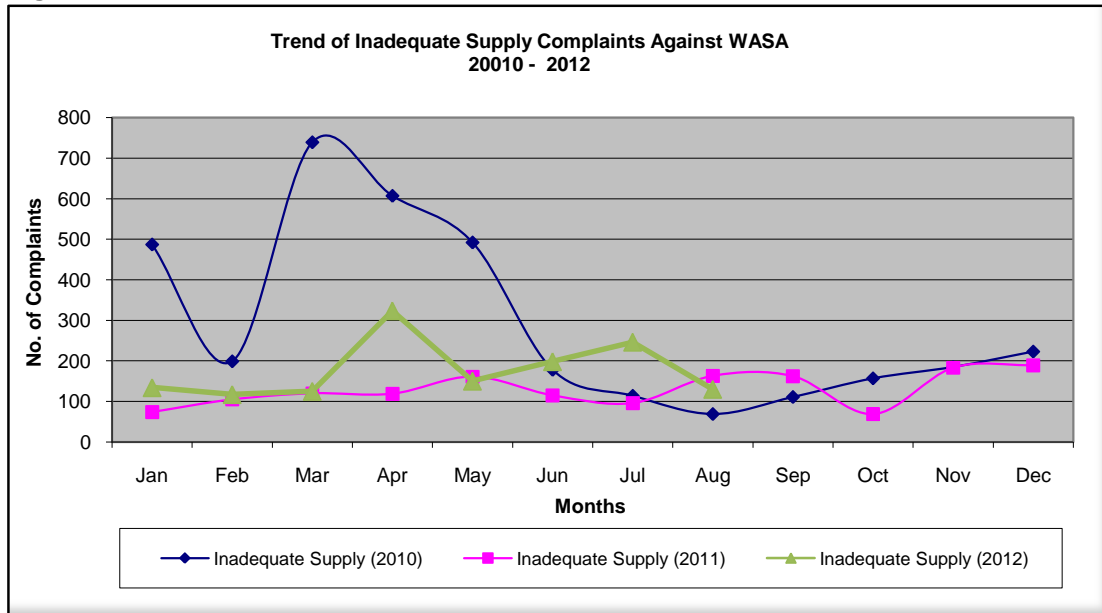
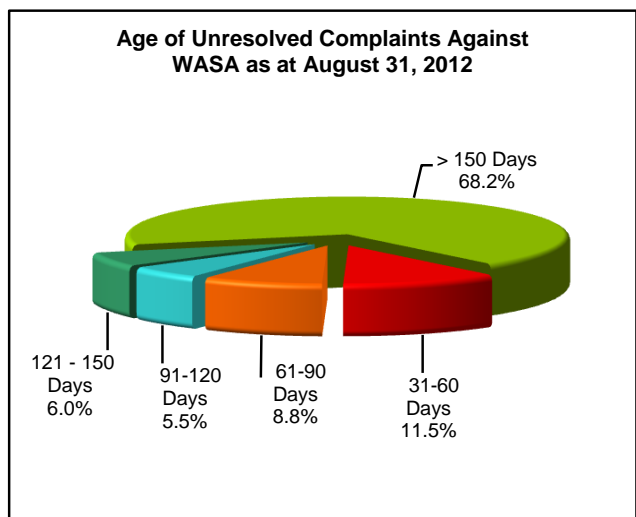


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Aug '12	Jul '12	% Change compared to Jul '12
31-60 Days	82	76	8%
61-90 Days	63	42	50%
91-120 Days	39	48	-19%
121 - 150 Days	43	41	5%
> 150 Days	486	448	8%

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						Total					
	31-60		61-90		91-120			121-150		> 150		
Billing Query	13	15.9%	15	23.8%	13	33.3%	22	51.2%	222	45.7%	285	40.0%
Inadequate Supply	49	59.8%	34	54.0%	14	35.9%	14	32.6%	154	31.7%	265	37.2%
Leaks	7	8.5%	6	9.5%	2	5.1%	2	4.7%	32	6.6%	49	6.9%
Other	4	4.9%	1	1.6%	4	10.3%	2	4.7%	41	8.4%	52	7.3%
Request for Service	0	0.0%	0	0.0%	3	7.7%	0	0.0%	27	5.6%	30	4.2%
Road Restoration	9	11.0%	7	11.1%	3	7.7%	3	7.0%	10	2.1%	32	4.5%
	82		63		39		43		486		713	

