



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

February 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in February 2009, as well as all outstanding complaints against Service Providers as at February 28, 2009.

Status	Feb '08	Feb '09	Mar '08 - Feb '09		
Number of complaints received	227	192	3,688		
Number of complaints resolved	105	89	2,978		
Number of complaints unresolved	122	103	603		
Number of complaints withdrawn	0	0	107		
Resolution rate for complaints received	46%	46%	83%		
No. of outstanding complaints resolved	132	43	39		
Total number of complaints resolved	237	132	3,017		
Rebate/compensation awarded to customers		TT\$0	TT\$517,684	WASA	\$168537
				T&TEC	\$349147

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, '09	No & % of Complaints Received in Feb '09	No & % of Feb '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '09
Billing Query	282	12 (7%)	1 (1%)	0	293 (33%)
Inadequate Supply	419	137 (82%)	78 (47%)	25	453 (52%)
Leaks	25	10 (6%)	5 (3%)	0	30 (3%)
Request for Service	31	1 (1%)	0 (0%)	1	31 (4%)
Road Restoration	17	3 (2%)	0 (0%)	0	20 (2%)
Other	48	4 (2%)	0 (0%)	0	52 (6%)
Total	822	167	84(50%)	26	879

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, '09	No & % of Complaints Received in Feb '09	No & % of Feb '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '09
Billing Query	35	8 (32%)	3 (12%)	3	37 (15%)
Damage Appliances	121	5 (20%)	0 (0%)	6	120 (49%)
High / Low Voltage	8	1 (4%)	0 (0%)	1	8 (3%)
Power Outages	10	0 (0%)	0 (0%)	0	10 (4%)
Request for Service	6	1 (4%)	0 (0%)	0	7 (3%)
Street Lights / Poles	44	3 (12%)	1 (4%)	4	42 (17%)
Other	20	7 (28%)	1 (4%)	3	23 (9%)
Total	244	25	5 (20%)	17	247

2.0 Complaints Analysis

Monthly	Feb '08	Feb '09	Jan '09
Number of complaints received	227	192	178
Number of complaints resolved	105	89	86
Number of complaints unresolved	122	103	92
Resolution rate for complaints received	46%	46%	48%
No. of outstanding complaints resolved	132	43	66
Total number of complaints resolved	237	132	152

The total number of complaints received in February 2009 increased by 14 or 8% when compared to Jan '09. Using the same comparative period, the resolution rate for February 2009 decreased by 4%. The number of complaints resolved for the current month increased by 3 or 3% and from a previous period (unresolved from Jan '04 to Jan '09) decreased by 23 or 35%. The total number of complaints resolved overall decreased by 20 or 13%.

Cumulative	Jan '08 - Feb '08	Jan '09 - Feb '09	Mar '08 - Feb '09
Number of complaints received	555	370	3,688
Number of complaints resolved	325	198	2,978
Number of complaints unresolved	230	168	603
Number of complaints withdrawn	12	4	107
Resolution rate	60%	54%	83%

The cumulative number of complaints received and resolved from Jan '09 - Feb '09 decreased by 185 or 38% and by 127 or 39% respectively when compared to Jan '08 - Feb '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 192 complaints recorded for Feb '09 were reported by 137 customers of which 52 or 38% were new customers. Table 3 shows the frequency of complaints where 90 customers made only one complaint whilst cumulatively 47 or 42% of our customers made more than one complaint. For the period Jan '09-Feb '09, 257 customers made 370 complaints to the RIC of which 108 or 79% were new customers.

