



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

December 2010

**1.0 Overview of Complaints**

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

Status	Dec '09	Dec '10	Jan '10 - Dec '10		
Number of complaints received	361	291	4,557		
Number of complaints resolved	195	214	4,098		
Number of complaints unresolved	166	77	326		
Number of complaints withdrawn	0	0	133		
<b>Resolution rate for complaints received</b>	<b>54%</b>	<b>74%</b>	<b>93%</b>		
No. of outstanding complaints resolved	310	547	158		
Total number of complaints resolved	<b>505</b>	<b>761</b>	<b>4,256</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$68,815</b>	<b>TT\$138</b>	<b>TT\$1,174,698</b>	WASA	\$
				T&TEC	\$11

**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, '10	No & % of Complaints Received in Dec '10	No & % of Dec '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '10
Billing Query	289	1 (0%)	0 (0%)	10	280 (46%)
Inadequate Supply	542	223 (87%)	186 (72%)	358	221 (36%)
Leaks	35	27 (11%)	12 (5%)	26	24 (4%)
Request for Service	43	0 (0%)	0 (0%)	14	29 (5%)
Road Restoration	22	1 (0%)	0 (0%)	17	6 (1%)
Other	77	5 (2%)	1 (0%)	30	51 (8%)
<b>Total</b>	<b>1008</b>	<b>257</b>	<b>199 (77%)</b>	<b>455</b>	<b>611</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 Nov 30, '10	No & % of Complaints Received in Dec '10	No & % of Dec '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '10
Billing Query	23	5 (15%)	2 (6%)	16	10 (6%)
Damage Appliances	87	6 (18%)	1 (3%)	26	66 (40%)
High / Low Voltage	9	5 (15%)	3 (9%)	5	6 (4%)
Power Outages	27	3 (9%)	1 (3%)	10	19 (11%)
Request for Service	17	3 (9%)	3 (9%)	5	12 (7%)
Street Lights / Poles	46	10 (29%)	3 (9%)	20	33 (20%)
Other	30	2 (6%)	2 (6%)	10	20 (12%)
<b>Total</b>	<b>239</b>	<b>34</b>	<b>15 (44%)</b>	<b>92</b>	<b>166</b>

## 2.0 Complaints Analysis

Monthly	Dec '09	Dec '10	Nov '10
Number of complaints received	361	291	259
Number of complaints resolved	195	214	123
Number of complaints unresolved	166	77	136
Resolution rate for complaints received	54%	74%	47%
No. of outstanding complaints resolved	310	547	158
Total number of complaints resolved	505	761	281

The total number of complaints received in December 2010 increased by 32 or 12% when compared to Nov '10. Using the same comparative period, the resolution rate for December 2010 increased by 55%. The number of complaints resolved for the current month increased by 91 or 74% and from a previous period (unresolved from Feb'04 to Nov '10) increased by 389 or 246%. The total number of complaints resolved overall increased by 480 or 171%.

Cumulative	Jan '09 - Dec '09	Jan '10 - Dec '10
Number of complaints received	4,344	4,557
Number of complaints resolved	3,545	4,098
Number of complaints unresolved	799	326
Number of complaints withdrawn	91	133
Resolution rate	83%	93%

The cumulative number of complaints received and resolved from Jan '09 - Dec '09 increased by 213 or 37% and by 553 or 16% 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 291 complaints recorded for December 2010 were reported by 207 customers of which 76 or 37% were new customers. Table 3 shows the frequency of complaints where 136 customers made only one complaint whilst cumulatively 71 or 69% of our customers made more than one complaint. For the period Jan '10 - Dec '10, 2173 customers made 4557 complaints to the RIC of which 1496 or 79% were new customers.

