

**Monthly Complaints Report
December 2005**

1.0 Overview of Complaints

This report provides an analysis of all complaints received in December 2005, as well as all outstanding complaints against Service Providers as at December 31, 2005.

| Status | Dec '04 | Dec '05 | Jan '05 - Dec '05 |
|---|----------------|----------------|--------------------------|
| Number of complaints received | 137 | 304 | 2,938 |
| Number of complaints resolved | 62 | 189 | 2,380 |
| Number of complaints unresolved | 75 | 115 | 496 |
| Number of complaints withdrawn | 0 | 0 | 62 |
| Resolution rate for complaints received | 45% | 62% | 83% |
| No. of outstanding complaints resolved | 39 | 100 | 39 |
| Total number of complaints resolved | 101 | 289 | 2,419 |
| Rebate/compensation awarded to customers | | TT\$0 | TT\$740,965 |

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 Nov 30, 2005 | No & % of Complaints Received in Dec '05 | No & % of Dec '05 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Dec 31, '05 |
|---------------------------|---|---|--|---|--|
| Billing Query | 120 | 8 (3%) | 1 (0%) | 10 | 117 (30%) |
| Inadequate Supply | 178 | 245 (88%) | 173 (62%) | 52 | 198 (51%) |
| Leaks | 13 | 20 (7%) | 9 (3%) | 8 | 16 (4%) |
| Request for Service | 17 | 0 (0%) | 0 (0%) | 0 | 17 (4%) |
| Road Restoration | 9 | 3 (1%) | 0 (0%) | 0 | 12 (3%) |
| Other | 26 | 4 (1%) | 0 (0%) | 2 | 28 (7%) |
| Total | 363 | 280 | 183(65%) | 72 | 388 |

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 Nov 30, 2005 | No & % of Complaints Received in Dec '05 | No & % of Dec '05 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Dec 31, '05 |
|---------------------------|---|---|--|---|--|
| Billing Query | 28 | 2 (8%) | 1 (4%) | 1 | 28 (9%) |
| Damage Appliances | 118 | 4 (17%) | 0 (0%) | 1 | 121 (37%) |
| High / Low Voltage | 48 | 2 (8%) | 1 (4%) | 9 | 40 (12%) |
| Power Outages | 31 | 3 (13%) | 2 (8%) | 4 | 28 (9%) |
| Request for Service | 19 | 1 (4%) | 0 (0%) | 3 | 17 (5%) |
| Street Lights / Poles | 67 | 10 (42%) | 2 (8%) | 7 | 68 (21%) |
| Other | 25 | 2 (8%) | 0 (0%) | 3 | 24 (7%) |
| Total | 336 | 24 | 6(25%) | 28 | 326 |

2.0 Complaints Analysis

| Monthly | Dec '04 | Dec '05 | Nov '05 |
|--|------------|------------|------------|
| Number of complaints received | 137 | 304 | 285 |
| Number of complaints resolved | 62 | 189 | 148 |
| Number of complaints unresolved | 75 | 115 | 137 |
| Resolution rate for complaints received | 45% | 62% | 52% |
| No. of outstanding complaints resolved | 39 | 100 | 135 |
| Total number of complaints resolved | 101 | 289 | 283 |

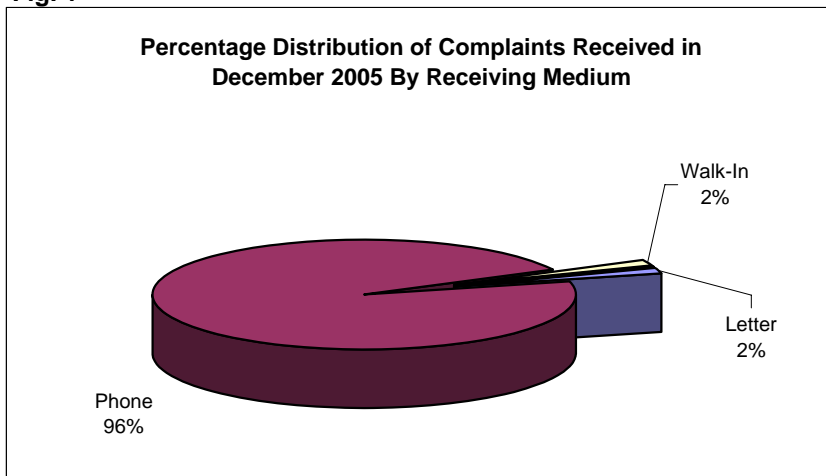
The total number of complaints received in December 2005 increased by 19 or 7% when compared to Nov '05. Using the same comparative period, the resolution rate for December 2005 increased by 20%. The number of complaints resolved for the current month increased by 41 or 28% and from a previous period (unresolved from Jan '03 to Nov '05) decreased by 35 or 26%. The total number of complaints resolved overall increased by 6 or 2%. The cumulative number of complaints received and resolved from Jan - Dec '05 increased by 1603 or 120% and by 1474 or 163% respectively when compared to Jan - Dec '04. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