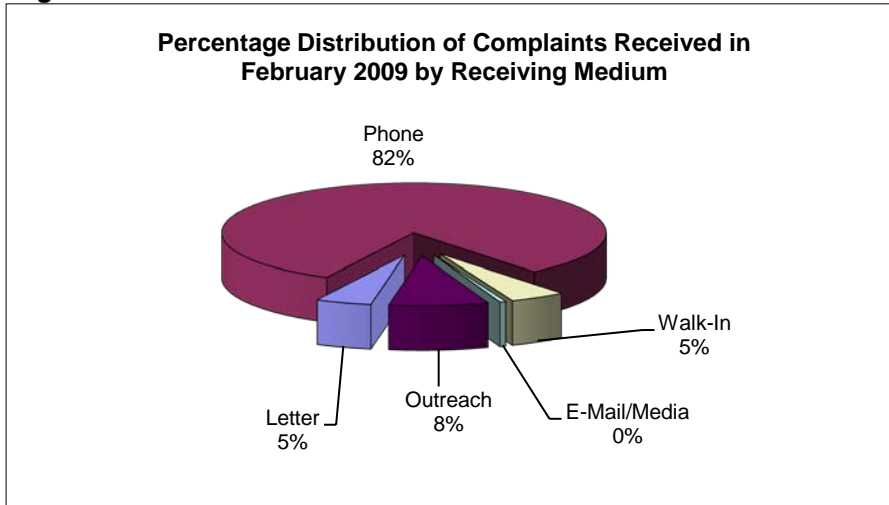
Table 3: Frequency of Complaints

No. of Complaints	No. of Feb '09 Customers	% of Repeated Customers Feb '09	No. of Customers Jan '09- Feb '09	% of Repeated Customers Jan '09- Feb '09
1	90	0	175	0
2	39	28	61	24
3	8	6	14	5
4	0	0	5	2
5	0	0	1	0
>6	0	0	1	0
0	137		257	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2009 by receiving medium. The number of complaints received by Letter decreased by 6 or 40%, Telephone increased by 3 or 2%, Walk in increased by 5 or 125%, and e-mail/Media decreased by 4 or 80% when compared to Jan '09. Sixteen (16) complaints were received at our Consumer Outreach Programme in Penal

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2009 by Service Provider. The number of complaints filed against WASA have increased by 13 or 8% and those filed against T&TEC increased by 1 or 4% when compared to Jan '09.

Fig. 2

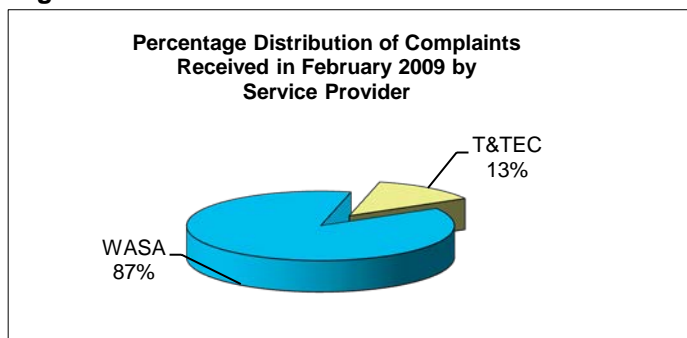
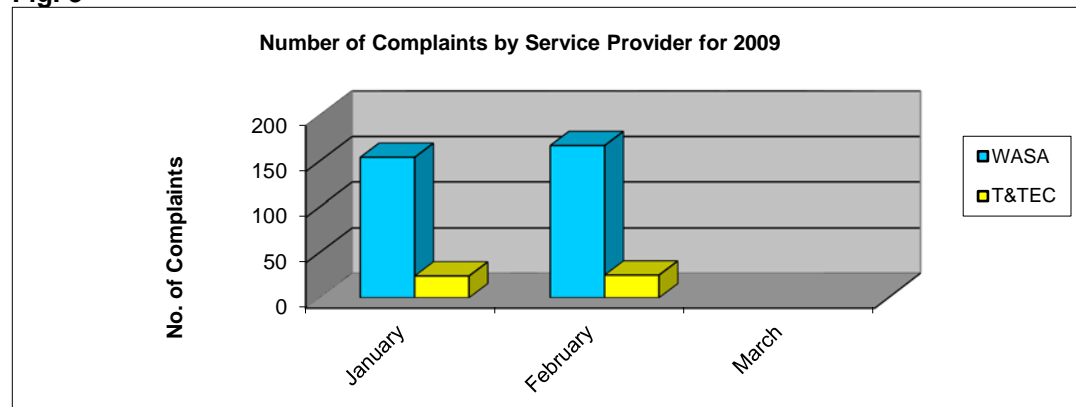