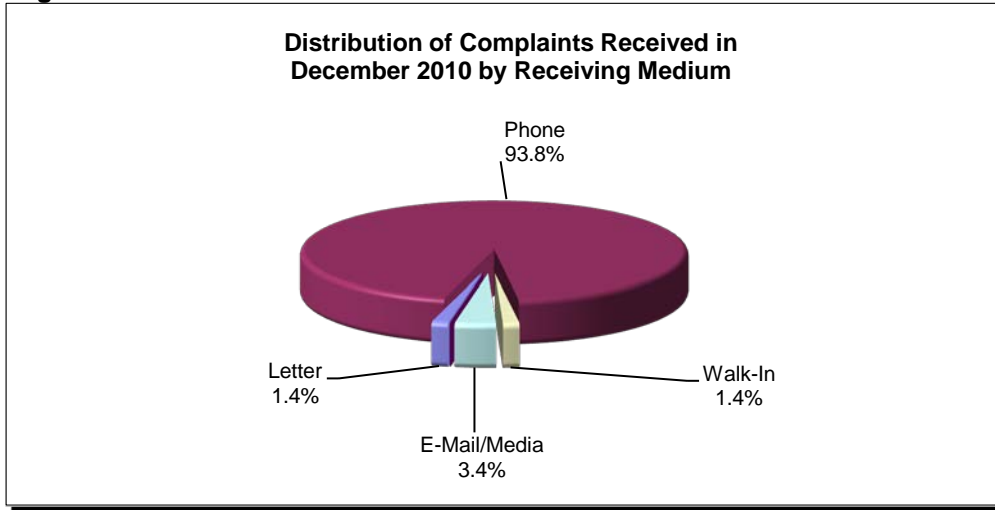
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Dec '10 Customers	% of Repeat Customers for Dec '10	No. of Customers from Jan '10 - Dec '10	% of Repeat Customers from Jan '10 - Dec '10
1	136	0	1118	0
2	58	28	571	26
3	13	6	201	9
4	0	0	101	5
5	0	0	64	3
>6	0	0	118	5
	<b>207</b>		<b>2173</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2010 by receiving medium. The number of complaints received by Letter decreased by 2 or 33%, Telephone increased by 34 or 14%, Walk in decreased by 3 or 43%, and e-mail/Media increased by 3 or 43% when compared to Nov '10.

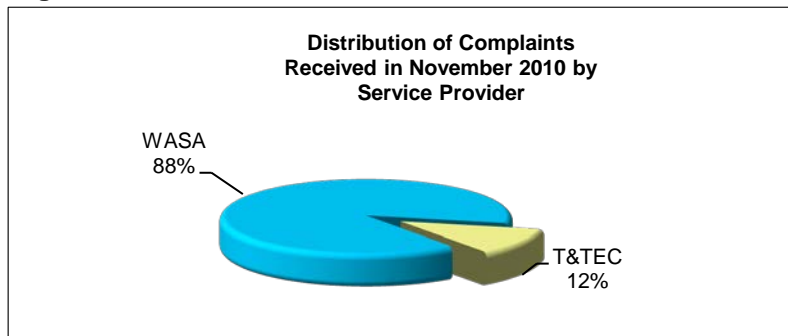
**Fig. 1**



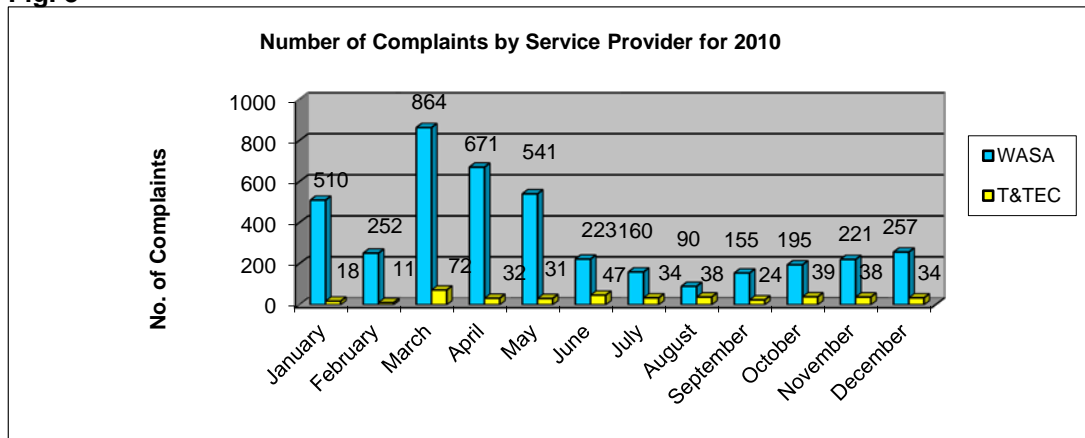
#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2010 by Service Provider. The number of complaints filed against WASA have increased by 36 or 16% and those filed against T&TEC have decreased by 4 or 11% when compared to Nov '10.

