



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

December 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in December 2006, as well as all outstanding complaints against Service Providers as at December 31, 2006.

Status	Dec '05	Dec '06	Jan '06 - Dec '06
Number of complaints received	304	316	3,922
Number of complaints resolved	189	193	3,343
Number of complaints unresolved	115	123	564
Number of complaints withdrawn	0	0	68
Resolution rate for complaints received	62%	61%	87%
No. of outstanding complaints resolved	100	195	439
Total number of complaints resolved	289	388	3,782
Rebate/compensation awarded to customers		TT\$0	TT\$502,875

WASA \$413,525
T&TEC \$89,350

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, 2006	No & % of Complaints Received in Dec '06	No & % of Dec '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '06
Billing Query	224	2 (1%)	0 (0%)	9	217 (45%)
Inadequate Supply	232	252 (92%)	172 (63%)	126	186 (38%)
Leaks	22	16 (6%)	9 (3%)	13	16 (3%)
Request for Service	22	1 (0%)	1 (0%)	1	21 (4%)
Road Restoration	11	0 (0%)	1 (0%)	1	9 (2%)
Other	37	2 (1%)	0 (0%)	4	35 (7%)
Total	548	273	183(67%)	154	484

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, 2006	No & % of Complaints Received in Dec '06	No & % of Dec '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '06
Billing Query	18	4 (9%)	0 (0%)	3	19 (7%)
Damage Appliances	123	3 (7%)	0 (0%)	2	124 (43%)
High / Low Voltage	25	6 (14%)	2 (5%)	6	23 (8%)
Power Outages	14	2 (5%)	0 (0%)	6	10 (3%)
Request for Service	10	0 (0%)	0 (0%)	3	7 (2%)
Street Lights / Poles	91	22 (51%)	5 (12%)	18	90 (31%)
Other	15	6 (14%)	3 (7%)	3	15 (5%)
Total	296	43	10 (23%)	41	288

2.0 Complaints Analysis

Monthly	Dec '05	Dec '06	Nov '06
Number of complaints received	304	316	323
Number of complaints resolved	189	193	173
Number of complaints unresolved	115	123	150
Resolution rate for complaints received	62%	61%	54%
No. of outstanding complaints resolved	100	195	96
Total number of complaints resolved	289	388	269

The total number of complaints received in December 2006 decreased by 7 or 2% when compared to Nov '06. Using the same comparative period, the resolution rate for December 2006 increased by 14%. The number of complaints resolved for the current month increased by 20 or 12% and from a previous period (unresolved from Jan '03 to Nov '06) increased by 99 or 103%. The total number of complaints resolved overall increased by 119 or 44%.

Cumulative	Jan - Dec '05	Jan - Dec '06
Number of complaints received	2,938	3,922
Number of complaints resolved	2,380	3,343
Number of complaints unresolved	558	564
Number of complaints withdrawn	62	68
Resolution rate	83%	87%

The cumulative number of complaints received and resolved from Jan - Dec '06 increased by 984 or 33% and increased by 963 or 40% respectively when compared to Jan - Dec '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 316 complaints recorded for Dec '06 were reported by 201 customers of which 84 or 42% were new customers. Table 3 shows the frequency of complaints where 118 customers made only one complaint whilst cumulatively 83 or 41% of our customers made more than one complaint. For the period Jan - Dec '06, 1554 customers made 3922 complaints to the RIC of which 1220 or 79% were new customers.

