



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

February 2008

1.0 Overview of Complaints

This report provides an analysis of all complaints received in February 2008, as well as all outstanding complaints against Service Providers as at February 29, 2008.

Status	Feb '07	Feb '08	Mar '07 - Feb '08	
Number of complaints received	342	227	4,297	
Number of complaints resolved	169	105	3,595	
Number of complaints unresolved	173	122	588	
Number of complaints withdrawn	0	0	113	
Resolution rate for complaints received	49%	46%	86%	
No. of outstanding complaints resolved	214	132	39	
Total number of complaints resolved	383	237	3,634	
Rebate/compensation awarded to customers		TT\$3,718	TT\$465,974	WASA T&TEC

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 Jan 31, 2008	No & % of Complaints Received in Feb '08	No & % of Feb '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '08
Billing Query	284	10 (5%)	1 (0%)	18	275 (37%)
Inadequate Supply	347	159 (79%)	94 (47%)	67	345 (46%)
Leaks	35	24 (12%)	6 (3%)	13	40 (5%)
Request for Service	28	2 (1%)	0 (0%)	0	30 (4%)
Road Restoration	17	2 (1%)	0 (0%)	2	17 (2%)
Other	40	4 (2%)	1 (0%)	1	42 (6%)
Total	751	201	102(51%)	101	749

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 Jan 31, 2008	No & % of Complaints Received in Feb '08	No & % of Feb '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '08
Billing Query	27	4 (15%)	1 (4%)	2	28 (10%)
Damage Appliances	119	1 (4%)	0 (0%)	3	117 (44%)
High / Low Voltage	17	0 (0%)	0 (0%)	5	12 (4%)
Power Outages	10	1 (4%)	0 (0%)	2	9 (3%)
Request for Service	11	1 (4%)	1 (4%)	1	10 (4%)
Street Lights / Poles	74	14 (54%)	1 (4%)	17	70 (26%)
Other	18	5 (19%)	0 (0%)	1	22 (8%)
Total	276	26	3 (12%)	31	268

2.0 Complaints Analysis

Monthly	Feb '07	Feb '08	Jan '08
Number of complaints received	342	227	328
Number of complaints resolved	169	105	155
Number of complaints unresolved	173	122	173
Resolution rate for complaints received	49%	46%	47%
No. of outstanding complaints resolved	214	132	31
Total number of complaints resolved	383	237	186

The total number of complaints received in February 2008 decreased by 101 or 31% when compared to Jan '08. Using the same comparative period, the resolution rate for February 2008 decreased by 1%. The number of complaints resolved for the current month decreased by 50 or 32% and from a previous period (unresolved from Jan '03 to Jan '08) increased by 101 or 326%. The total number of complaints resolved overall increased by 51 or 27%.

Cumulative	Jan - Feb '07	Jan - Feb '08	Mar '07 - Feb '08
Number of complaints received	638	555	4,297
Number of complaints resolved	488	325	3,595
Number of complaints unresolved	150	217	588
Number of complaints withdrawn	17	12	113
Resolution rate	79%	60%	86%

The cumulative number of complaints received and resolved from Jan - Feb '08 decreased by 83 or 39% and by 163 or 33% respectively when compared to Jan - Feb '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 227 complaints recorded for Feb '08 were reported by 173 customers of which 67 or 39% were new customers. Table 3 shows the frequency of complaints where 126 customers made only one complaint whilst cumulatively 47 or 46% of our customers made more than one complaint. For the period Jan - Feb '08, 366 customers made 555 complaints to the RIC of which 168 or 79% were new customers.