**Fig. 2**



**Fig. 3**



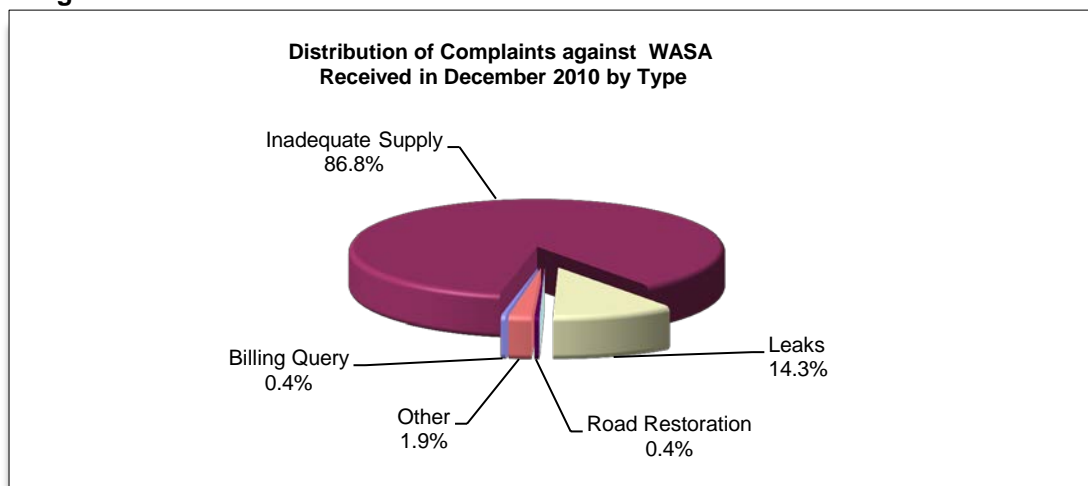
### 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2010 by type. When compared to Nov '10 the number of complaints related to Billing Queries decreased by 9 or 90%, Inadequate Supply increased by 38 or 21%, Leaks increased by 6 or 29%, Road Restoration decreased by 1 or 50% and the category Other increased by 2 or 67%.

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

Complaint Category	Total Unresolved Complaints as at Nov 30, '10	No of Complaints Received in Dec '10	No of Dec '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '10
Billing Query	289	1	0	10	280 (46%)
Inadequate Supply	542	223	186	358	221 (36%)
Leaks	35	27	12	26	24 (4%)
Request for Service	43	0	0	14	29 (5%)
Road Restoration	22	1	0	17	6 (1%)
Other	77	5	1	30	51 (8%)
<b>Total</b>	<b>1008</b>	<b>257</b>	<b>199</b>	<b>455</b>	<b>611</b>

**Fig. 4**



Cumulative	Jan '10 - Dec '10	Jan '10 - Dec '10
Number of complaints received	4,139	4,139
Number of complaints resolved	3,780	3,780
Number of complaints unresolved	229	229
Number of complaints withdrawn	130	130
Resolution rate	94%	94%