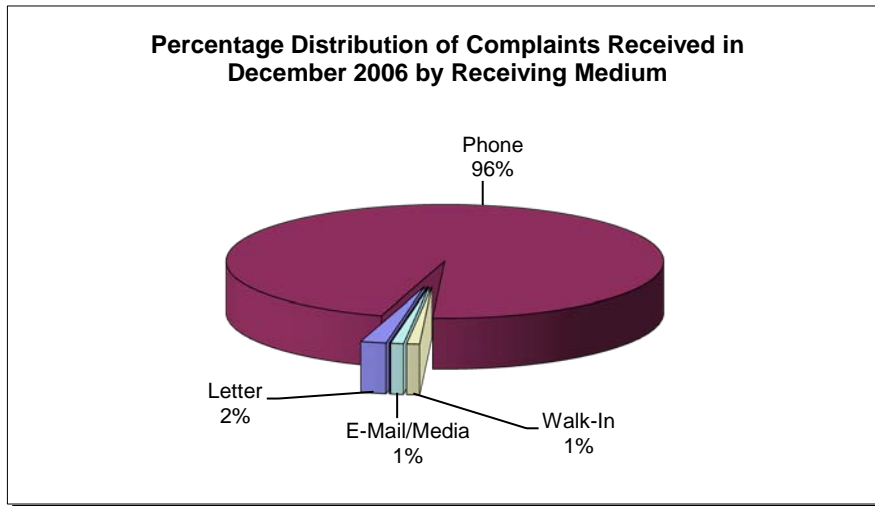
Table 3: Frequency of Complaints

No. of Complaints	No. of Dec '06 Customers	% of Repeated Customers Dec '06	No. of Customers Jan - Dec '06	% of Repeated Customers Jan - Dec '06
1	118	59	826	53
2	60	30	316	20
3	14	7	118	8
4	9	4	90	6
5	0	0	42	3
>6	0	0	162	10
0	201		1554	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2006 by receiving medium. The number of complaints received by Letter decreased by 17 or 74%, and Telephone increased by 10 or 3%, when compared to Nov '06.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2006 by Service Provider. The number of complaints filed against WASA have decreased by 8 or 3% and those filed against T&TEC increased by 1 or 2% when compared to Nov '06.

Fig. 2

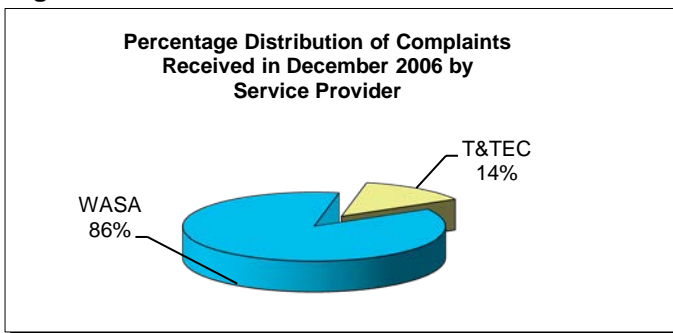
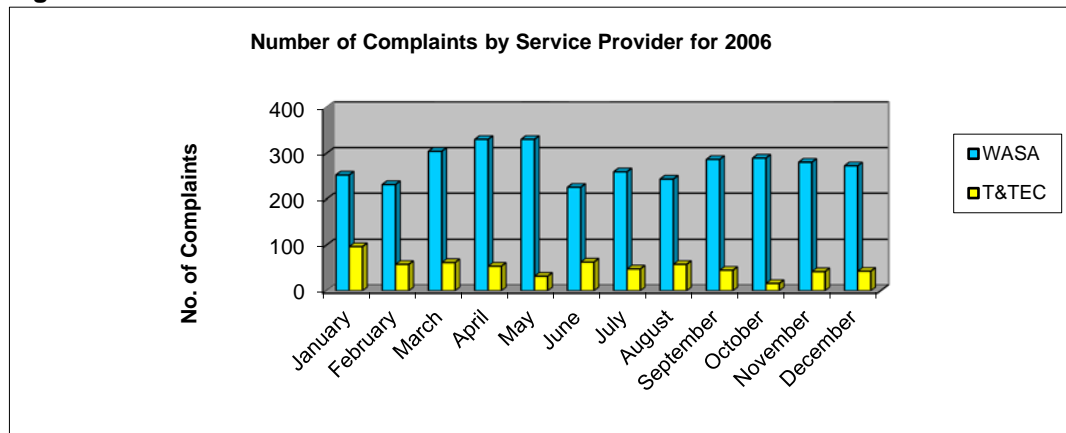