| Cumulative | Jan - Dec '04 | Jan '05 - Dec '05 |
|---------------------------------|---------------|-------------------|
| Number of complaints received | 1,335 | 2,938 |
| Number of complaints resolved | 906 | 2,380 |
| Number of complaints unresolved | 429 | 496 |
| Number of complaints withdrawn | 83 | 62 |
| Resolution rate | 72% | 83% |

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2005 by receiving medium. The number of complaints received by Telephone increased by 26 or 10% and Walk in decreased by 5 or 50%, when compared to Nov '05.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2005 by Service Provider. The number of complaints filed against WASA have increased by 40 or 17% and those filed against T&TEC decreased by 20 or 45% when compared to Nov '05.

Fig. 2

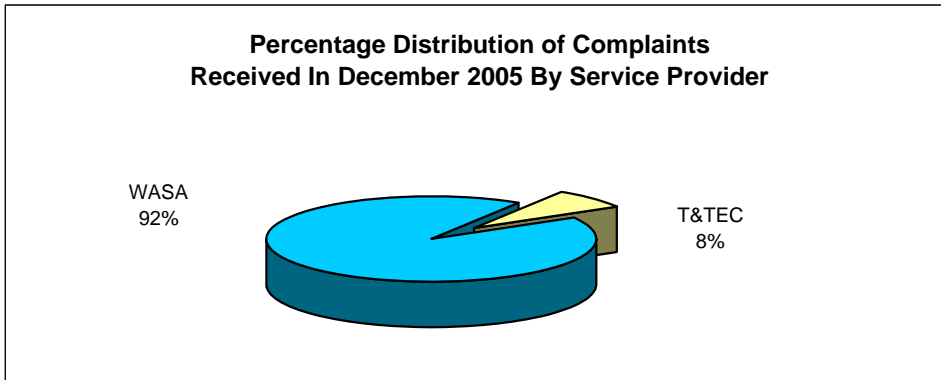
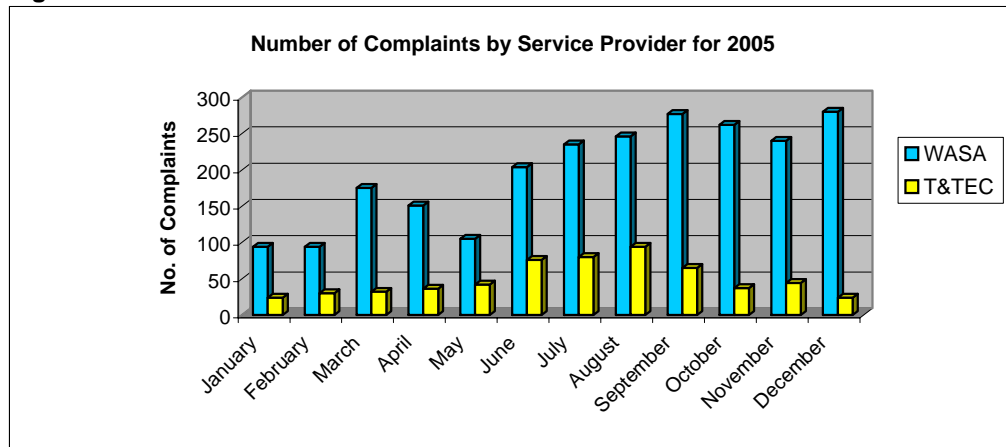