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

Complaint Type	Sep '11 - Aug '12	Jan '12 - Aug '12	Aug '12
Billing Classification	7,162.00	7,162.00	-
Billing Query	256,418.00	189,747.00	-
Damage to Property	1,099,400.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,362,980.00	\$ 781,909.00	\$ -

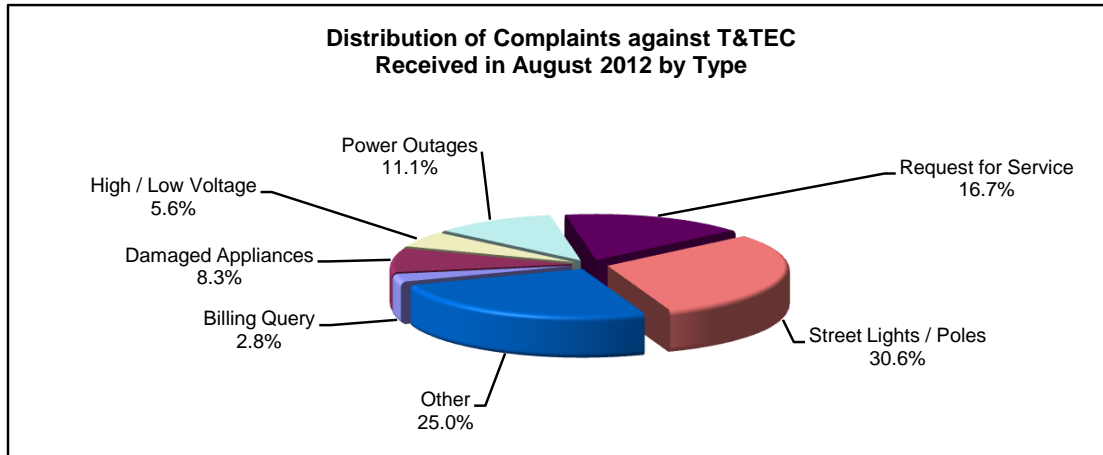
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in August 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in August 2012 by type. When compared to July 2012, the number of complaints related to Damaged Appliances decreased by 4 or 57%, High/ Low Voltage decreased by 2 or 50%, Request for Service increased by 2 or 50%, Street Lights/Poles decreased by 12 or 52%, and the category Other decreased by 3 or 25% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jul 31, '12	No of Complaints Received		No of Aug '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Aug 31, '12	
		Jul '12	Aug '12			No	%
Billing Query	7	2	1	1	0	7	4.4%
Damaged Appliances	45	7	3	0	1	47	29.4%
High / Low Voltage	11	4	2	0	3	10	6.3%
Power Outages	7	4	4	1	0	10	6.3%
Request for Service	11	4	6	1	3	13	8.1%
Street Lights / Poles	44	23	11	4	8	43	26.9%
Other	25	12	9	3	1	30	18.8%
Total	150	56	36	10	16	160	

Fig. 7



Cumulative	<i>Jan '12 - Aug '12</i>	<i>Sep '11 - Aug '12</i>
Number of complaints received	323	422
Number of complaints resolved	206	295
Number of complaints unresolved	113	122
Number of complaints withdrawn	4	5
Resolution rate	64.6%	70.7%