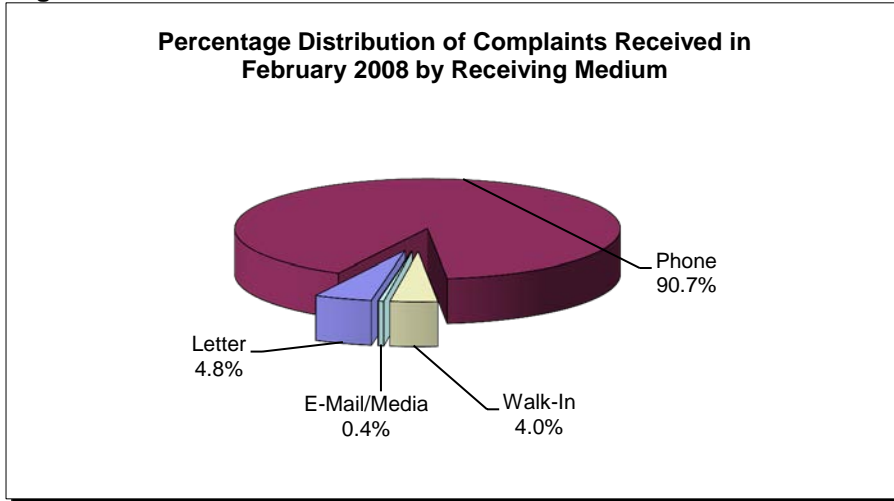
Table 3: Frequency of Complaints

No. of Complaints	No. of Feb '08 Customers	% of Repeated Customers Feb '08	No. of Customers Jan - Feb '08	% of Repeated Customers Jan - Feb '08
1	126	0	234	0
2	41	24	88	24
3	5	3	35	10
4	1	1	7	2
5	0	0	1	0
>6	0	0	1	0
0	173		366	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2008 by receiving medium. The number of complaints received by Letter decreased by 1 or 8%, Telephone decreased by 95 or 32%, and Walk-In decreased by 5 or 36%, when compared to Jan '08.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2008 by Service Provider. The number of complaints filed against WASA have decreased by 96 or 32% and those filed against T&TEC decreased by 5 or 16% when compared to Jan '08.

Fig. 2

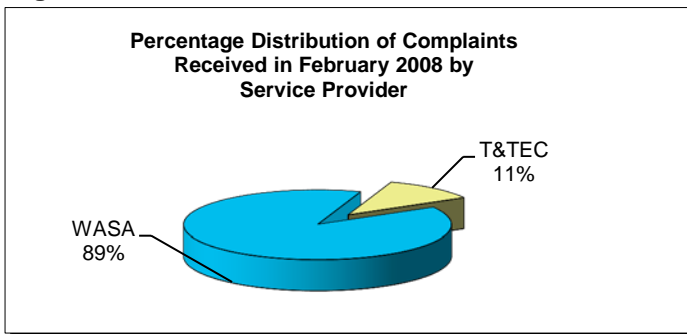
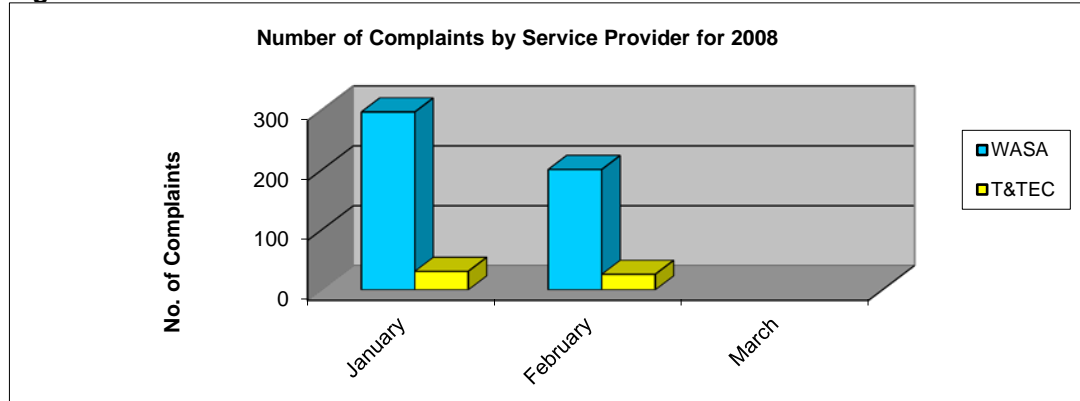


