

# Monthly Complaints Report February 2005

# 1.0 Overview of Complaints

This report provides an analysis of all complaints received in February 2005, as well as all outstanding complaints against Service Providers as at February 28, 2005.

Status	Feb '04	Feb '05	Mar '04 - Feb '05
Number of complaints received	76	124	1,378
Number of complaints resolved	31	58	965
Number of complaints unresolved	45	66	325
Number of complaints withdrawn	0	0	88
Resolution rate for complaints received	41%	47%	75%
No. of outstanding complaints resolved	58	123	39
Total number of complaints resolved	89	181	1,004

#### 1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Jan 31, 2005	No & % of Complaints Received in Feb '05	No & % of Feb '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '05
Billing Query	77	11 (12%)	2 (2%)	19	67 (40%)
Inadequate Supply	70	67 (71%)	46 (49%)	31	60 (36%)
Leaks	25	11 (12%)	5 (5%)	17	14 (8%)
Request for Service	5	3 (3%)	0 (0%)	4	4 (2%)
Road Restoration	1	1 (1%)	0 (0%)	0	2 (1%)
Other	29	1 (1%)	0 (0%)	9	21 (13%)
Total	207	94	53 (56%)	80	168

### 1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Jan 31, 2005	No & % of Complaints Received in Feb '05	No & % of Feb '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '05
Billing Query	38	6 (20%)	2 (7%)	15	27 (16%)
Damaged Appliances	48	6 (20%)	0 (0%)	3	51 (30%)
High / Low Voltage	30	4 (13%)	1 (3%)	5	28 (16%)
Power Outages	14	4 (13%)	1 (3%)	0	17 (10%)
Request for Service	12	3 (10%)	1 (3%)	9	5 (3%)
Street Lights / Poles	30	7 (23%)	0 (0%)	9	28 (16%)
Other	16	0 (0%)	0 (0%)	2	14 (8%)
Total	188	30	5 (17%)	43	170

#### 2.0 Complaints Analysis

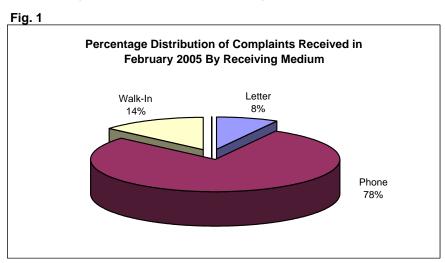
Monthly	Feb '04	Feb '05	Jan '05
Number of complaints received	76	124	118
Number of complaints resolved	31	58	58
Number of complaints unresolved	45	66	60
Resolution rate for complaints received	41%	47%	49%
No. of outstanding complaints resolved	58	123	48
Total number of complaints resolved	89	181	106

The total number of complaints received in February 2005 increased by 6 or 5% when compared to Jan '05. Using the same comparative period, the resolution rate for February 2005 decreased by 5%. The number of complaints resolved from a previous period (unresolved from Jan '03 to Jan '05) increased by 75 or 156% and the total number of complaints resolved overall increased by 75 or 71%. The cumulative number of complaints received and resolved from Jan - Feb '05 increased by 38 or 19% and increased by 22 or 19% respectively when compared to Jan - Feb '04. The complaints withdrawn represent those that have been forwarded to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Feb '04	Jan - Feb '05	Mar '04 - Feb '05
Number of complaints received	204	242	1,378
Number of complaints resolved	117	139	965
Number of complaints unresolved	87	103	325
Number of complaints withdrawn	0	0	88
Resolution rate	57%	57%	75%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2005 by receiving medium. When compared to Jan '05, the number of complaints received by Letter increased by 8 or 400%, Telephone decreased by 17 or 15%, Walk in increased by 15 or 750%.



#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2005 by Service Provider. When compared to Jan '05, the number of complaints filed against T&TEC increased by 6 or 25%, however, there was no change recorded from those filed against WASA.

Fig. 2

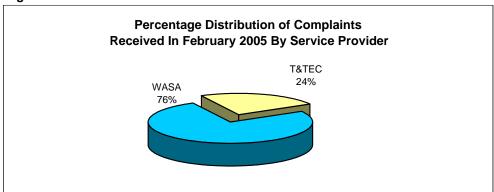
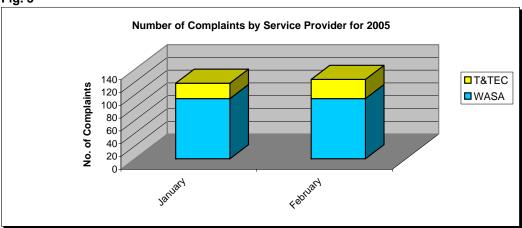


Fig. 3



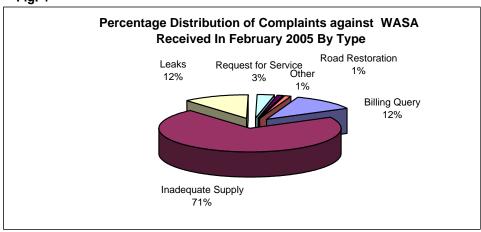
#### 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in February 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2005 by type. When compared to Jan '05, the number of Billing Queries and Road Restoration complaints increased by 4 or 57% and by 3 or 300% respectively. The number of complaints related to Leaks decreased by 5 or 31%, and the category Other decreased by 2 or 67%. There were other significant changes recorded.