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

Fig. 8

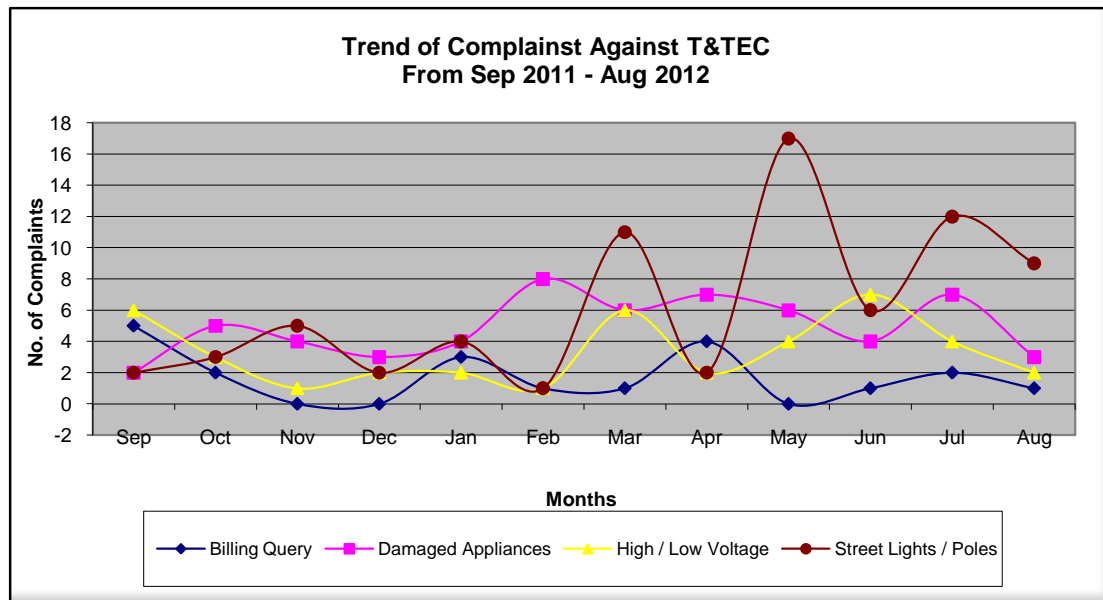
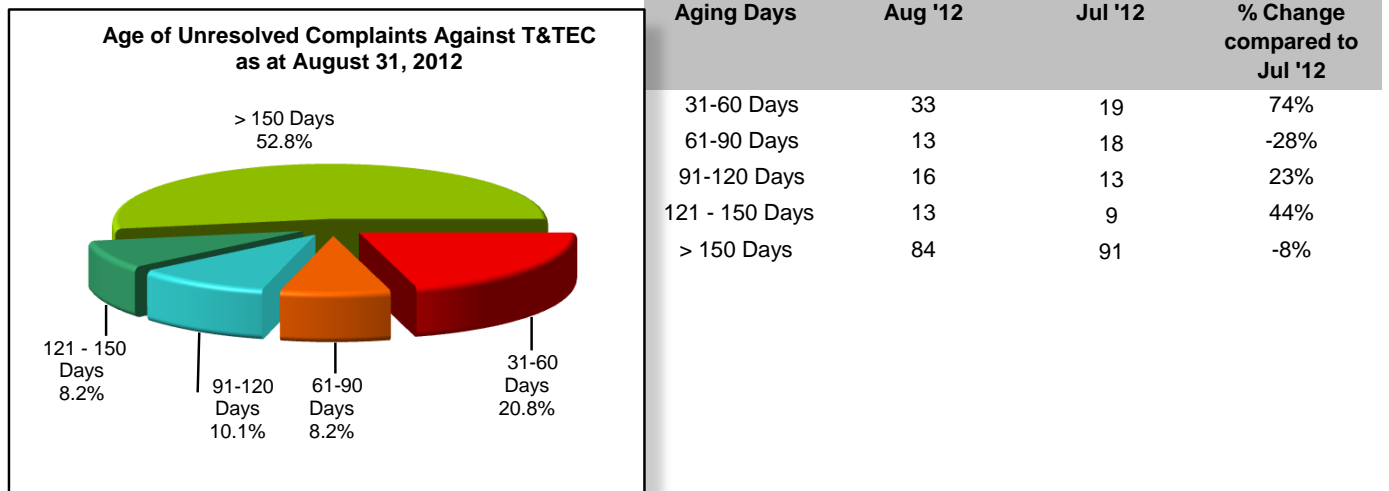


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Aug '12	Jul '12	% Change compared to Jul '12
31-60 Days	33	19	74%
61-90 Days	13	18	-28%
91-120 Days	16	13	23%
121 - 150 Days	13	9	44%
> 150 Days	84	91	-8%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

Table 7: 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	1	3.0%	1	7.7%	0	0.0%	2	15.4%	2	2.4%	6	3.8%
Damaged Appliances	6	18.2%	3	23.1%	4	25.0%	5	38.5%	29	34.5%	47	29.6%
High / Low Voltage	4	12.1%	2	15.4%	2	12.5%	0	0.0%	2	2.4%	10	6.3%
Other	5	15.2%	2	15.4%	0	0.0%	2	15.4%	21	25.0%	30	18.9%
Power Outages	4	12.1%	3	23.1%	0	0.0%	0	0.0%	3	3.6%	10	6.3%
Request for Service	3	9.1%	0	0.0%	1	6.3%	2	15.4%	7	8.3%	13	8.2%
Street Lights / Poles	10	30.3%	2	15.4%	9	56.3%	2	15.4%	20	23.8%	43	27.0%
Totals	33		13		16		13		84		159	

