



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

December 2003

1.0 Overview of Complaints

This report provides an analysis of all complaints received in December 2003, as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	40	2	5%	0	3	39
Inadequate Supply	22	30	75%	23	9	20
Leaks	4	5	13%	3	2	4
Road Restoration	2	1	3%	0	1	2
Other	20	2	5%	2	2	18
Total	88	40	100%	28	17	83

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	12	1	6%	0	3	10
Power Outages	4	2	12%	1	0	5
Volt. Fluct /Damages	21	8	47%	1	7	21
Street Lights/Poles	1	0	0%	0	0	1
Request for Supply	8	1	6%	0	0	9
Other	10	5	29%	1	1	13
Total	56	17	100%	3	11	59

1.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3

Complaint Type	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	20	3	9%	1	4	18
Out of Service	16	26	74%	11	6	25
Request for Service	4	3	9%	0	0	7
Other	11	3	9%	0	5	9
Total	51	35	100%	12	15	59

2.0 Complaints Analysis

Monthly	Dec 2002	Nov 2003	Dec 2003
Number of complaints received	38	94	92
Number of complaints resolved	26	46	43
Number of complaints unresolved	12	48	49
Resolution rate for complaints received	68%	49%	47%
No. of outstanding complaints resolved	9	30	43
Total number of complaints resolved	35	76	86

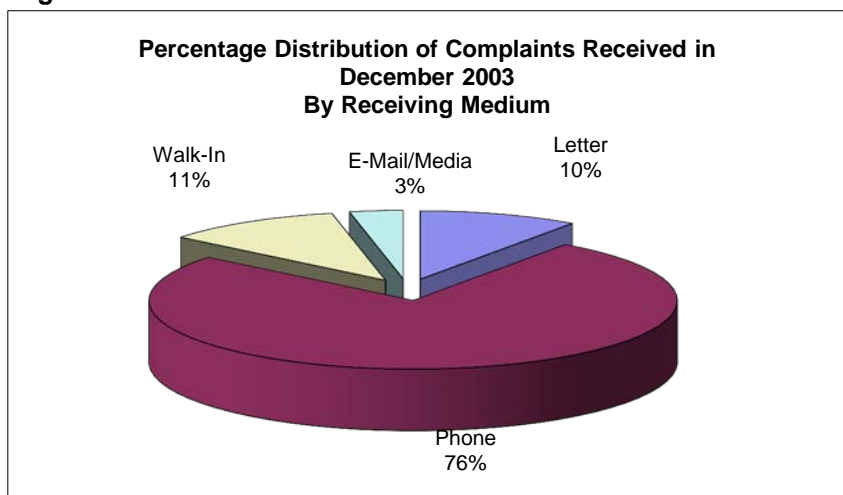
While the resolution rate was relatively low in December '03 the overall number of complaints resolved increased by 13% when compared to November '03. In addition, The effects of the **Industrial Action at TSTT resulted in a significant increase in complaints and consequently unresolved complaints**. The cumulative number of complaints received and resolved increased by 359 or 63% and 231 or 45% respectively, for Jan - Dec '03 when compared with the same period last year.

Cumulative	Jan - Dec 2002	Jan - Dec 2003
Number of complaints received	569	928
Number of complaints resolved	514	745
Number of complaints unresolved	55	183
Resolution rate	90%	80%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2003 by receiving medium. The number of complaints received by Letter decreased by 9 or 50% and Walk-In increased by 5 or 100% when compared to November '03.

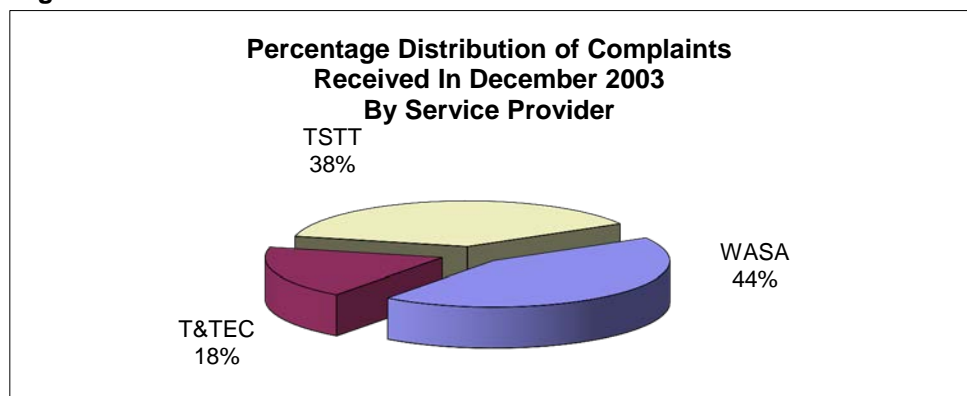
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2003 by Service Provider. The number of complaints filed against T&TEC in December '03 have increased by 5 or 42% when compared to November '03, while there has been a significant decrease in the number of complaints filed against WASA & TSTT.