Fig. 3



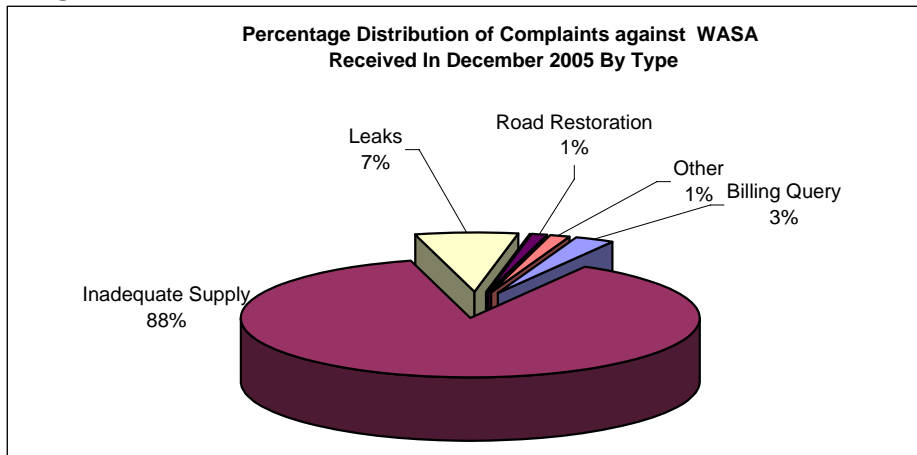
4.1 **Complaints Filed Against The Water and Sewerage Authority**

Table 3 shows the number and category of complaints received against WASA in December 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2005 by type. When compared to Nov '05 the number of complaints related to Inadequate Supply increased by 34 or 16% and Leaks increased by 4 or 25%. No other significant changes were observed.

Table 3: Summary of Complaints Filed Against WASA

| Complaint Category | Total Unresolved Complaints as at Nov 30, 2005 | No of Complaints Received in Dec '05 | No of Dec '05 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Dec 31, '05 |
|---------------------|--|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 120 | 8 | 1 | 10 | 117 |
| Inadequate Supply | 178 | 245 | 173 | 52 | 198 |
| Leaks | 13 | 20 | 9 | 8 | 16 |
| Request for Service | 17 | 0 | 0 | 0 | 17 |
| Road Restoration | 9 | 3 | 0 | 0 | 12 |
| Other | 26 | 4 | 0 | 2 | 28 |
| Total | 363 | 280 | 183 | 72 | 388 |

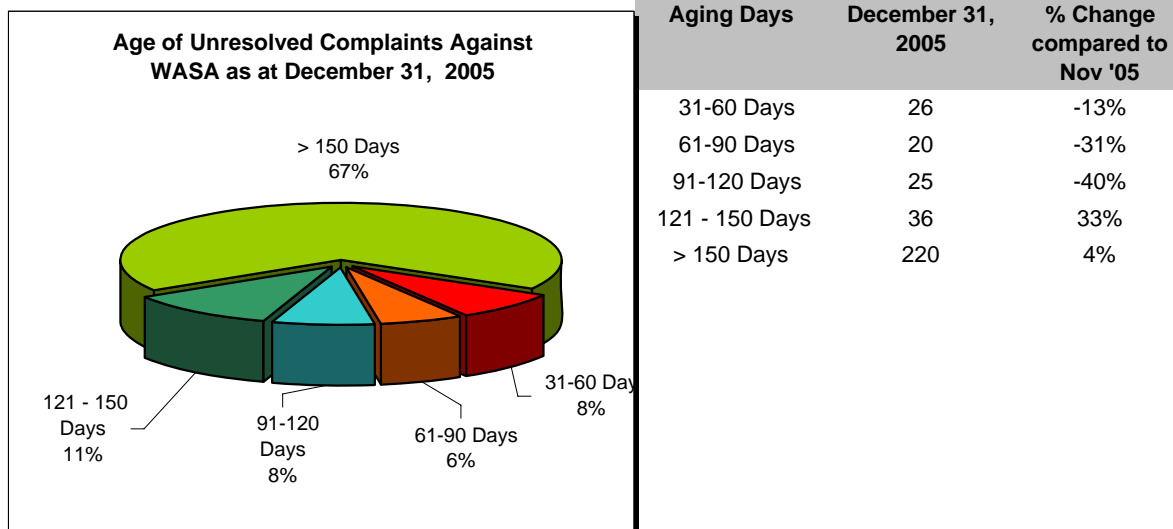
Fig. 4



| Cumulative | Jan '05 - Dec '05 |
|---------------------------------|-------------------|
| Number of complaints received | 2,308 |
| Number of complaints resolved | 2,042 |
| Number of complaints unresolved | 266 |
| Number of complaints withdrawn | 52 |
| Resolution rate | 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 | December 31, 2005 | % Change compared to Nov '05 |
|----------------|-------------------|------------------------------|
| 31-60 Days | 26 | -13% |
| 61-90 Days | 20 | -31% |
| 91-120 Days | 25 | -40% |
| 121 - 150 Days | 36 | 33% |
| > 150 Days | 220 | 4% |

