



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

February 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received February 2004 in 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 January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	39	7	21%	1	10	35
Inadequate Supply	25	16	47%	8	6	27
Leaks	5	7	21%	5	1	6
Road Restoration	2	0	0%	0	0	2
Other	17	4	12%	0	3	18
Total	88	34	100%	14	20	88

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	14	4	25%	1	2	15
Power Outages	7	0	0%	0	2	5
Volt. Fluct /Damages	28	8	50%	2	6	28
Street Lights/Poles	2	1	6%	1	0	2
Request for Supply	10	0	0%	0	2	8
Other	14	3	19%	1	1	15
Total	75	16	100%	5	13	73

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

Table 3

Complaint Type	Total Unresolved Complaints as at January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	26	8	31%	3	6	25
Out of Service	21	14	54%	7	16	12
Request for Service	6	0	0%	0	1	5
Other	8	4	15%	2	2	8
Total	61	26	100%	12	25	50

2.0 Complaints Analysis

Monthly	Feb 2003	Jan 2004	Feb 2004
Number of complaints received	75	128	76
Number of complaints resolved	39	62	31
Number of complaints unresolved	36	66	45
Resolution rate for complaints received	52%	48%	41%
No. of outstanding complaints resolved	8	43	58
Total number of complaints resolved	47	105	89

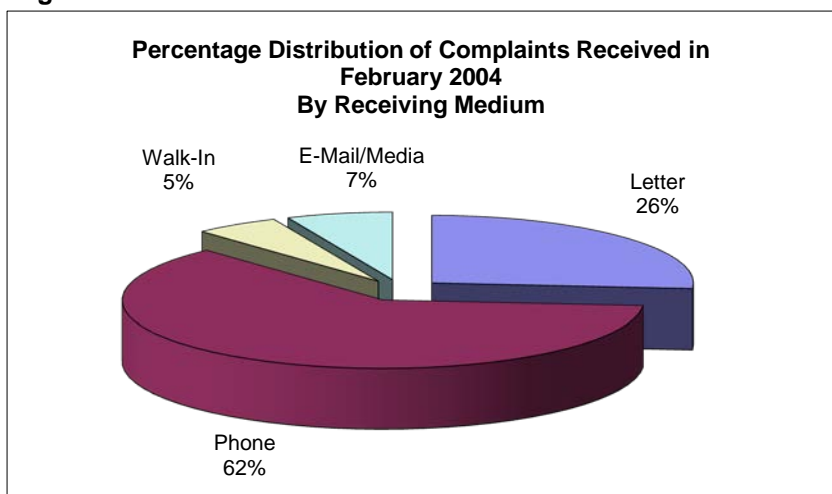
The total number of complaints received in February 2004 decreased by 52 or 41% when compared to January 2004. Using the same comparative period, the resolution rate for February 2004 decreased by 15%. The number of complaints resolved from a previous period increased by 16 or 35% and the total number of complaints resolved overall decreased by 16 or 15%. The cumulative number of complaints received from Jan - Feb 2004 increased by 89 or 77% when compared to the same period last year.

Cumulative	Jan - Feb 2003	Jan - Feb 2004
Number of complaints received	115	204
Number of complaints resolved	64	117
Number of complaints unresolved	51	87
Resolution rate	56%	57%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2004 by receiving medium. The number of complaints received Letter increased by 5 or 33%, Telephone decreased by 36 or 43%, Walk in decreased by 13 or 76% and e-mail/Media decreased by 8 or 62% when compared to January 2004.

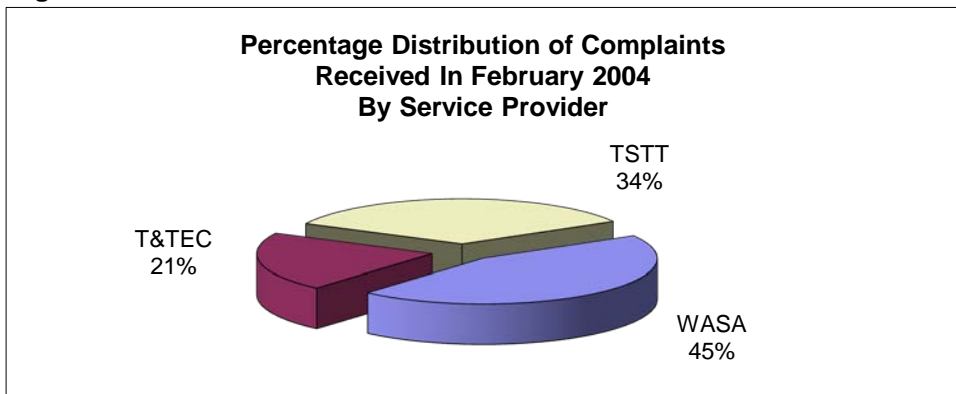
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2004 by Service Provider. The number of complaints filed against WASA have decreased by 11 or 24%, T&TEC decreased by 11 or 41% and the number of complaints against TSTT have decreased by 30 or 54% when compared to January 2004.