Fig. 2



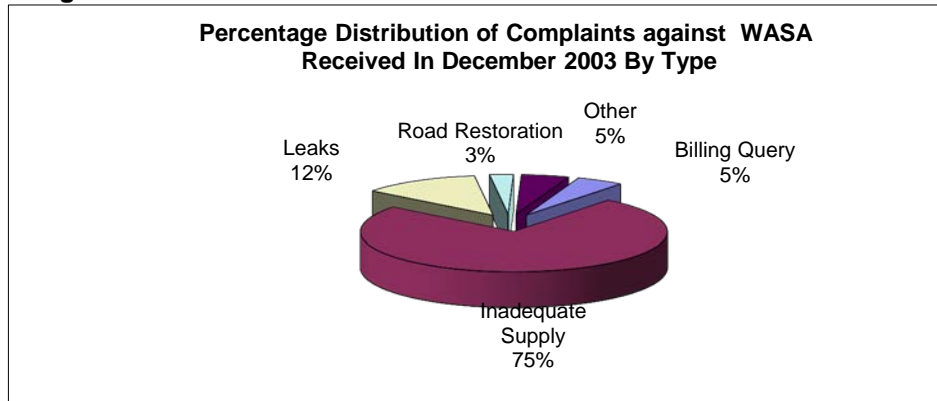
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2003 and their status, as well as, the type and number of all unresolved complaints as at December 31, 2003. Figure 3 shows the percentage distribution of the complaints received in December 2003 by type. There were marginal changes when compared to November '03

Table 4

Complaint Category	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	40	2	5%	0	3	39
Inadequate Supply	22	30	75%	23	9	20
Leaks	4	5	13%	3	2	4
Road Restoration	2	1	3%	0	1	2
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Total	88	40	100%	28	17	83

Fig. 3



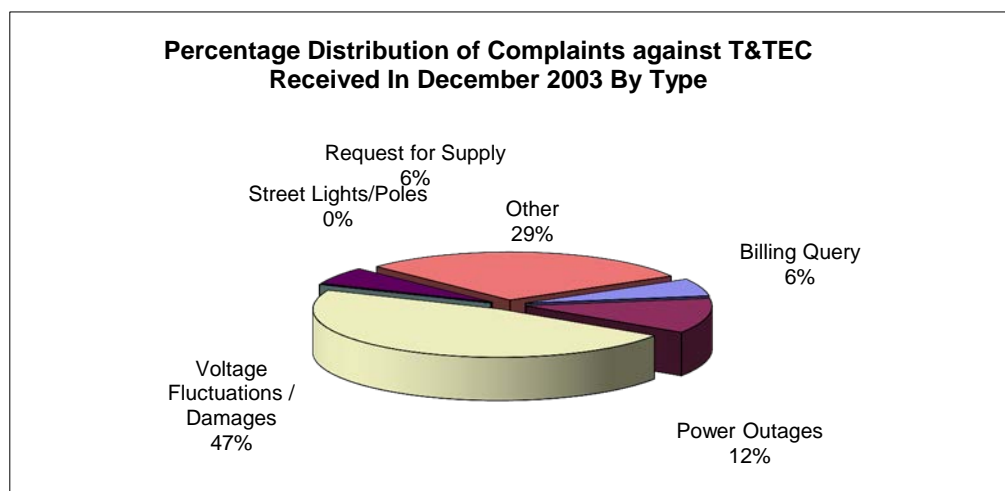
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in December 2003 and their status, as well as, the type and number of all unresolved complaints as at December 31, 2003. Figure 4 shows the percentage distribution of the complaints received in December 2003 by type. The number of complaints related to Voltage Fluctuations/Damages increased by 7 (700%) when compared to November '03

Table 5

Complaint Type	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	12	1	6%	0	3	10
Power Outages	4	2	12%	1	0	5
Volt. Fluct /Damages	21	8	47%	1	7	21
Street Lights/Poles	1	0	0%	0	0	1
Request for Supply	8	1	6%	0	0	9
Other	10	5	29%	1	1	13
Total	56	17	100%	3	11	59

Fig. 4



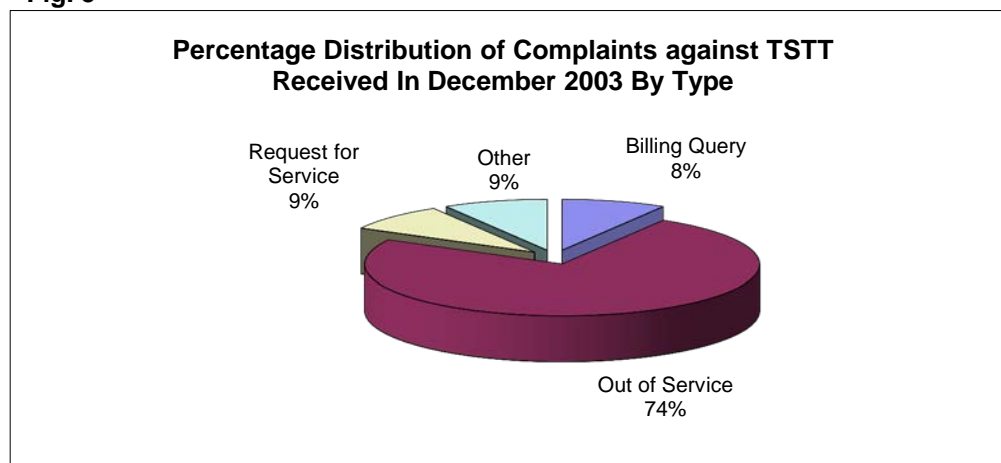
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in December 2003 and their status, as well as, the type and number of all unresolved complaints as at December 31, 2003. Figure 5 shows the percentage distribution of the complaints received in December 2003 by type. The number of Out of Service complaints has only increased by 3 or 13% when compared with November '03.

