



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

December 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in December 2011, as well as all outstanding complaints against Service Providers as at December 31, 2011.

Status	Dec '10	Dec '11	Jan - Dec 2011		
Number of complaints received	291	238	2,309		
Number of complaints resolved	214	168	2,092		
Number of complaints unresolved	77	70	186		
Number of complaints withdrawn	0	0	31		
Resolution rate for complaints received	73.5%	70.6%	91.8%		
No. of outstanding complaints resolved	547	138	86		
Total number of complaints resolved	761	306	2,178		
Rebate/compensation awarded to customers	TT\$138	TT\$0	TT\$1,570,452	WASA	\$1352199
				T&TEC	\$218253

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, '11	No & % of Complaints Received in Dec '11	No & % of Total Dec '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '11
Billing Query	245	3 1.3%	0 0.0%	4	244 50.3%
Inadequate Supply	201	189 84.8%	143 64.1%	93	154 31.8%
Leaks	19	25 11.2%	18 8.1%	12	14 2.9%
Request for Service	28	4 1.8%	2 0.9%	1	29 6.0%
Road Restoration	9	1 0.4%	0 0.0%	3	7 1.4%
Other	42	1 0.4%	1 0.4%	5	37 7.6%
Total	544	223	164 73.5%	118	485

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, '11	No & % of Complaints Received in Dec '11	No & % of Total Dec '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '11
Billing Query	2	0 0.0%	0 0.0%	0	2 2.6%
Damage Appliances	37	3 20.0%	0 0.0%	4	36 46.8%
High / Low Voltage	4	2 13.3%	1 6.7%	1	4 5.2%
Power Outages	2	3 20.0%	1 6.7%	1	3 3.9%
Request for Service	2	2 13.3%	1 6.7%	0	3 3.9%
Street Lights / Poles	23	3 20.0%	1 6.7%	13	12 15.6%
Other	16	2 13.3%	0 0.0%	1	17 22.1%
Total	86	15	4 26.7%	20	77

2.0 Complaints Analysis

Monthly	Dec '10	Dec '11	Nov '11
Number of complaints received	291	238	244
Number of complaints resolved	214	168	133
Number of complaints unresolved	77	70	111
Resolution rate for complaints received	73.5%	70.6%	54.5%
No. of outstanding complaints resolved	547	138	86
Total number of complaints resolved	761	306	219

The total number of complaints received in December 2011 decreased by 6 or 2% when compared to November 2011. Using the same comparative period, the resolution rate for December 2011 increased by 30 percentage points. The number of complaints resolved for the current month increased by 35 or 26% and from a previous period (unresolved from Apr '07 to Nov '11) increased by 52 or 60%. The total number of complaints resolved overall increased by 87 or 40%.

Cumulative	Jan - Dec 2010	Jan - Dec 2011
Number of complaints received	4,557	2,309
Number of complaints resolved	4,098	2,092
Number of complaints unresolved	326	186
Number of complaints withdrawn	133	31
Resolution rate	92.6%	91.8%

The cumulative number of complaints received and resolved from January to December 2011 decreased by 2,248 or 49% and by 2,006 or 49% 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

For December 2011, 238 complaints were reported by 155 customers of which 51 or 33% were new customers. Table 3 shows the frequency of complaints where 85 customers made only one complaint whilst cumulatively 70 or 45% of our customers made more than one complaint. For the period January to December 2011, 1,132 customers made 2,309 complaints to the RIC of which 626 or 55% were new customers.