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

Complaint Type	Sep '11 - Aug '12	Jan '12 - Aug '12	Aug '12
Billing Query	1,276.00	568.00	-
Damaged Appliance	71,439.00	27,690.00	-
KVA Reduction	-	-	-
Other Claims	603,426.00	602,198.00	-
	\$ 676,141.00	\$ 630,456.00	\$ -

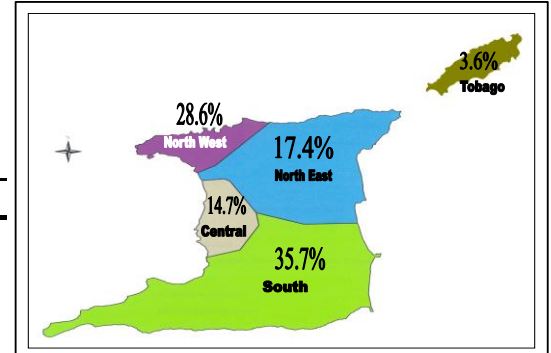
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	27	14.4%	12	33.3%	39	17.4%
North West	54	28.7%	10	27.8%	64	28.6%
Central	29	15.4%	4	11.1%	33	14.7%
South	75	39.9%	5	13.9%	80	35.7%
Tobago	3	1.6%	5	13.9%	8	3.6%
Total	188		36		224	

Fig. 10



When compared to July 2012, the number of complaints received in August 2012 from all regions showed relatively significant decline. Those from the Central region decreased by 33 or 50%, from the North East decreased by 20 or 34%, from the North West decreased by 14 or 18%. Complaints from the South region decreased by 86 or 52% while those from Tobago decreased by 4 or 33%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '12 - Aug '12 .

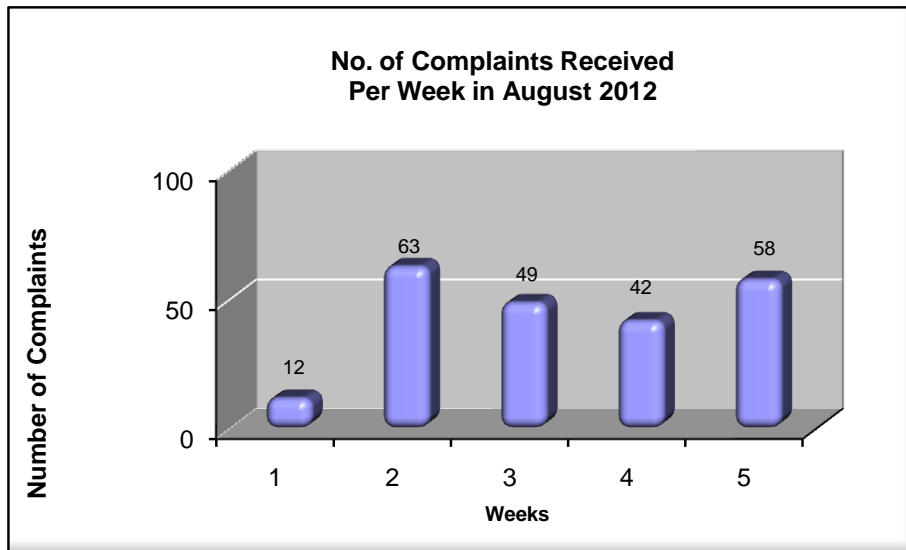
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	38
			Freeport	33
			Cunupia	21
		North East	Arima	24
			D'Abadie	17
			Cumuto	7
		North West	Diego Martin	63
			Morvant	44
			Santa Cruz	29
			Penal	163
		South	Gasparillo	144
			Princes Town	92
			Debe	64
T&TEC	Street Lights / Poles	South	Penal	14
		Tobago	Tobago	11
		South	Princes Town	9
		North West	Port of Spain	6

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in August 2012

Fig. 11



Week	Number of Work Days
1	5
2	5
3	5
4	5
5	2

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January to August 2012.

Fig. 12