The majority of complaints that are over 150 days relates to Billing Queries as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

| Complaint Category | Aging Days | | | | | Total |
|---------------------|------------|-----------|-----------|-----------|------------|------------|
| | 31-60 | 61-90 | 91-120 | 121 - 150 | > 150 | |
| Billing Query | 6 (23%) | 2 (10%) | 5 (20%) | 7 (19%) | 94 (43%) | 114 |
| Inadequate Supply | 12 (46%) | 14 (70%) | 17 (68%) | 20 (56%) | 87 (40%) | 150 |
| Leaks | 4 (15%) | 2 (10%) | 0 (0%) | 1 (3%) | 5 (2%) | 12 |
| Other | 0 (0%) | 1 (5%) | 2 (8%) | 2 (6%) | 19 (9%) | 24 |
| Request for Service | 2 (8%) | 0 (0%) | 0 (0%) | 4 (11%) | 10 (5%) | 16 |
| Road Restoration | 2 (8%) | 1 (5%) | 1 (4%) | 2 (6%) | 5 (2%) | 11 |
| | 26 | 20 | 25 | 36 | 220 | 327 |

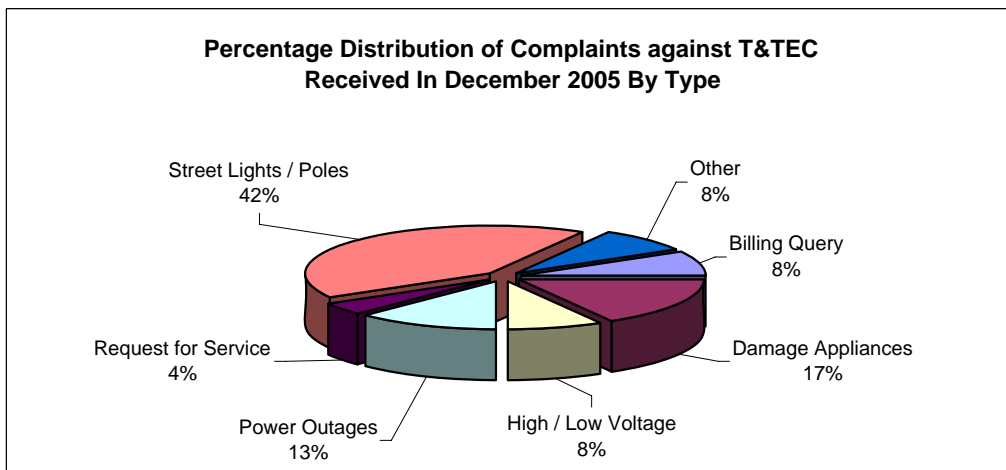
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in December 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in December 2005 by type. When compared to Nov '05, the number of complaints related to Billing Queries decreased by 5 or 71%, Power Outages decreased by 5 or 56%, Voltage Fuctuations/Damages decreased by 3 or 60%, and the category Other decreased by 6 or 38% .

Table 5: Summary of Complaints Filed Against T&TEC

| Complaint Type | Total Unresolved Complaints as at Nov 30, 2005 | No of Complaints Received in Dec '05 | No of Dec '05 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Dec 31, '05 |
|-----------------------|--|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 28 | 2 | 1 | 1 | 28 |
| Damage Appliances | 118 | 4 | 0 | 1 | 121 |
| High / Low Voltage | 48 | 2 | 1 | 9 | 40 |
| Power Outages | 31 | 3 | 2 | 4 | 28 |
| Request for Service | 19 | 1 | 0 | 3 | 17 |
| Street Lights / Poles | 67 | 10 | 2 | 7 | 68 |
| Other | 25 | 2 | 0 | 3 | 24 |
| Total | 336 | 24 | 6 | 28 | 326 |