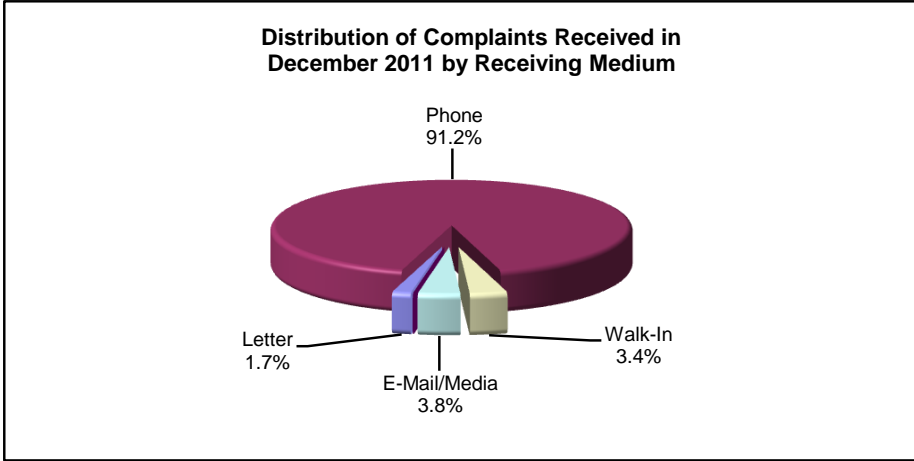
Table 3: Frequency of Complaints

No. of Complaints	No. of Dec '11 Customers	% of Repeat Customers for Dec '11	No. of Customers from Jan - Dec 2011	% of Repeat Customers from Jan - Dec 2011
1	85	0	653	0
2	62	40	256	23
3	5	3	80	7
4	2	1	51	5
5	0	0	21	2
>6	1	1	71	6
	155		1132	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in December 2011 by receiving medium. The number of complaints received by Telephone decreased by 7 or 3%, Walk in decreased by 2 or 20%, and e-mail/Media increased by 2 or 29% when compared to November 2011.

Fig. 1



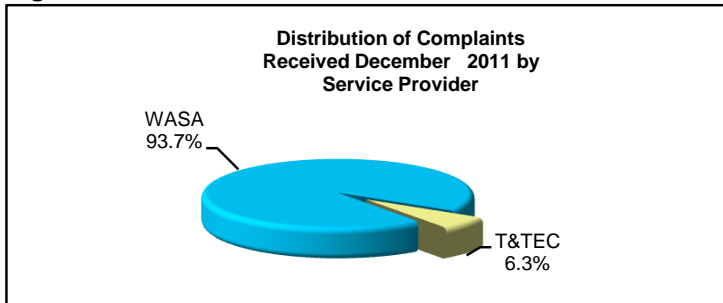
Receiving Medium

	Nov '11	Dec '11
Letter	3	4
Telephone	224	217
Walk-In	10	8
Email/Media	7	9
Outreach	0	0

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in December 2011 by Service Provider. The number of complaints filed against WASA have decreased by 1 and those filed against T&TEC have decreased by 5 or 25% when compared to November 2011. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