Fig. 3





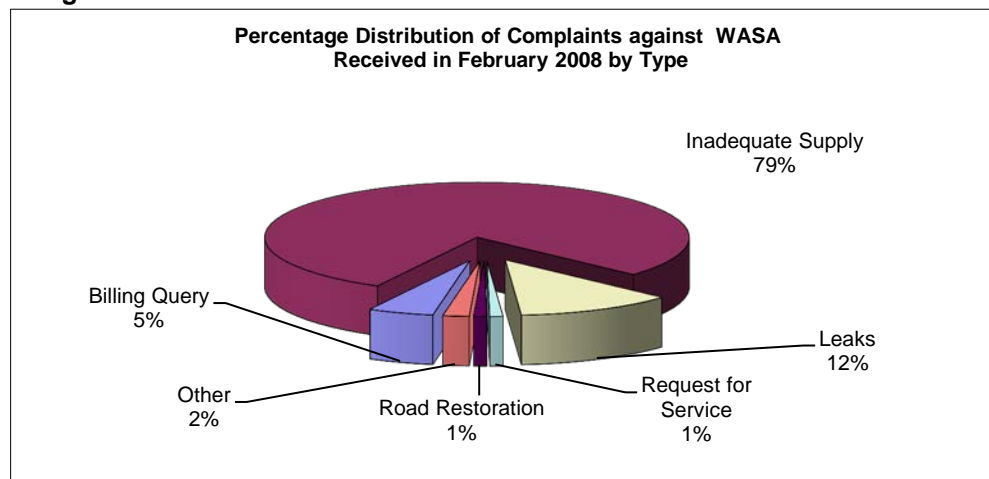
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2008 by type. When compared to Jan '08 the number of complaints related to Billing Queries decreased by 8 or 44%, Inadequate Supply decreased by 94 or 37%, Road Restoration increased by 2 or 200%, and the category Other increased by 1 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jan 31, 2008	No of Complaints Received in Feb '08	No of Feb '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '08
Billing Query	284	10	1	18	275 (37%)
Inadequate Supply	347	159	94	67	345 (46%)
Leaks	35	24	6	13	40 (5%)
Request for Service	28	2	0	0	30 (4%)
Road Restoration	17	2	0	2	17 (2%)
Other	40	4	1	1	42 (6%)
Total	751	201	102	101	749