Fig. 3



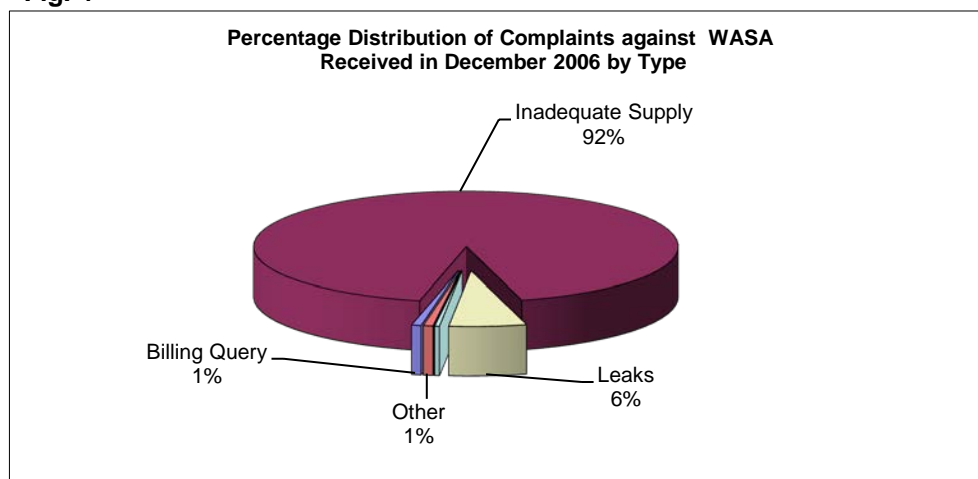
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2006 by type. When compared to Nov '06 the number of complaints related to Billing Queries decreased by 12 or 86%, Inadequate Supply increased by 9 or 4%, and Leaks decreased by 4 or 20%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Nov 30, 2006	No of Complaints Received in Dec '06	No of Dec '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '06
Billing Query	224	2	0	9	217 (45%)
Inadequate Supply	232	252	172	126	186 (38%)
Leaks	22	16	9	13	16 (3%)
Request for Service	22	1	1	1	21 (4%)
Road Restoration	11	0	1	1	9 (2%)
Other	37	2	0	4	35 (7%)
Total	548	273	183	154	484