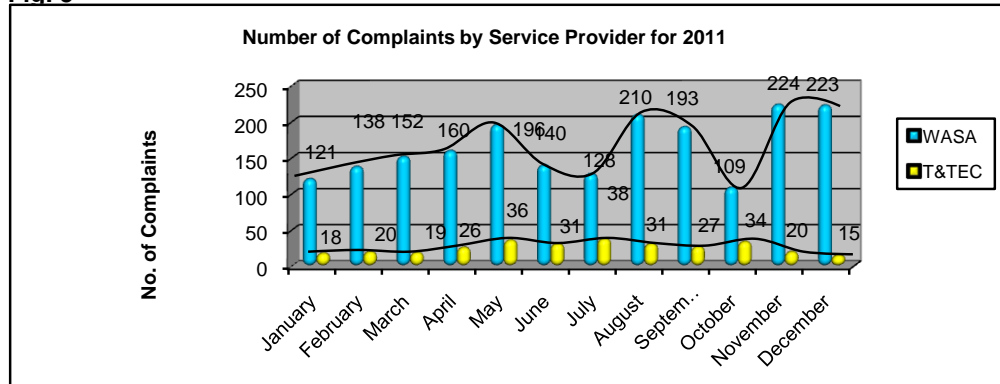
Fig. 2



Service Providers

	Nov '11	Dec '11
WASA	224	223
T&TEC	20	15

Fig. 3



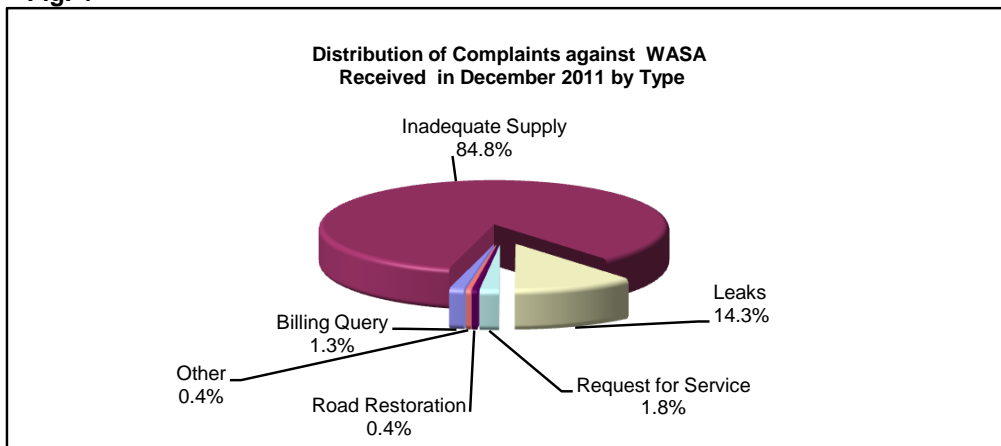
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in December 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in December 2011 by type. When compared to November 2011, the number of complaints related to Billing Queries decreased by 2 or 40%, Inadequate Supply increased by 6 or 3%, Leaks decreased by 2 or 7%, Request for Service increased by 4 or 400%, Road Restoration decreased by 2 or 67% and the category Other decreased by 5 or 83%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Nov 30, '11	No of Complaints Received		No of Dec '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '11
		Nov '11	Dec '11			
Billing Query	245	5	3	0	4	244 50.3%
Inadequate Supply	201	183	189	143	93	154 31.8%
Leaks	19	27	25	18	12	14 2.9%
Request for Service	28	0	4	2	1	29 6.0%
Road Restoration	9	3	1	0	3	7 1.4%
Other	42	6	1	1	5	37 7.6%
Total	544	224	223	164	118	485

Fig. 4



Cumulative	Jan - Dec 2011
Number of complaints received	1,994
Number of complaints resolved	1,825
Number of complaints unresolved	140
Number of complaints withdrawn	29
Resolution rate	92.9%

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.