Fig. 2



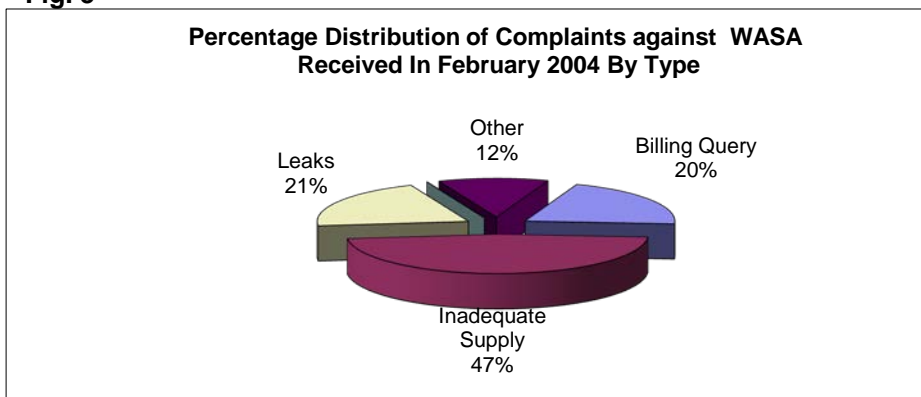
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2004 and their status, as well as, the Total Unresolved Complaints as at February 29, 2004 by type. Figure 3 shows the percentage distribution of the complaints received in February 2004 by type. The Number of Inadequate Supply complaints decreased by 10 or 38%. However, the changes in the other types of complaints were marginal when compared to January 2004.

Table 4

Complaint Category	Total Unresolved Complaints as at January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	39	7	21%	1	10	35
Inadequate Supply	25	16	47%	8	6	27
Leaks	5	7	21%	5	1	6
Road Restoration	2	0	0%	0	0	2
Other	17	4	12%	0	3	18
Total	88	34	100%	14	20	88

Fig. 3



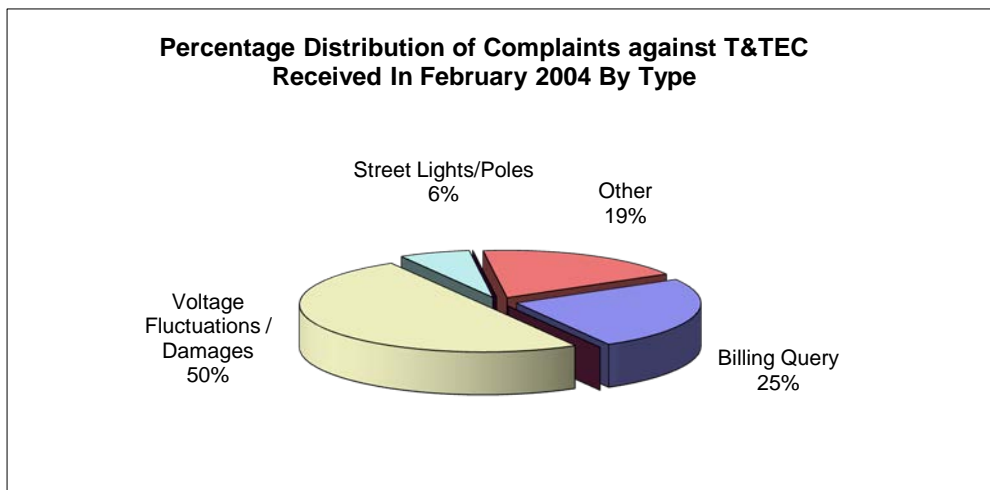
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in February 2004 and their status, as well as, the Total Unresolved Complaints as at February 29, 2004 by type. Figure 4 shows the percentage distribution of the complaints received in February 2004 by type. There were marginal changes when compared to January 2004.

Table 5

Complaint Type	Total Unresolved Complaints As At January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	14	4	25%	1	2	15
Power Outages	7	0	0%	0	2	5
Volt. Fluct /Damages	28	8	50%	2	6	28
Street Lights/Poles	2	1	6%	1	0	2
Request for Supply	10	0	0%	0	2	8
Other	14	3	19%	1	1	15
Total	75	16	100%	5	13	73