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

**Fig. 5**

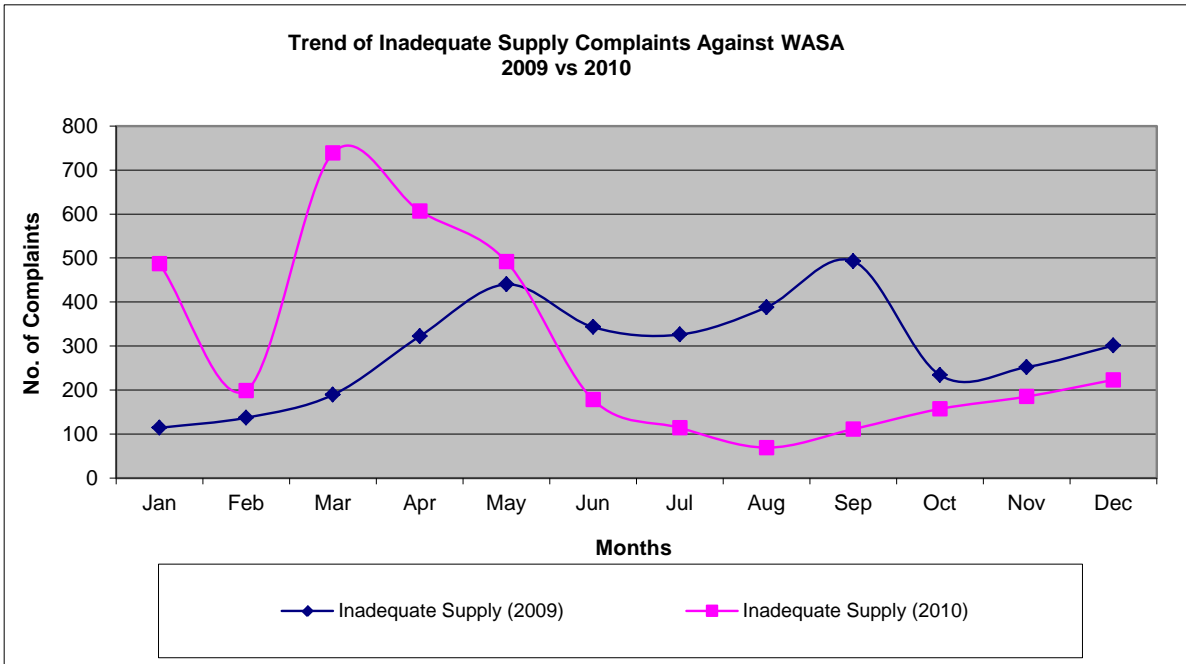
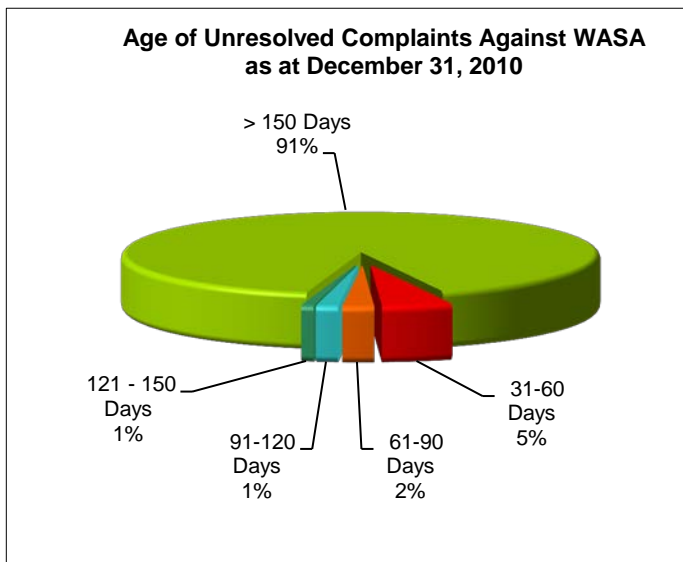


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Dec '10	Nov '10	% Change Nov
31-60 Days	29	53	-45%
61-90 Days	13	28	-54%
91-120 Days	9	14	-36%
121 - 150 Days	5	22	-77%
> 150 Days	552	891	-38%