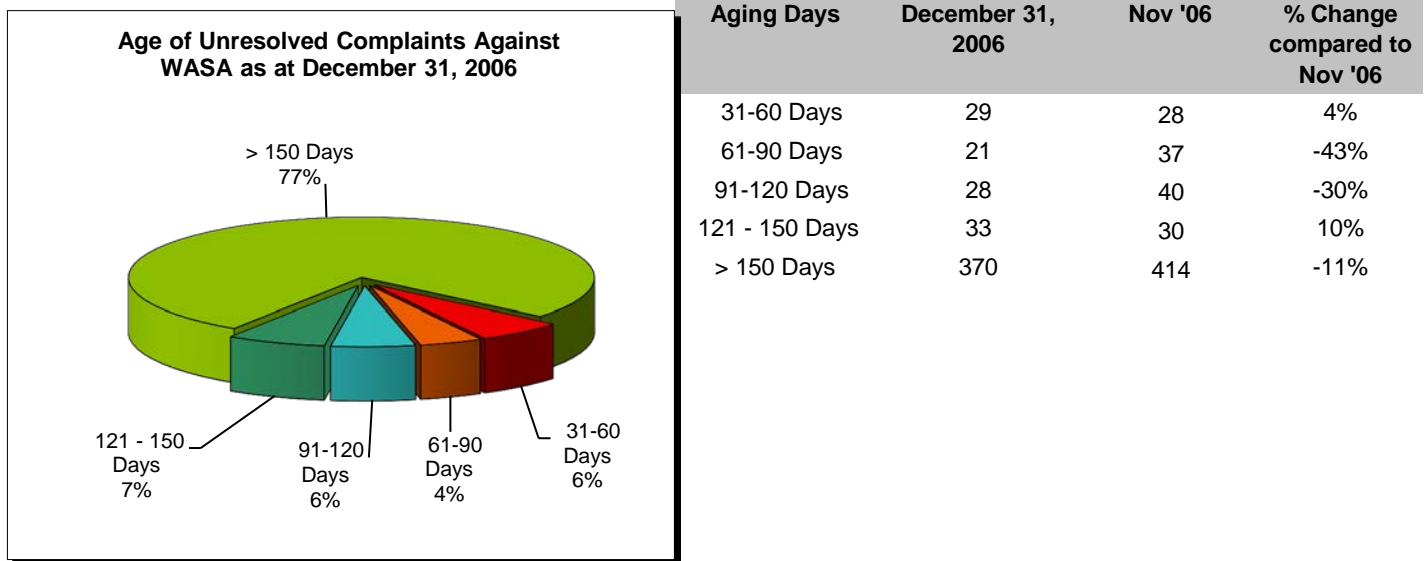
Fig. 4



Cumulative	Jan - Dec '06
Number of complaints received	3,294
Number of complaints resolved	2,924
Number of complaints unresolved	370
Number of complaints withdrawn	53
Resolution rate	90%

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, 2006	Nov '06	% Change compared to Nov '06
31-60 Days	29	28	4%
61-90 Days	21	37	-43%
91-120 Days	28	40	-30%
121 - 150 Days	33	30	10%
> 150 Days	370	414	-11%

The majority of complaints that are over 150 days relates to 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 (45%)	5 (24%)	9 (32%)	14 (42%)	173 (47%)	224 (44%)
Inadequate Supply	10 (34%)	12 (57%)	17 (61%)	14 (42%)	133 (36%)	233 (39%)
Leaks	3 (10%)	1 (5%)	1 (4%)	(0%)	11 (3%)	22 (3%)
Other	3 (10%)	1 (5%)	1 (4%)	1 (3%)	29 (8%)	37 (7%)
Request for Service	(0%)	(0%)	(0%)	4 (12%)	17 (5%)	22 (4%)
Road Restoration	(0%)	2 (10%)	(0%)	(0%)	7 (2%)	11 (2%)
	29	21	28	33	370	549

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

Complaint Type	Jan '06 - Dec '06	Dec '06
Billing Classification	6,596.00	-
Billing Query	380,788.00	-
Retroactive Billing Adjustment	26,141.00	-
	\$ 413,525.00	-

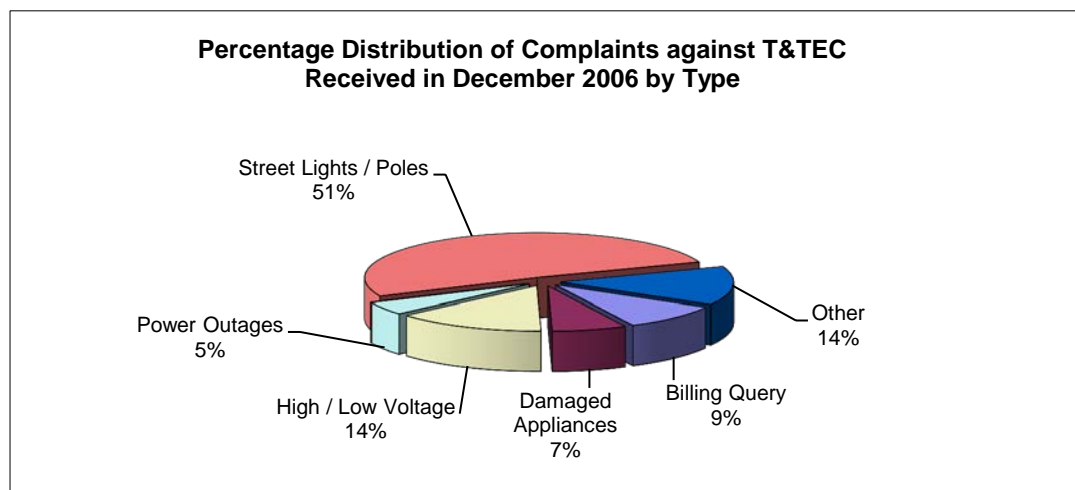
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in December 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in December 2006 by type. When compared to Nov '06, the number of complaints related to Billing Queries decreased by 2 or 33%, Damage Appliances decreased by 3 or 50%, High/ Low Voltage decreased by 3 or 33%, Lights/Poles increased by 6 or 38%, and the category Other increased by 2 or 50% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Nov 30, 2006	No of Complaints Received in Dec '06	No of Dec '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '06
Billing Query	18	4	0	3	19 (7%)
Damaged Appliances	123	3	0	2	124 (43%)
High / Low Voltage	25	6	2	6	23 (8%)
Power Outages	14	2	0	6	10 (3%)
Request for Service	10	0	0	3	7 (2%)
Street Lights / Poles	91	22	5	18	90 (31%)
Other	15	6	3	3	15 (5%)
Total	296	43	10	41	288