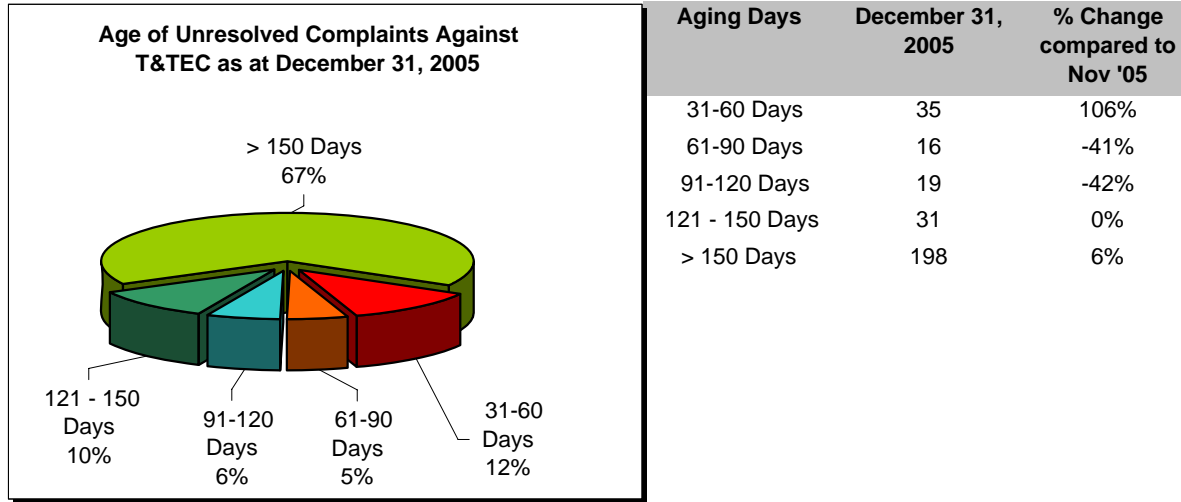
Fig. 6



| Cumulative | Jan '05 - Dec '05 |
|---------------------------------|-------------------|
| Number of complaints received | 578 |
| Number of complaints resolved | 338 |
| Number of complaints unresolved | 230 |
| Number of complaints withdrawn | 10 |
| Resolution rate | 60% |

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 | December 31, 2005 | % Change compared to Nov '05 |
|----------------|-------------------|------------------------------|
| 31-60 Days | 35 | 106% |
| 61-90 Days | 16 | -41% |
| 91-120 Days | 19 | -42% |
| 121 - 150 Days | 31 | 0% |
| > 150 Days | 198 | 6% |

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: 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 | 4 (11%) | 1 (6%) | 0 (0%) | 2 (6%) | 8 (4%) | 15 |
| Damage Appliances | 8 (23%) | 3 (19%) | 3 (16%) | 12 (39%) | 92(46%) | 118 |
| High / Low Voltage | 4 (11%) | 2 (13%) | 6 (32%) | 6 (19%) | 20(10%) | 38 |
| Other | 1 (3%) | 2 (13%) | 2 (11%) | 1 (3%) | 14 (7%) | 20 |
| Power Outages | 3 (9%) | 4 (25%) | 3 (16%) | 1 (3%) | 17 (9%) | 28 |
| Request for Service | 1 (3%) | 1 (6%) | 1 (5%) | 2 (6%) | 10 (5%) | 15 |
| Street Lights / Poles | 14 (40%) | 3 (19%) | 4 (21%) | 7 (23%) | 37(19%) | 65 |
| Totals | 35 | 16 | 19 | 31 | 198 | 299 |