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	9 (31%)	4 (31%)	5 (56%)	2 (40%)	260 (47%)	280
Inadequate Supply	14 (48%)	4 (31%)	2 (22%)	3 (60%)	196 (36%)	219
Leaks	3 (10%)	4 (31%)	2 (22%)	0 (0%)	14 (3%)	23
Other	3 (10%)	1 (8%)	0 (0%)	0 (0%)	47 (9%)	51
Request for Service	0 (0%)	0 (0%)	0 (0%)	0 (0%)	29 (5%)	29
Road Restoration	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (1%)	6
	<b>29</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>552</b>	<b>608</b>

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

Complaint Type	Jan '10 - Dec '10	Jan '10 - Dec '10	Dec '10
Billing Classification	5,658.00	5,658.00	-
Billing Query	124,126.00	124,126.00	-
Damage to Property	25,500.00	25,500.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	-	-	-
	<b>\$ 155,284.00</b>	<b>\$ 155,284.00</b>	<b>\$ -</b>

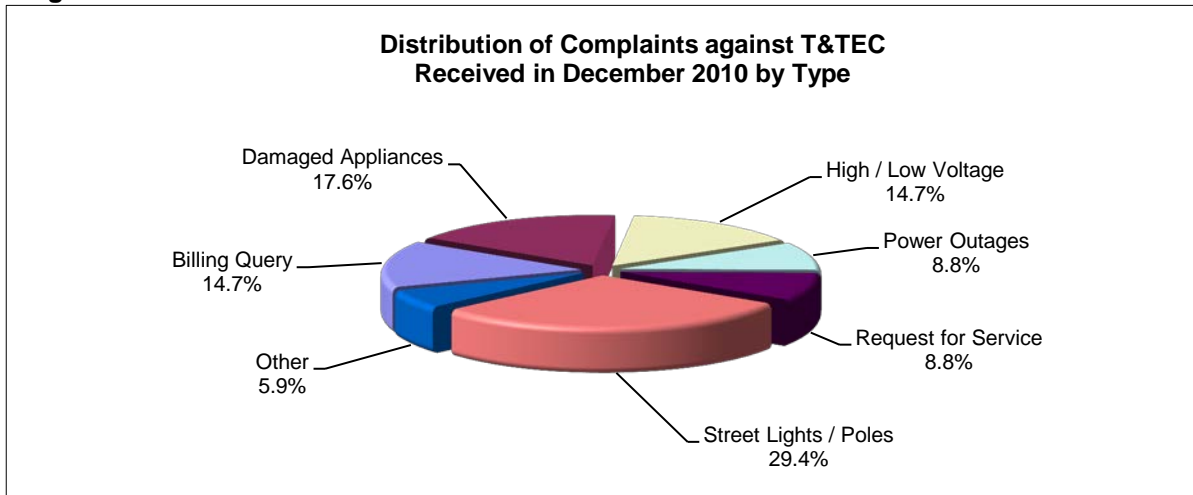
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in December 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in December 2010 by type. When compared to Nov '10, the number of complaints related to High/ Low Voltage increased by 1 or 25%, Power Outages decreased by 4 or 57%, Request for Service increased by 2 or 200%, Street Lights/Poles increased by 1 or 11%, 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 Nov 30, '10	No of Complaints Received in Dec '10	No of Dec '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '10
Billing Query	23	5	2	16	10 (6%)
Damaged Appliances	87	6	1	26	66 (40%)
High / Low Voltage	9	5	3	5	6 (4%)
Power Outages	27	3	1	10	19 (11%)
Request for Service	17	3	3	5	12 (7%)
Street Lights / Poles	46	10	3	20	33 (20%)
Other	30	2	2	10	20 (12%)
<b>Total</b>	<b>239</b>	<b>34</b>	<b>15</b>	<b>92</b>	<b>166</b>

**Fig. 7**



Cumulative	Jan '10 - Dec '10	Jan '10 - Dec '10
Number of complaints received	418	418
Number of complaints resolved	318	318
Number of complaints unresolved	97	97
Number of complaints withdrawn	3	3
Resolution rate	77%	77%