Fig. 3





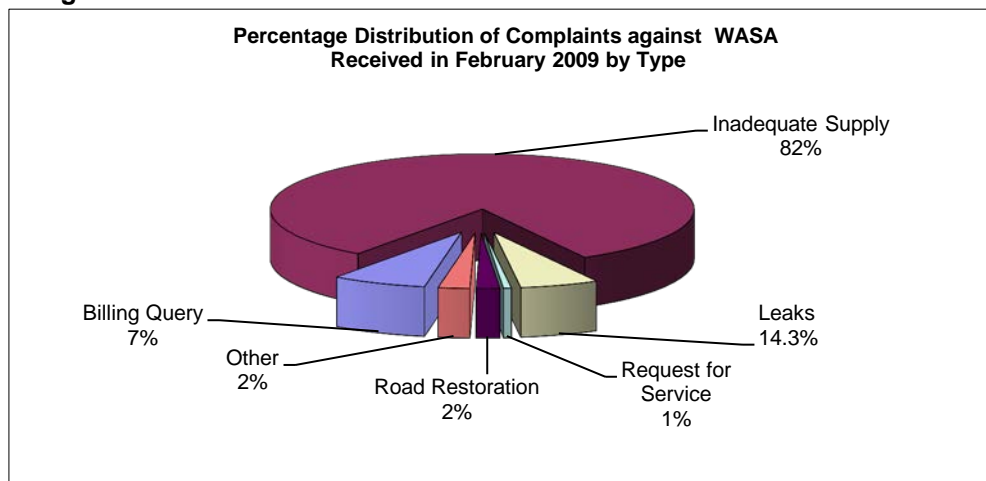
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2009 by type. When compared to Jan '09 the number of complaints related to Billing Queries increased by 3 or 33%, Inadequate Supply increased by 23 or 20%, Leaks decreased by 12 or 55%, and Road Restoration increased by 1 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jan 31, '09	No of Complaints Received in Feb '09	No of Feb '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '09
Billing Query	282	12	1	0	293 (33%)
Inadequate Supply	419	137	78	25	453 (52%)
Leaks	25	10	5	0	30 (3%)
Request for Service	31	1	0	1	31 (4%)
Road Restoration	17	3	0	0	20 (2%)
Other	48	4	0	0	52 (6%)
Total	822	167	84	26	879

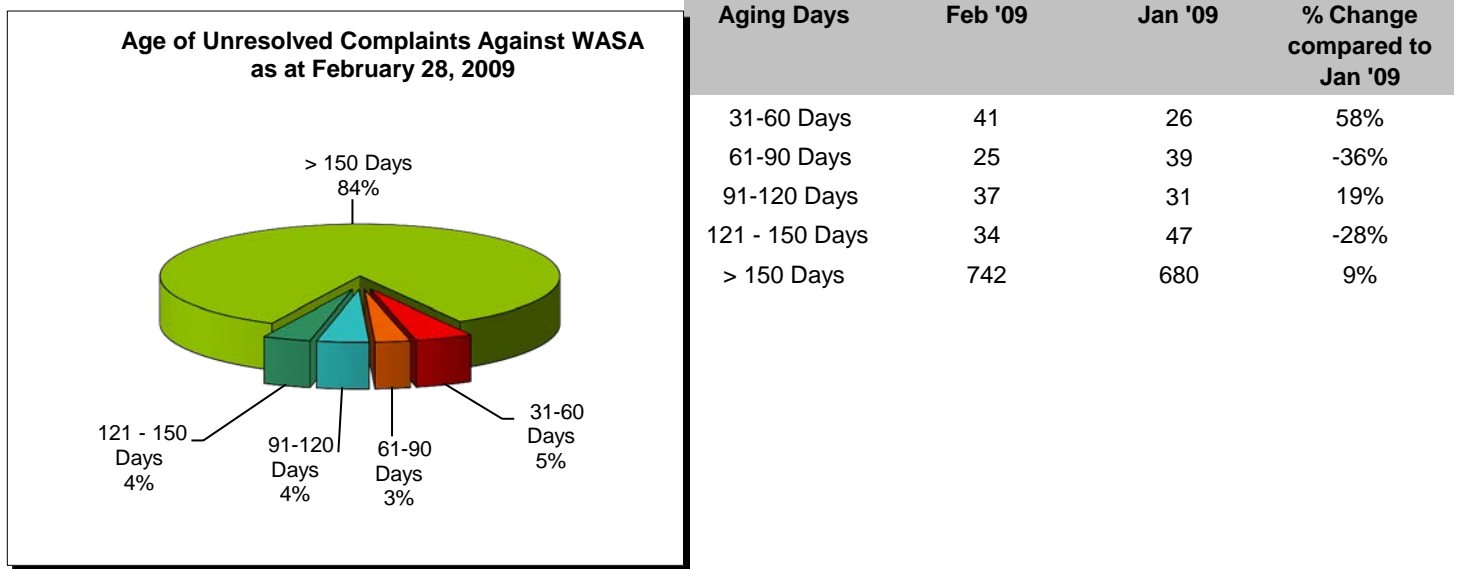
Fig. 4



Cumulative	Jan '09- Feb '09	Mar '08 - Feb '09
Number of complaints received	321	3,311
Number of complaints resolved	186	2,719
Number of complaints unresolved	131	489
Number of complaints withdrawn	4	103
Resolution rate	59%	85%