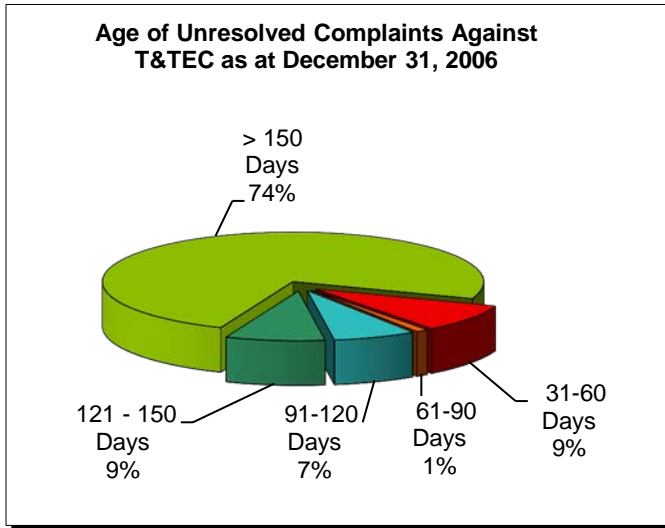
Fig. 6



Cumulative	Jan - Dec '06
Number of complaints received	628
Number of complaints resolved	419
Number of complaints unresolved	194
Number of complaints withdrawn	15
Resolution rate	68%

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, 2006	Nov '06	% Change compared to Nov '06
31-60 Days	26	9	189%
61-90 Days	3	29	-90%
91-120 Days	20	28	-29%
121 - 150 Days	24	12	100%
> 150 Days	212	218	-3%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	2 (8%)	1 (33%)	(0%)	3 (13%)	13 (6%)	19 (7%)
Damaged Appliances	6 (23%)	(0%)	3 (15%)	9 (38%)	105 (50%)	123 (43%)
High / Low Voltage	6 (23%)	(0%)	2 (10%)	(0%)	15 (7%)	23 (8%)
Other	1 (4%)	(0%)	2 (10%)	3 (13%)	9 (4%)	15 (5%)
Power Outages	(0%)	(0%)	1 (5%)	(0%)	8 (4%)	9 (3%)
Request for Service	(0%)	(0%)	2 (10%)	(0%)	5 (2%)	7 (2%)
Street Lights / Poles	11 (42%)	2 (67%)	10 (50%)	9 (38%)	57 (27%)	89 (31%)
Totals	26	3	20	24	212	285

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

Complaint Type	Jan - Dec '06	Dec '06
Billing Query	19,392.00	-
Damage to Property	111.00	-
Damaged Appliance	68,599.00	-
Request for Service	1,248.00	-
	89,350.00	-