Fig. 5

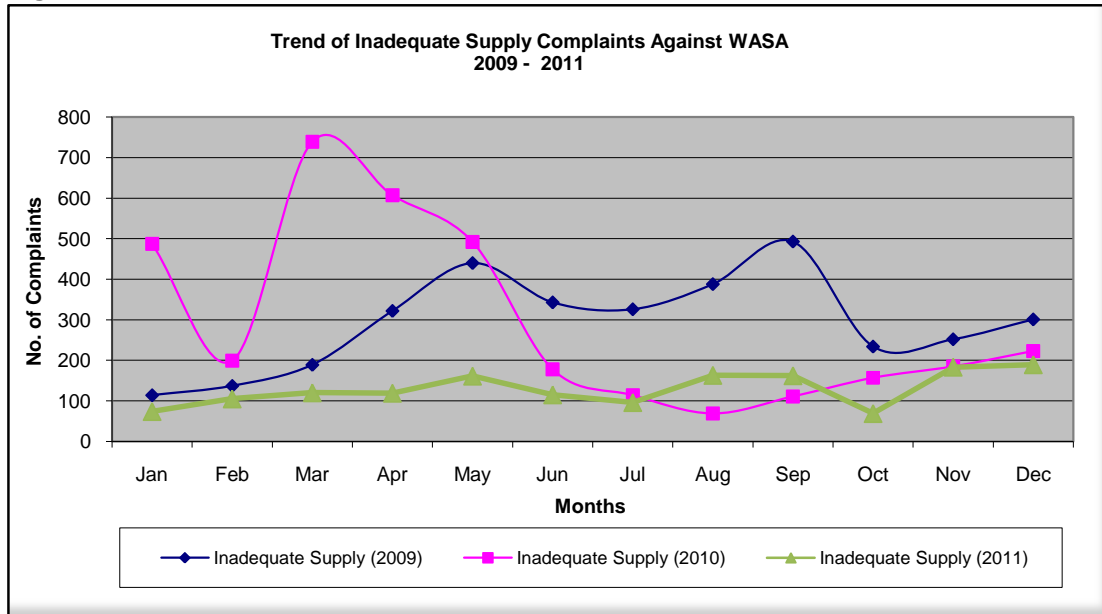
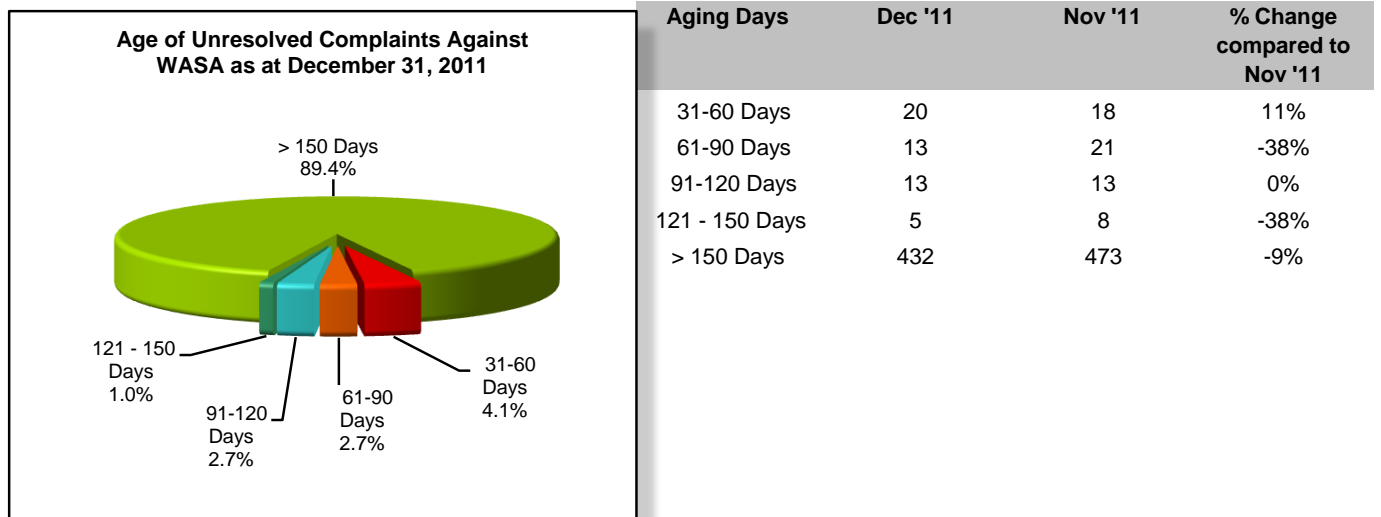


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Dec '11	Nov '11	% Change compared to Nov '11
31-60 Days	20	18	11%
61-90 Days	13	21	-38%
91-120 Days	13	13	0%
121 - 150 Days	5	8	-38%
> 150 Days	432	473	-9%