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

**Fig. 8**

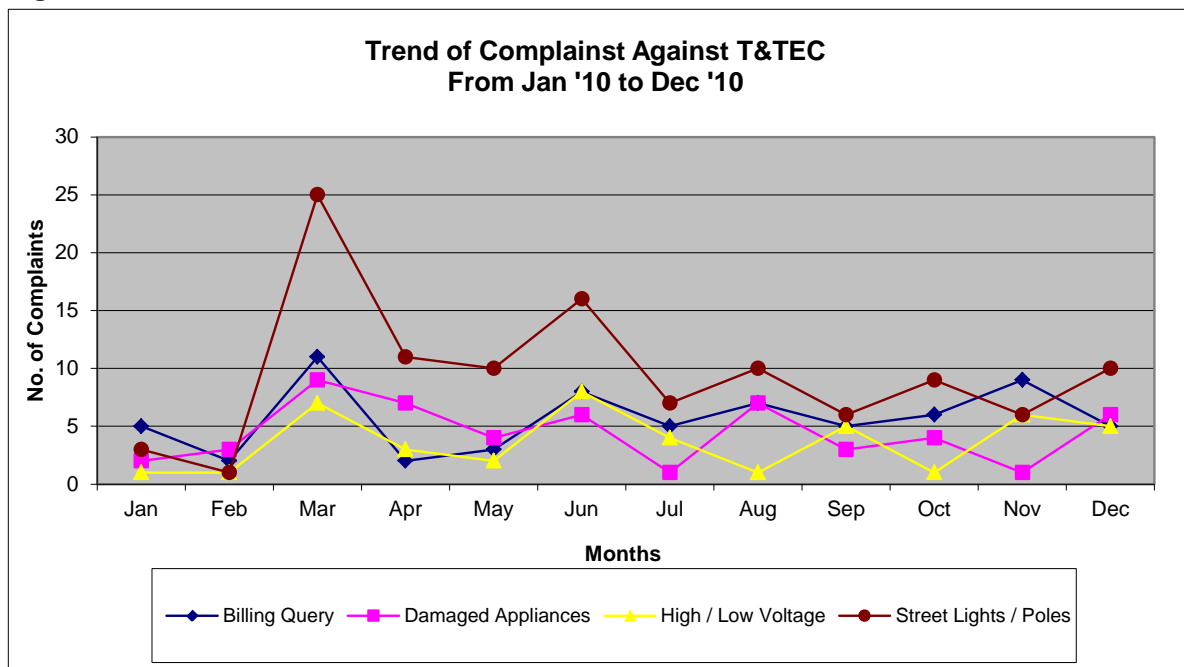
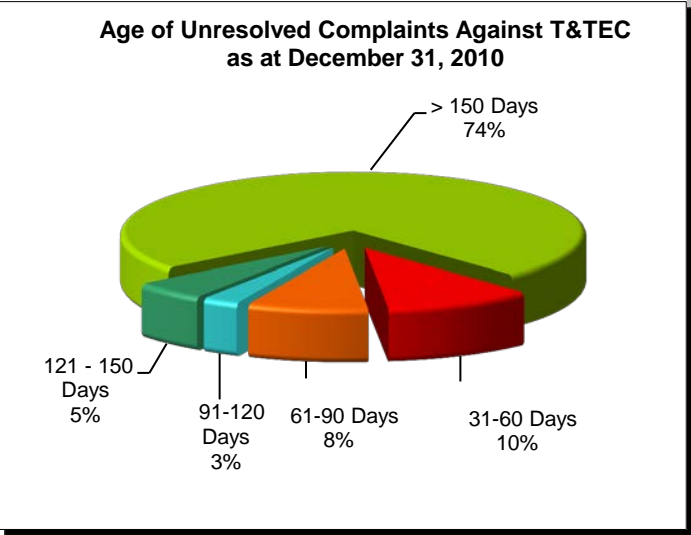


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Dec '10	Nov '10	% Change Nov
31-60 Days	16	19	-16%
61-90 Days	13	6	11%
91-120 Days	4	14	-7%
121 - 150 Days	8	8	0%
> 150 Days	114	194	-4%