Table 6

Complaint Type	Total Unresolved Complaints As At November 30, 2003	Complaints Received in Dec. '03	Percentage Distribution of Complaints Received	Complaints Resolved in Dec. '03	Complaints Resolved From Previous Period	Total Unresolved Complaints As At December 31, 2003
Billing Query	20	3	9%	1	4	18
Out of Service	16	26	74%	11	6	4
Request for Service	4	3	9%	0	0	7
Other	11	3	9%	0	5	8
Total	51	35	100%	12	15	37

Fig. 5



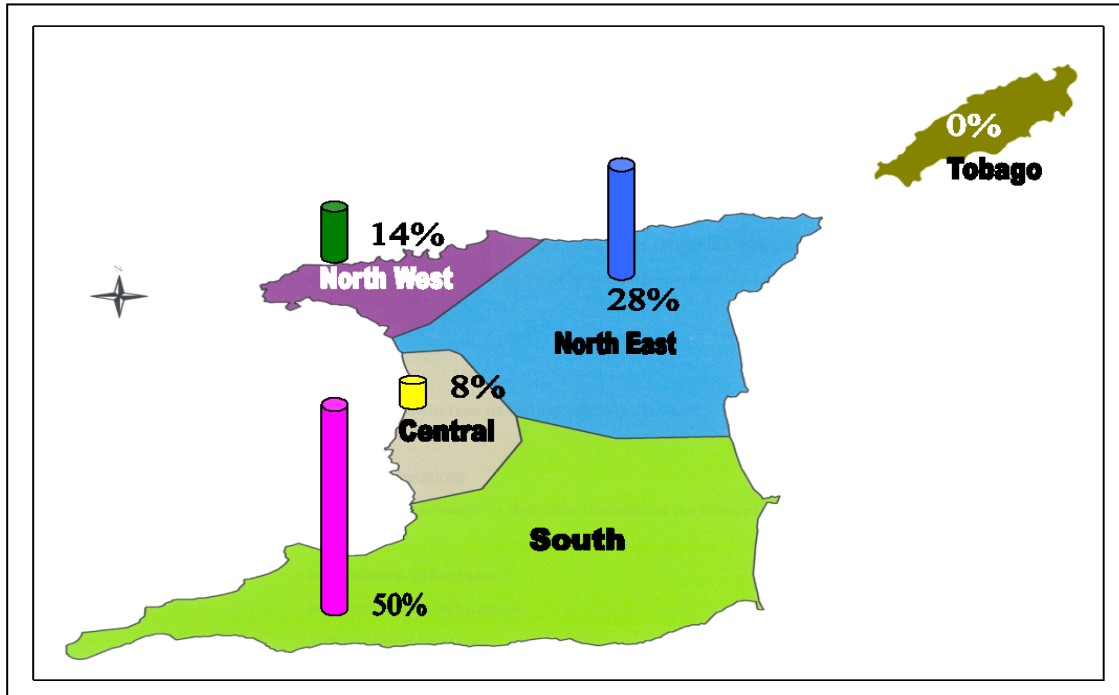
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in December 2003 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	11 or 27%	07 or 41%	08 or 24%	26 or 28%
North West	04 or 10%	05 or 29%	04 or 12%	13 or 14%
Central	02 or 05%	02 or 12%	03 or 09%	07 or 08%
South	24 or 59%	03 or 18%	19 or 56%	46 or 50%
Tobago	0 or 0%	0 or 0%	0 or 0%	0 or 0%
Total	41	17	34	92

Fig. 6



The number of complaints received in the South region increased by 12 or 35%. The number of complaints from North West and Central regions decreased by 9 or 41% and 4 or 36% respectively when compared to November '03. However, the South region represented 50% of all complaints received and continues to be the region with the highest number of complaints. Overall, the areas recording the highest number of complaints were Princes Town (10), Penal (8) and Arima (5). As indicated in Table 4, forty-one complaints were registered against WASA. For this Service Provider the number of complaints from the North West region decreased by 10 or 71% when compared to November '03. In the South region the area of Penal had 8 complaints seven of which were related to Inadequate Supply. No other significant relationship was drawn between the number of complaints and location.

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in December 2003.

Fig. 7