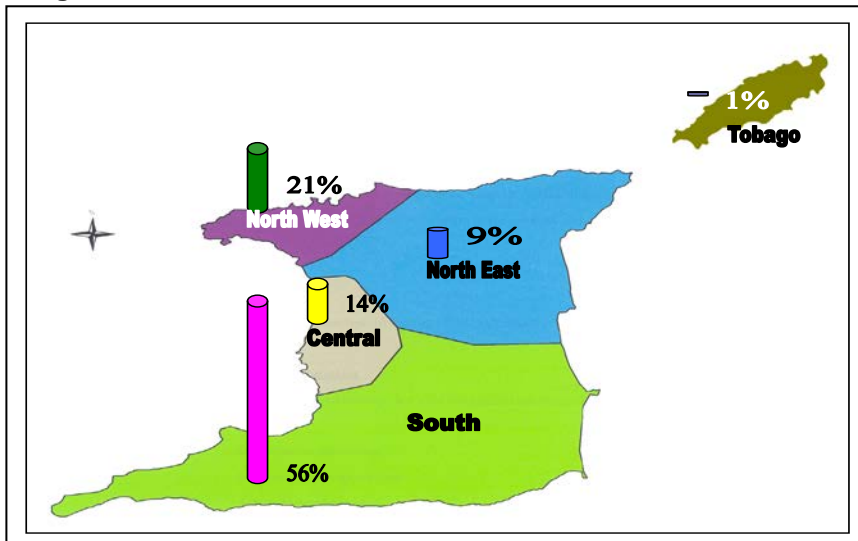
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in December 2006 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	16 (6%)	13 (30%)	29 (9%)
North West	58 (21%)	8 (19%)	66 (21%)
Central	35 (13%)	8 (19%)	43 (14%)
South	164 (60%)	12 (28%)	176 (56%)
Tobago	0 (0%)	2 (5%)	2 (1%)
Total	273	43	316

Fig. 8



When compared to Nov '06, the number of complaints from the Central region increased by 19 or 79%, from the North East increased by 5 or 21%, from the North West decreased by 38 or 37%, complaints from the and South region increased by 6 or 4%.

For the month of Nov '06 areas in the South region such as Penal, Princes Town and Barrackpore continued to experience an inadequate supply as evident by the number of complaints recorded for the current period of 48, 37 and 17 respectively. Areas that reported this similar type of complaint in the North Western region are Glencoe with 12 complaints and Laventille 11.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Dec '06 .

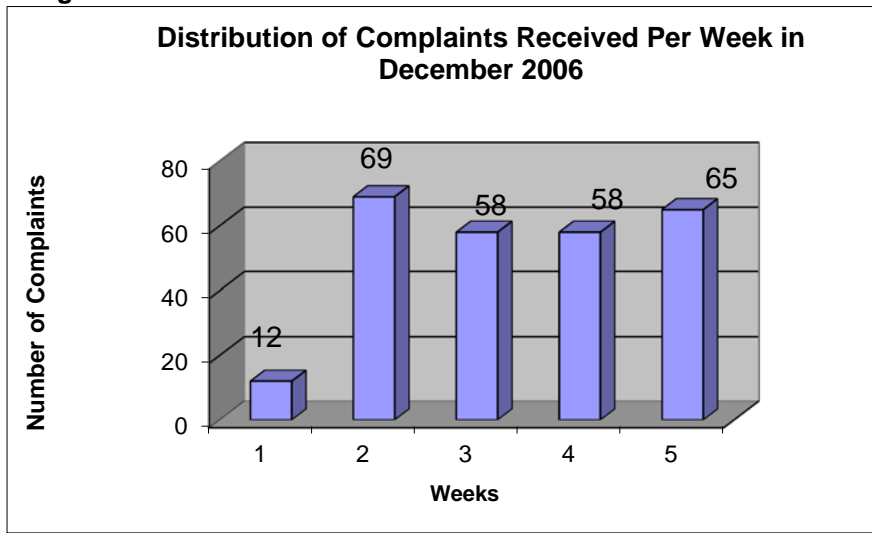
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	506
	"	South	Barrackpore	309
	"	South	Princes Town	302
	"	South	San Fernando	112
	"	North West	St. Anns	78
	"	North West	Diego Martin	73
	"	North West	St. James	70
	"	North West	Laventille	70
	Billing Query	North West	Belmont	66
	Billing Query	South	Moruga	62
	Leaks	Central	Cunupia	62
T&TEC	Street Lights / Poles	South	Barrackpore	31
	Street Lights / Poles	Tobago	Tobago	21
	High / Low Voltage	South	Penal	12
	Damaged Appliances	Tobago	Tobago	10

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in December 2006

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Dec '06