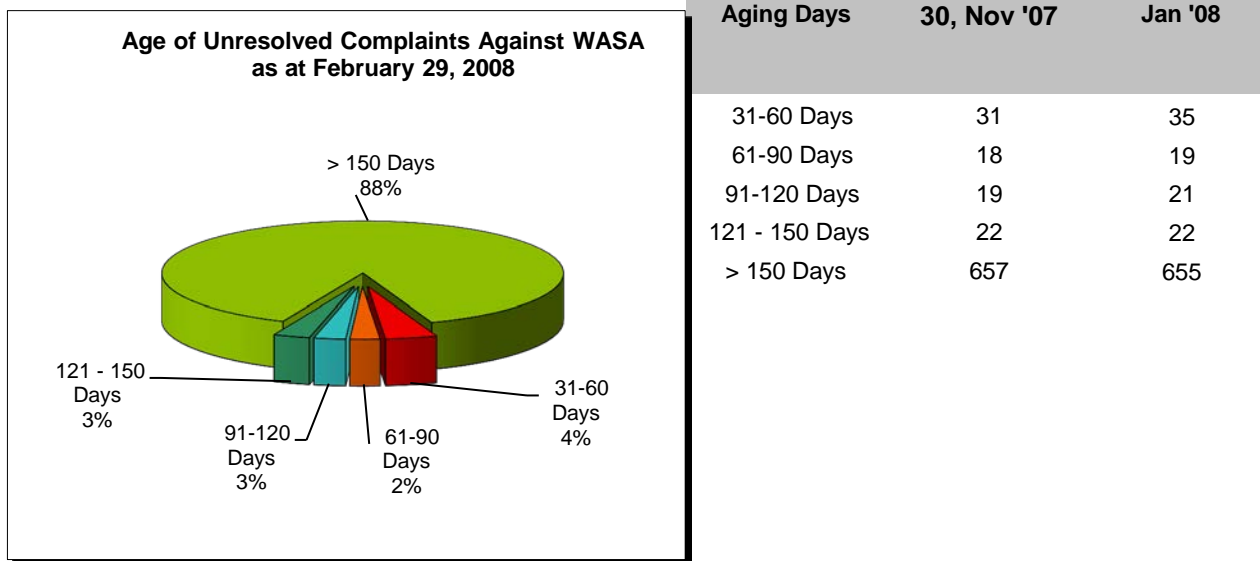
Fig. 4



Cumulative	Jan - Feb '08	Mar '07 - Feb '08
Number of complaints received	498	3,785
Number of complaints resolved	301	3,229
Number of complaints unresolved	184	449
Number of complaints withdrawn	12	106
Resolution rate	62%	88%

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	30, Nov '07	Jan '08
31-60 Days	31	35
61-90 Days	18	19
91-120 Days	19	21
121 - 150 Days	22	22
> 150 Days	657	655

The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as show

Table 5: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	4 (13%)	8 (44%)	6 (32%)	13 (59%)	241 (37%)
Inadequate Supply	19 (61%)	6 (33%)	9 (47%)	5 (23%)	306 (47%)
Leaks	2 (6%)	1 (6%)	1 (5%)	(0%)	36 (5%)
Other	2 (6%)	1 (6%)	1 (5%)	2 (9%)	36 (5%)
Request for Service	2 (6%)	1 (6%)	1 (5%)	1 (5%)	26 (4%)
Road Restoration	2 (6%)	1 (6%)	1 (5%)	1 (5%)	12 (2%)
	31	18	19	22	657

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

Complaint Type	Mar '07 - Feb '08	Jan - Feb '08	Feb '08
Billing Classification	23,369.00	76.00	-
Billing Query	308,644.00	11,897.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	5,556.00	3,256.00	-
	\$ 337,569.00	\$ 15,229.00	\$ -

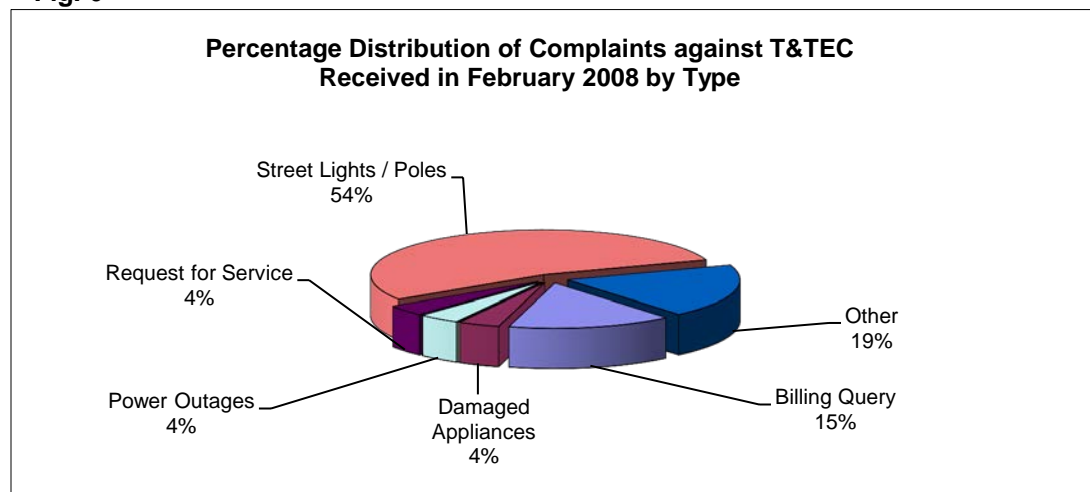
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in February 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in February 2008 by type. When compared to Jan '08, the number of complaints related to Billing Queries increased by 1 or 33%, Damage Appliances decreased by 3 or 75%, High/ Low Voltage decreased by 4 or 100%, Street Lights/Poles decreased by 2 or 13%, and the category Other increased by 3 or 150% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jan 31, 2008	No of Complaints Received in Feb '08	No of Feb '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '08
Billing Query	27	4	1	2	28 (10%)
Damaged Appliances	119	1	0	3	117 (44%)
High / Low Voltage	17	0	0	5	12 (4%)
Power Outages	10	1	0	2	9 (3%)
Request for Service	11	1	1	1	10 (4%)
Street Lights / Poles	74	14	1	17	70 (26%)
Other	18	5	0	1	22 (8%)
Total	276	26	3	31	268