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	5 25.0%	4 30.8%	5 38.5%	2 40.0%	228 52.8%	244 50.5%	
Inadequate Supply	7 35.0%	6 46.2%	4 30.8%	3 60.0%	132 30.6%	152 31.5%	
Leaks	4 20.0%	0 0.0%	1 7.7%	0 0.0%	9 2.1%	14 2.9%	
Other	3 15.0%	1 7.7%	0 0.0%	0 0.0%	33 7.6%	37 7.7%	
Request for Service	0 0.0%	0 0.0%	1 7.7%	0 0.0%	28 6.5%	29 6.0%	
Road Restoration	1 5.0%	2 15.4%	2 15.4%	0 0.0%	2 0.5%	7 1.4%	
	20	13	13	5	432	483	

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

Complaint Type	Jan - Dec 2011	Dec '11
Billing Classification	1,755.00	-
Billing Query	390,276.00	-
Damage to Property	904,635.00	-
Disconnection / Reconnection	-	-
Other Claims	55,533.00	-
	\$ 1,352,199.00	\$ -

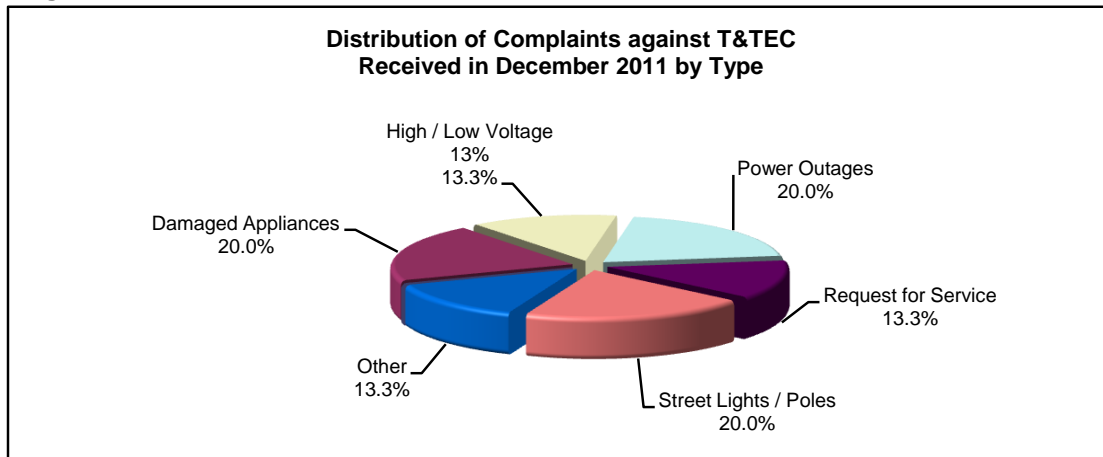
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in December 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in December 2011 by type. When compared to November 2011, the number of complaints related to Street Lights/Poles decreased by 7 or 70%, and the category Other decreased by 3 or 60% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Nov 30, '11	No of Complaints Received		No of Dec '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Dec 31, '11	
		Nov '11	Dec '11				
Billing Query	2	0	0	0	0	2	2.6%
Damaged Appliances	37	4	3	0	4	36	46.8%
High / Low Voltage	4	1	2	1	1	4	5.2%
Power Outages	2	0	3	1	1	3	3.9%
Request for Service	2	0	2	1	0	3	3.9%
Street Lights / Poles	23	10	3	1	13	12	15.6%
Other	16	5	2	0	1	17	22.1%
Total	86	20	15	4	20	77	

Fig. 7



Cumulative	Jan - Dec 2011
Number of complaints received	315
Number of complaints resolved	267
Number of complaints unresolved	46
Number of complaints withdrawn	2
Resolution rate	85.3%