Fig. 4



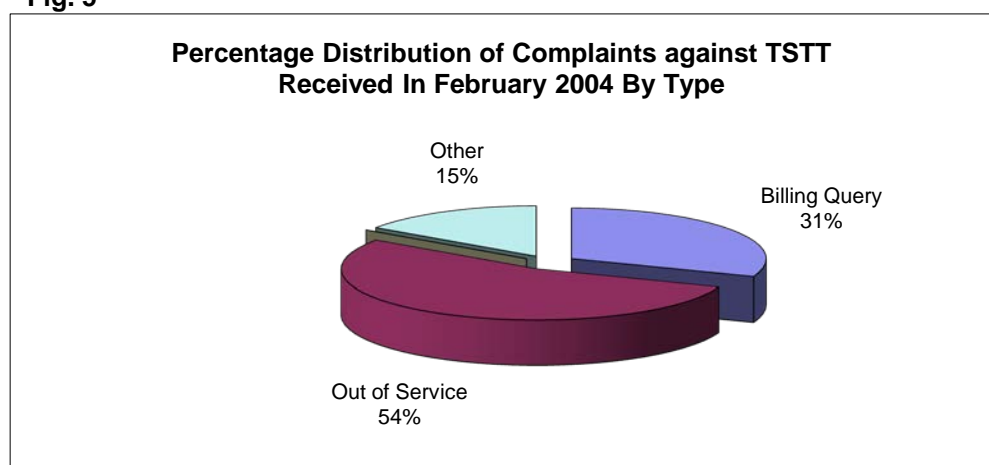
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in February 2004 and their status, as well as, the Total Unresolved Complaints as at February 29, 2004 by type. Figure 5 shows the percentage distribution of the complaints received in February 2004 by type. The Number of Out of Service complaints decreased by 23 or 62%, when compared to January 2004.

Table 6

Complaint Type	Total Unresolved Complaints As At January 31, 2004	Complaints Received in Feb. '04	Percentage Distribution of Complaints Received	Feb. '04 Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints as at February 29, 2004
Billing Query	26	8	31%	3	6	25
Out of Service	21	14	54%	7	16	4
Request for Service	6	0	0%	0	1	5
Other	8	4	15%	2	2	8
Total	61	26	100%	12	25	42

Fig. 5



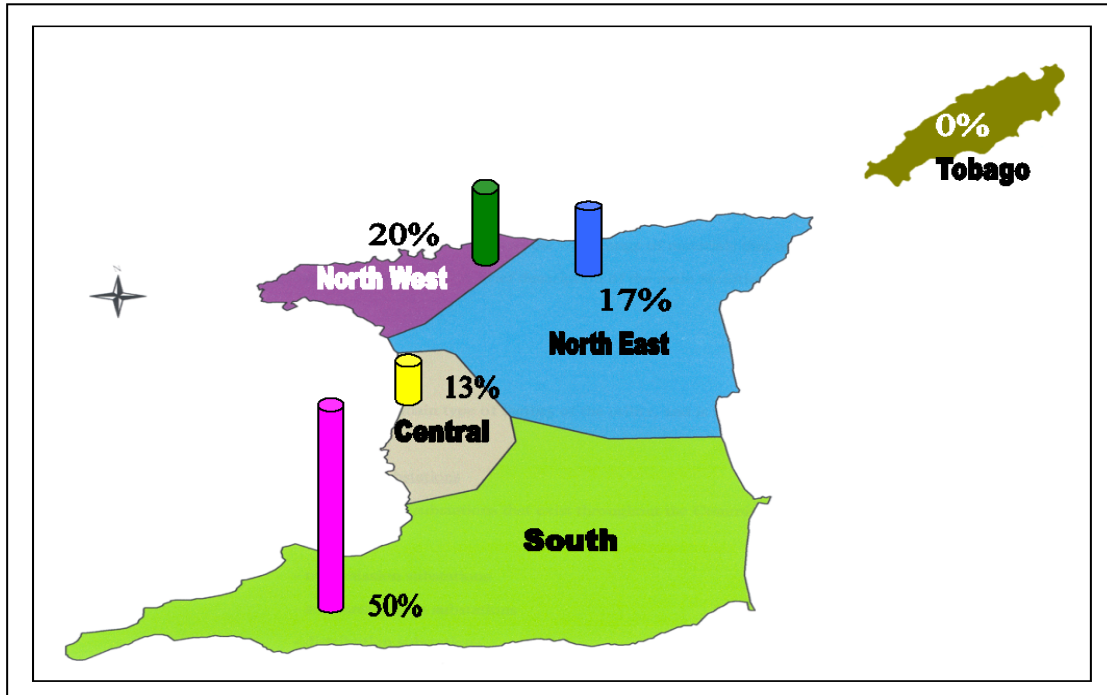
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 February 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	4 or 12%	7 or 44%	2 or 8%	13 or 17%
North West	9 or 26%	3 or 19%	3 or 12%	15 or 20%
Central	4 or 12%	2 or 13%	4 or 15%	10 or 13%
South	17 or 50%	4 or 25%	17 or 65%	38 or 50%
Tobago	0 or 0%	0 or 0%	0 or 0%	0 or 0%
Total	34	16	26	76

Fig. 6



The number of complaints from all regions decreased, the South region decreased the most by 25 or 40% followed by North East, which decreased by 18 or 58%, the rest of the regions were marginal when compared to January 2004. As indicated in Table 7, the most complaints filed against WASA came from the South region, while those filed against T&TEC and TSTT came from the North East and South regions respectively.

Of the 17 complaints which were filed against WASA from the South region six or 35% came from the area of Princes Town, all were related to an Inadequate Supply, and five or 29% came from Williamsville, three of which were related to an Inadequate Supply.

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in February 2004

Fig. 7