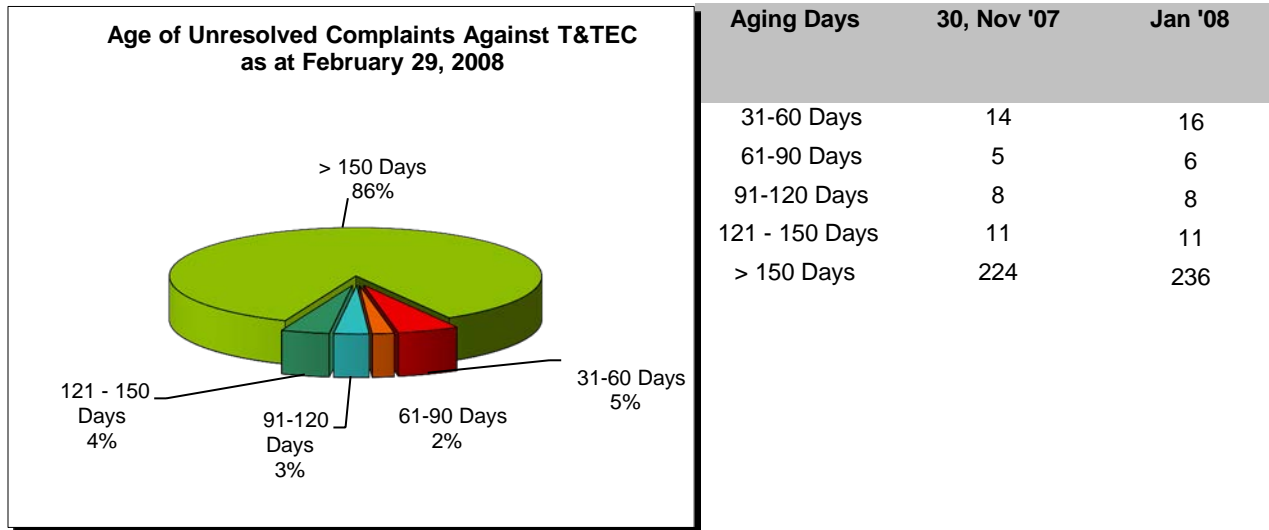
Fig. 6



Cumulative	Jan - Feb '08	Mar '07 - Feb '08
Number of complaints received	57	512
Number of complaints resolved	24	366
Number of complaints unresolved	33	139
Number of complaints withdrawn	0	7
Resolution rate	42%	72%

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	30, Nov '07	Jan '08
31-60 Days	14	16
61-90 Days	5	6
91-120 Days	8	8
121 - 150 Days	11	11
> 150 Days	224	236

The majority of complaints that are over 150 days relates to Damaged Appliances and repairs or replacement to Street Lights or Poles as shown in Table 7.