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

Fig. 8

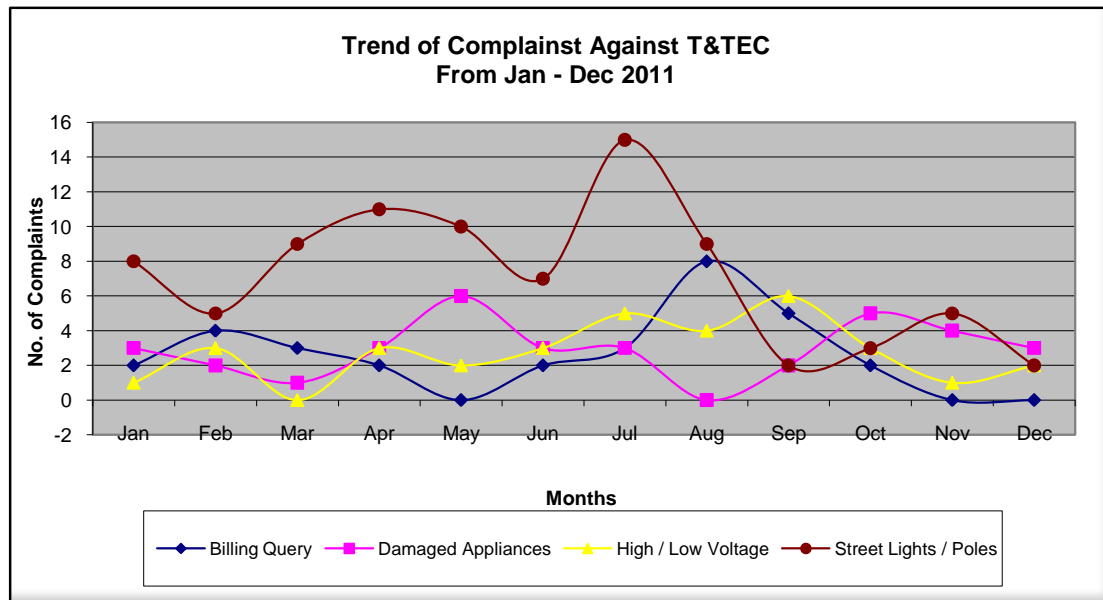
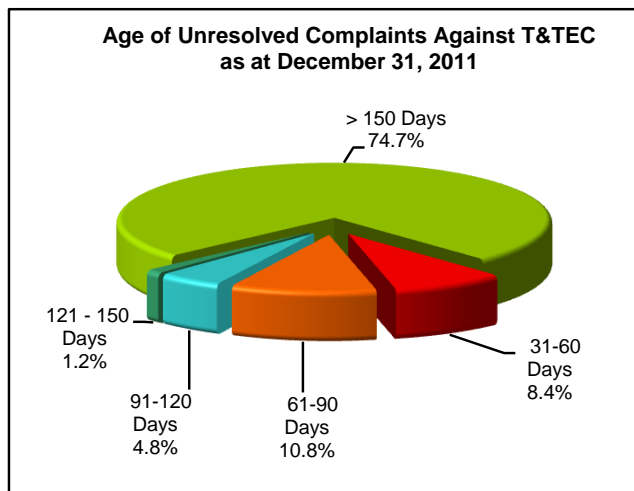


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Dec '11	Nov '11	% Change compared to Nov '11
31-60 Days	7	12	-42%
61-90 Days	9	4	125%
91-120 Days	4	1	300%
121 - 150 Days	1	4	-75%
> 150 Days	62	65	-5%

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	0	0.0%	1	11.1%	1	25.0%	0	0.0%	0	0.0%	2	2.4%
Damaged Appliances	4	57.1%	4	44.4%	1	25.0%	0	0.0%	27	43.5%	36	43.9%
High / Low Voltage	1	14.3%	0	0.0%	1	25.0%	0	0.0%	2	3.2%	4	4.9%
Other	1	14.3%	0	0.0%	0	0.0%	0	0.0%	16	25.8%	16	19.5%
Power Outages	0	0.0%	1	11.1%	0	0.0%	0	0.0%	2	3.2%	3	3.7%
Request for Service	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	4.8%	3	3.7%
Street Lights / Poles	1	14.3%	3	33.3%	1	25.0%	1	100.0%	12	19.4%	18	22.0%
Totals	7		9		4		1		62		82	