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	1 (6%)	2 (15%)	0 (0%)	1 (13%)	5 (4%)	9
Damaged Appliances	5 (31%)	1 (8%)	1 (25%)	0 (0%)	50 (44%)	57
High / Low Voltage	1 (6%)	0 (0%)	1 (25%)	0 (0%)	4 (4%)	6
Other	2 (13%)	1 (8%)	1 (25%)	0 (0%)	16 (14%)	20
Power Outages	5 (31%)	8 (62%)	0 (0%)	1 (13%)	5 (4%)	19
Request for Service	1 (6%)	1 (8%)	0 (0%)	2 (25%)	7 (6%)	11
Street Lights / Poles	1 (6%)	0 (0%)	1 (25%)	4 (50%)	27 (24%)	33
<b>Totals</b>	<b>16</b>	<b>13</b>	<b>4</b>	<b>8</b>	<b>114</b>	<b>155</b>

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

Complaint Type	Jan '10 - Dec '10	Jan '10 - Dec '10	Dec '10
Billing Query	987,177.00	987,177.00	138.00
Damaged Appliance	26,701.00	26,701.00	-
KVA Reduction	-	-	-
Other Claims	5,536.00	5,536.00	-
	<b>\$ 1,019,414.00</b>	<b>\$ 1,019,414.00</b>	<b>\$ 138.00</b>



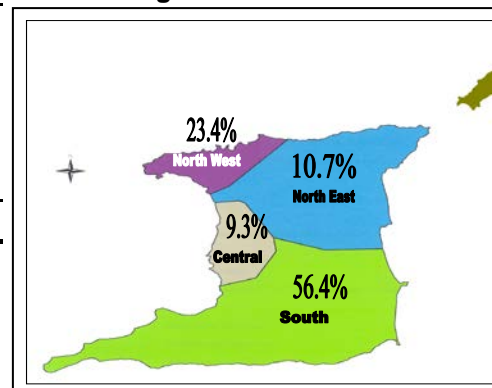
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 December 2010 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	25 (10%)	6 (18%)	31 (11%)
North West	63 (25%)	5 (15%)	68 (23%)
Central	22 (9%)	5 (15%)	27 (9%)
South	146 (57%)	18 (53%)	164 (56%)
Tobago	1 (0%)	0 (0%)	1 (0%)
<b>Total</b>	<b>257</b>	<b>34</b>	<b>291</b>

**Fig. 10**



When compared to Nov '10, the number of complaints received in December 2010 increased in all regions except Tobago. Those from the Central region increased by 6 or 29%, from the North East by 4 or 15%, from the North West by 21 or 45%, complaints from the South region 1 or 1% .

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 - Dec '10 .

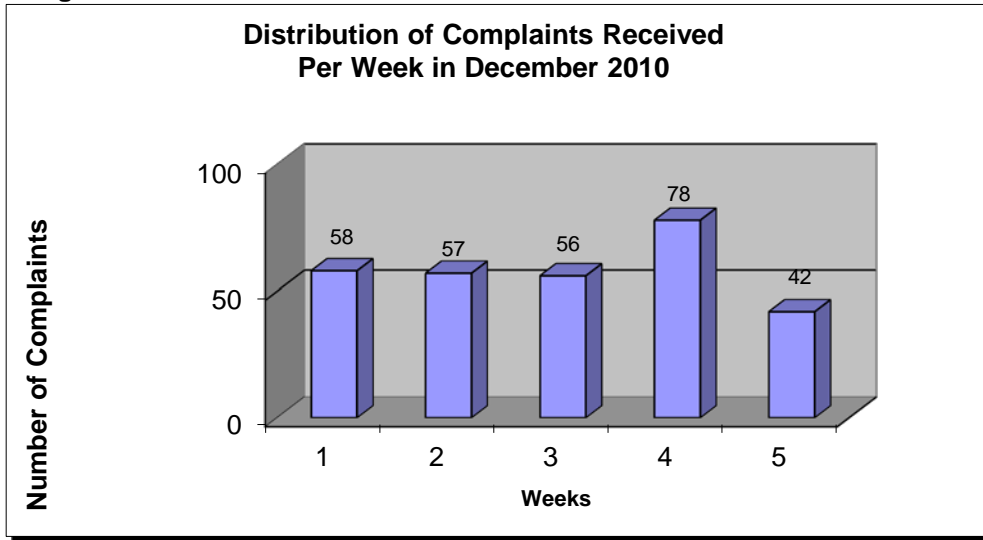
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	142		
			Claxton Bay	82		
			Cunupia	37		
		North East	Arima	152		
			Talparo	70		
			D'Abadie	28		
		North West	San Juan	62		
			Santa Cruz	44		
			Barataria	33		
			South	Penal	493	
					Barrackpore	381
					Princes Town	344
					Siparia	117
T&TEC	Street Lights / Poles	South	Barrackpore	13		
	Billing Query	North West	Port of Spain	7		
	Street Lights / Poles	South	San Fernando	7		
	Street Lights / Poles	South	Princes Town	7		