Table 7: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	3 (21%)	(0%)	2 (25%)	1 (9%)	22 (10%)
Damaged Appliances	4 (29%)	1 (20%)	2 (25%)	6 (55%)	104 (46%)
High / Low Voltage	1 (7%)	(0%)	(0%)	2 (18%)	8 (4%)
Other	1 (7%)	2 (40%)	1 (13%)	(0%)	18 (8%)
Power Outages	1 (7%)	1 (20%)	(0%)	(0%)	6 (3%)
Request for Service	1 (7%)	(0%)	1 (13%)	1 (9%)	7 (3%)
Street Lights / Poles	3 (21%)	1 (20%)	2 (25%)	1 (9%)	59 (26%)
Totals	14	5	8	11	224

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

Complaint Type	Mar '07 - Feb '08	Jan - Feb '08	Feb '08
Billing Query	90,847.00	733.00	733.00
Damaged Appliance	37,558.00	23,204.00	2,985.00
Request for Service	-	-	-
	\$ 128,405.00	\$ 23,937.00	\$ 3,718.00

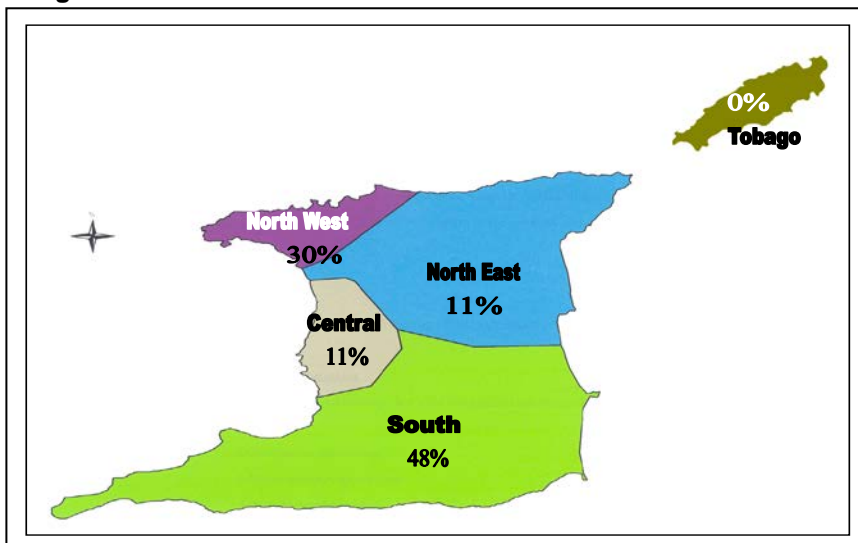
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 February 2008 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	18 (9%)	6 (23%)	24 (11%)
North West	60 (30%)	9 (35%)	69 (30%)
Central	24 (12%)	0 (0%)	24 (11%)
South	99 (49%)	10 (38%)	109 (48%)
Tobago	0 (0%)	1 (4%)	1 (0%)
Total	201	26	227

Fig. 8



When compared to Jan '08, the number of complaints received from the North East decreased by 7 or 23%, from the North West increased by 28 or 68%, complaints from the South region decreased by 120 or 52% while those from Tobago decreased by 2 or 67%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Feb '08 .

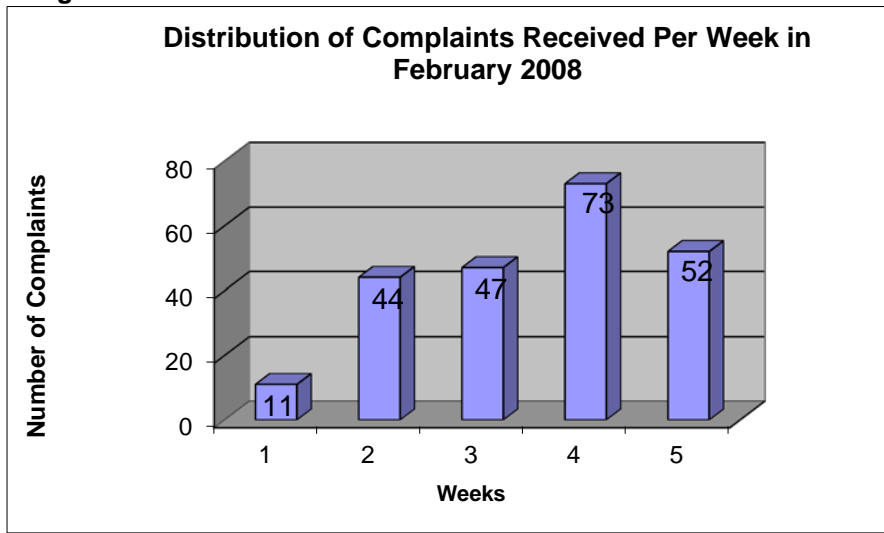
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	76
		South	Barrackpore	75
		North West	Glencoe	28
		South	Siparia	24
		South	Princes Town	20
		South	San Fernando	17
		North West	Diego Martin	13
		South	Los Bajos	11
		South	Debe	9
		South	Moruga	8
		North West	Port of Spain	7
T&TEC	Street Lights / Poles	South	Princes Town	4
		South	San Fernando	3
		North West	Petit Valley	3
		South	Barrackpore	2