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

Complaint Type	Jan '11 - Dec '11	Dec '11
Billing Query	147,109.00	-
Damaged Appliance	66,848.00	-
KVA Reduction	-	-
Other Claims	4,296.00	-
	\$ 218,253.00	\$ -

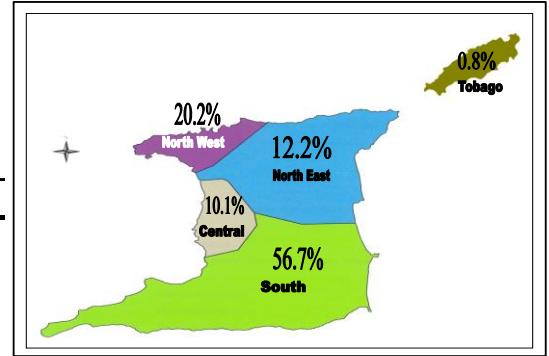
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 December 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	24	10.8%	5	33.3%	29	12.2%
North West	46	20.6%	2	13.3%	48	20.2%
Central	21	9.4%	3	20.0%	24	10.1%
South	130	58.3%	5	33.3%	135	56.7%
Tobago	2	0.9%	0	0.0%	2	0.8%
Total	223		15		238	

Fig. 10



When compared to November 2011, the number of complaints received in December 2011 from the Central region decreased by 15 or 38%. Those from the North East increased by 6 or 26%, from the North West increased by 17 or 55%. Complaints from the South region decreased by 16 or 11% while those from Tobago increased by 2 or 200%.

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 2011.

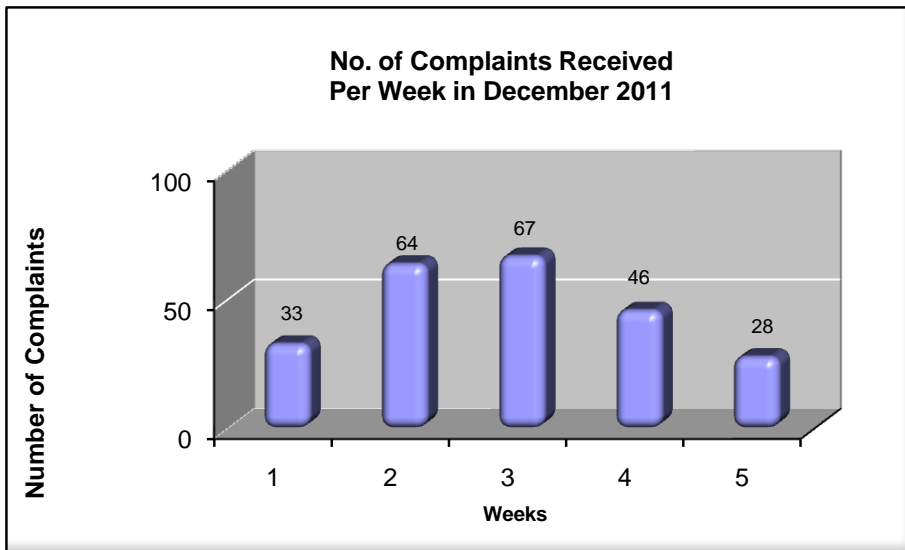
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Cunupia	31
			Claxton Bay	27
			Las Lomas No.	17
		North East	Talparo	24
			Arima	16
			Champ Fleurs	14
		North West	Santa Cruz	42
			Diego Martin	32
			Glencoe	23
			South	Barrackpore
		Princes Town		199
		Penal		136
		Tableland		58
		T&TEC		Street Lights / Poles
T&TEC	Power Outages	South	Penal	7
T&TEC	Street Lights / Poles	South	Barrackpore	5
T&TEC	Street Lights / Poles	Tobago	Tobago	5

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in December 2011

Fig. 11



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

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between the period January - December 2011

Fig. 12