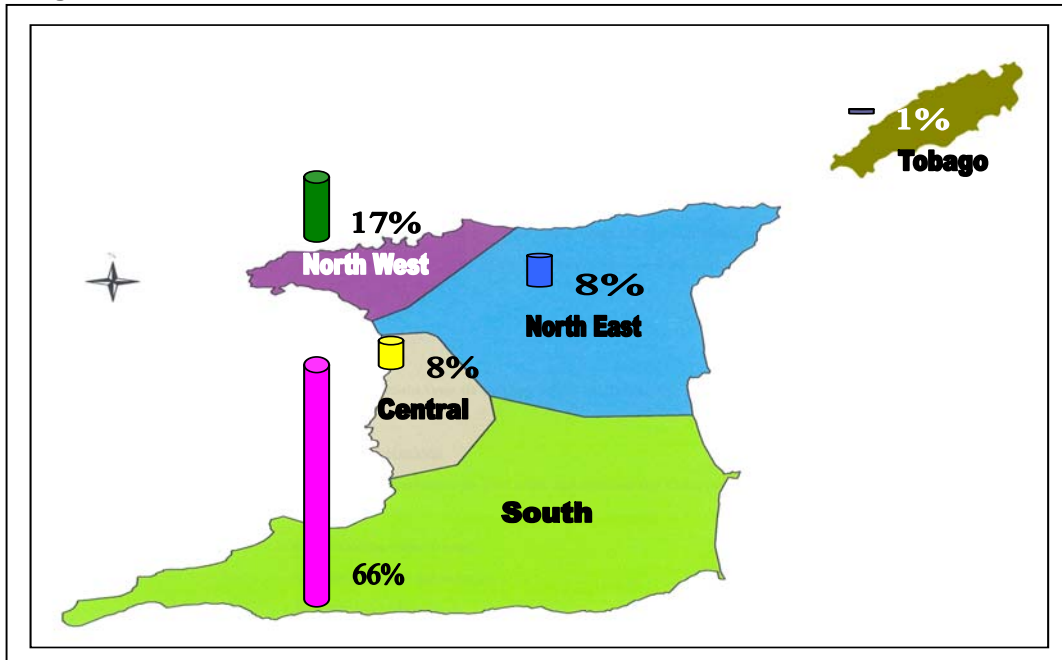
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 December 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

| REGION | WASA | T&TEC | Total |
|--------------|------------|-----------|------------|
| North East | 18 (6%) | 6 (25%) | 24 (8%) |
| North West | 44 (16%) | 8 (33%) | 52 (17%) |
| Central | 21 (8%) | 3 (13%) | 24 (8%) |
| South | 196 (70%) | 4 (17%) | 200 (66%) |
| Tobago | 1 (0%) | 3 (13%) | 4 (1%) |
| Total | 280 | 24 | 304 |

Fig. 8



When compared to Nov '05, the number of complaints from the Central region increased by 1 or 4%, from the North East decreased by 19 or 44%, from the North West decreased by 14 or 21%, complaints from the South region increased by 50 or 33% while those from Tobago increased by 2 or 100%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Dec '05 .

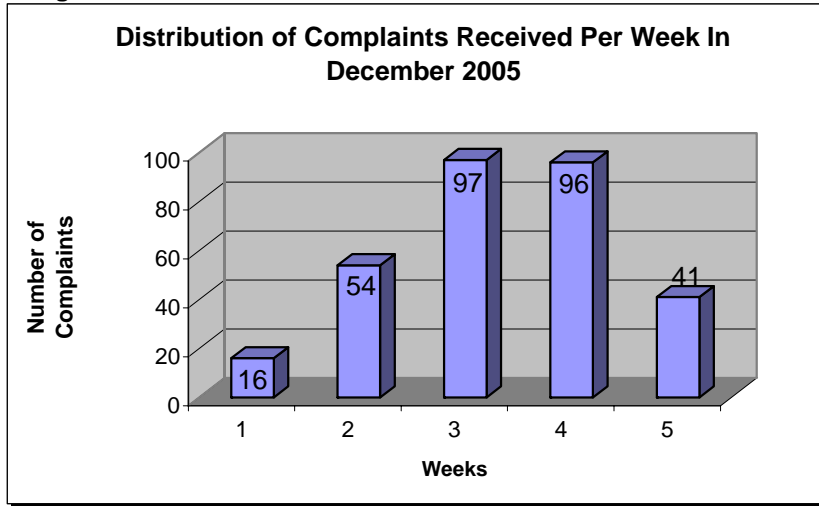
Table 8: Problematic Areas

| Service Provider | Complaint Category | Region | Area | No of Complaints |
|------------------|-----------------------|--------------|---------------|------------------|
| WASA | Inadequate Supply | South | Princes Town | 381 |
| | | South | Barrackpore | 177 |
| | | South | Penal | 176 |
| | | South | San Fernando | 99 |
| | | South | Williamsville | 91 |
| | | South | Gasparillo | 70 |
| | | South | Moruga | 69 |
| | | North West | Belmont | 57 |
| | | South | Siparia | 54 |
| | North West | Diego Martin | 50 | |
| | Billing Query | North East | Arima | 18 |
| T&TEC | Street Lights / Poles | South | Penal | 13 |
| | Street Lights / Poles | North East | Sangre Grande | 11 |
| | Street Lights / Poles | South | Princes Town | 10 |
| | Damage Appliances | Tobago | Tobago | 10 |

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in December 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05 - Dec '05