7.0 Distribution of Complaints Received Per Week

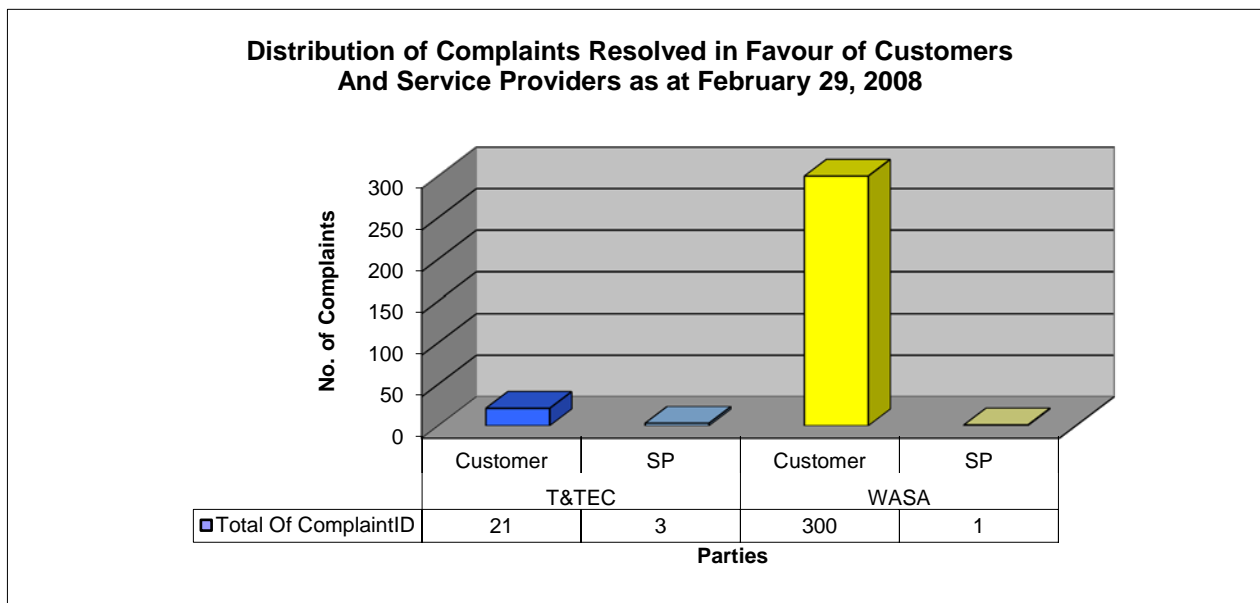
Figure 9 shows the distribution of the complaints received in February 2008

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Feb '08



complaints against

\$337569
\$128405

**% Change
compared to
Jan '08**

- 11.4%
- 5.3%
- 9.5%
- 0.0%
- 0.3%

in Table 5.

Total
284 (36%)
347 (46%)
35 (5%)
41 (6%)
28 (4%)
17 (2%)
752

**% Change
compared to
Jan '08**

-12.5%
-16.7%
0.0%
0.0%
-5.1%

Total
28 (11%)
117 (45%)
11 (4%)
22 (8%)
8 (3%)
10 (4%)
66 (25%)
262