Table 3

Complaint Category	Total Unresolved Complaints as at Jan 31, 2005	No of Complaints Received in Feb '05	No of Feb '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '05
Billing Query	77	11	2	19	67 (40%)
Inadequate Supply	70	67	46	31	60 (36%)
Leaks	25	11	5	17	14 (8%)
Request for Service	5	3	0	4	4 (2%)
Road Restoration	1	1	0	0	2 (1%)
Other	29	1	0	9	21 (13%)
Total	207	94	53	80	168

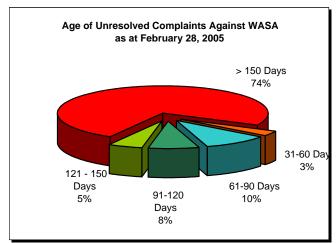
Fig. 4



Cumulative	Jan '05 - Feb '05	Mar '04 - Feb '05
Number of complaints received	188	722
Number of complaints resolved	123	548
Number of complaints unresolved	65	174
Number of complaints withdrawn	0	5
Resolution rate	65%	76%

Figure 5 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of the number of days the complaints have remained unresolved.

Fig. 5



Aging Days	Feb 28, 2005	% Change
31-60 Days	4	-86%
61-90 Days	13	-24%
91-120 Days	10	-33%
121 - 150 Days	7	-46%
> 150 Days	96	-28%

The majority of complaints that are over 150 days relates to Billing Queries. As a result of our meeting with WASA, they have assigned a person who will be devoted to dealing with billing queries from the RIC. For the month of February some significant improvement has been observed as indicated above.

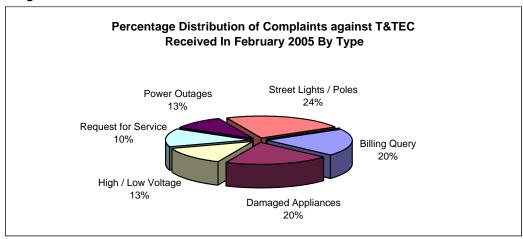
#### 4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in February 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in February 2005 by type. When compared to Jan '05, the number of complaints related to Damaged Appliance increased by 3 or 100%, Street Lights/Poles decreased by 3 or 43%, Request for Service increased by 2 or 200% and Other types of complaints decreased by 2 or 100%.

Table 4

Complaint Type	Total Unresolved Complaints as at Jan 31, 2005	No of Complaints Received in Feb '05	No of Feb '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '05
Billing Query	38	6	2	15	27 (16%)
Damaged Appliances	48	6	0	3	51 (30%)
High / Low Voltage	30	4	1	5	28 (16%)
Power Outages	14	4	1	0	17 (10%)
Request for Service	12	3	1	9	5 (3%)
Street Lights / Poles	30	7	0	9	28 (16%)
Other	16	0	0	2	14 (8%)
Total	188	30	5	43	170

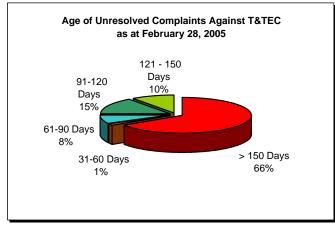
Fig. 6



Cumulative	Jan '05 - Feb '05	Mar '04 - Feb '05
Number of complaints received	52	475
Number of complaints resolved	14	292
Number of complaints unresolved	38	177
Number of complaints withdrawn	0	6
Resolution rate	27%	62%

Figure 7 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of the number of days the complaints have remained unresolved.

Fig. 7



Aging Days	Feb 28, 2005	% Change
31-60 Days	2	-93%
61-90 Days	12	-54%
91-120 Days	23	21%
121 - 150 Days	15	15%
> 150 Days	100	-3%

The majority of complaints that are over 150 days relates to damaged appliances. The RIC has already held discussions with T&TEC on this matter. They have acknowledged the contributing factors as identified by the RIC as a result of our investigation. They are committed to addressing the issues raised. Further, for the month of February, there has been some significant improvement as indicated above.

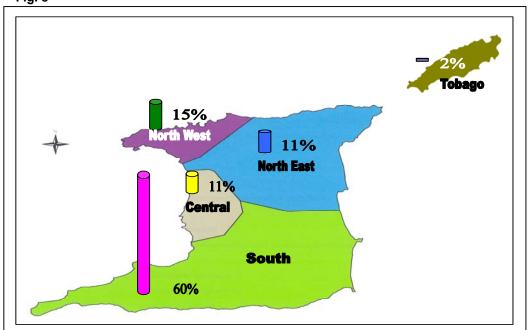
### 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 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 February 2005 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total	
North East	9 (10%)	5 (17%)	14 (11%)	
North West	12 (13%)	7 (23%)	19 (15%)	
Central	9 (10%)	5 (17%)	14 (11%)	
South	64 (68%)	11 (37%)	75 (60%)	
Tobago	0 (0%)	2 (7%)	2 (2%)	
Total	94	30	124	

Fig. 8



When compared to Jan '05, the number of complaints from the Central region decreased by 5 or 26%, from the North East decreased by 7 or 33%, from the North West decreased by 9 or 32%, and complaints from the South region increased by 25 or 50% while those from Tobago increased by 2 or 200%.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Feb '05.

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	32
	Supply	South	Penal	15
	"	South	Barrackpore	11
	"	North East	Arima	8
	"	South	Siparia	7
	"	North West	St. James	5
	"	North West	Diego Martin	5
	"	South	San Fernando	4
	Leaks	South	Moruga	4
	Billing Query	South	San Fernando	3
	Billing Query	North West	Laventille	3
T&TEC	High & Low Voltage /	Central	Couva	2
	Damages	Central	Central	2
	Billing Query	South	Fyzabad	2
		South	San Fernando	2

# 6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of complaints received in February 2005