## 7.0 Distribution of Complaints Received Per Week

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

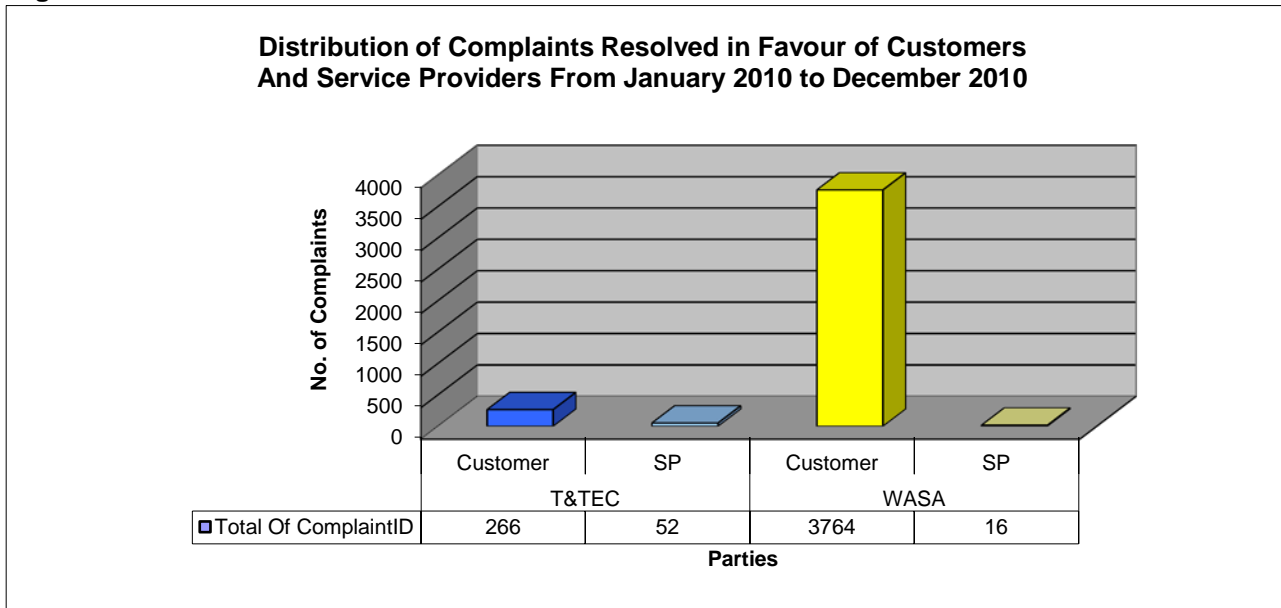
Fig. 11



## 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 - Dec '10

Fig. 12



against

;155284  
019414







Change  
Compared to  
2010

5%

4%

3%

7%

3%

<b>tal</b>
(46%)
(36%)
(4%)
(8%)
(5%)
(1%)





Change  
Compared to  
2010

5%

7%

1%

%

1%

Total
(6%)
(37%)
(4%)
(13%)
(12%)
(7%)
(21%)