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	Feb '09	Jan '09	% Change compared to Jan '09
31-60 Days	41	26	58%
61-90 Days	25	39	-36%
91-120 Days	37	31	19%
121 - 150 Days	34	47	-28%
> 150 Days	742	680	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	3 (7%)	8 (32%)	6 (16%)	5 (15%)	272 (37%)	286 (33%)
Inadequate Supply	23 (56%)	14 (56%)	25 (68%)	25 (74%)	365 (49%)	417 (51%)
Leaks	8 (20%)	1 (4%)	2 (5%)	2 (6%)	17 (2%)	25 (3%)
Other	4 (10%)	1 (4%)	2 (5%)	1 (3%)	44 (6%)	48 (6%)
Request for Service	(0%)	(0%)	1 (3%)	(0%)	30 (4%)	30 (4%)
Road Restoration	3 (7%)	1 (4%)	1 (3%)	1 (3%)	14 (2%)	17 (2%)
	41	25	37	34	742	823

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

Complaint Type	Mar '08 - Feb '09	Jan '09- Feb '09	Feb '09
Billing Classification	-	-	-
Billing Query	158,656.00	26,411.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	9,881.00	-	-
	\$ 168,537.00	\$ 26,411.00	\$ -

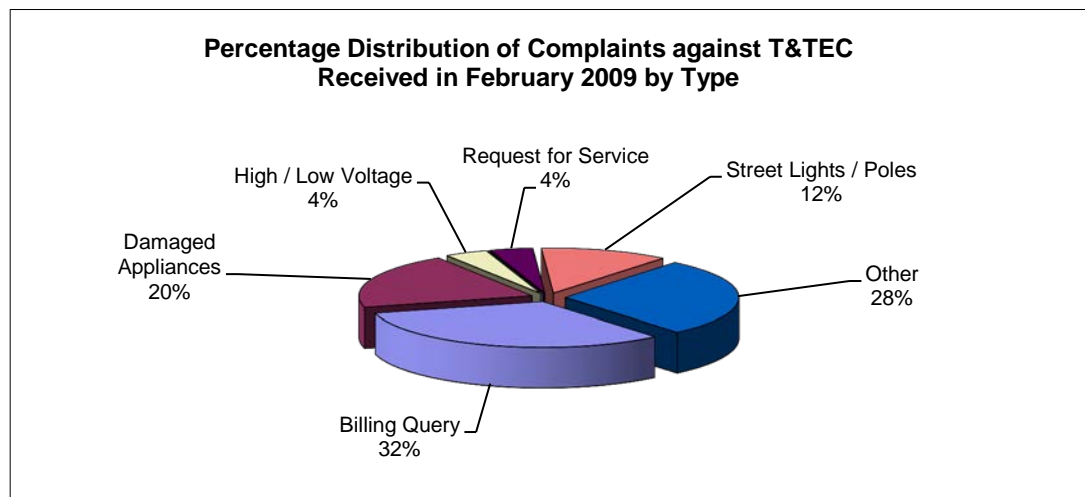
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in February 2009 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in February 2009 by type. When compared to Jan '09, the number of complaints related to Billing Queries decreased by 2 or 20%, Damage Appliances increased by 4 or 400%, High/ Low Voltage decreased by 1 or 50%, Request for Service decreased by 1 or 50%, Street Lights/Poles decreased by 3 or 50%, and the category Other increased by 4 or 133% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jan 31, '09	No of Complaints Received in Feb '09	No of Feb '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '09
Billing Query	35	8	3	3	37 (15%)
Damaged Appliances	121	5	0	6	120 (49%)
High / Low Voltage	8	1	0	1	8 (3%)
Power Outages	10	0	0	0	10 (4%)
Request for Service	6	1	0	0	7 (3%)
Street Lights / Poles	44	3	1	4	42 (17%)
Other	20	7	1	3	23 (9%)
Total	244	25	5	17	247

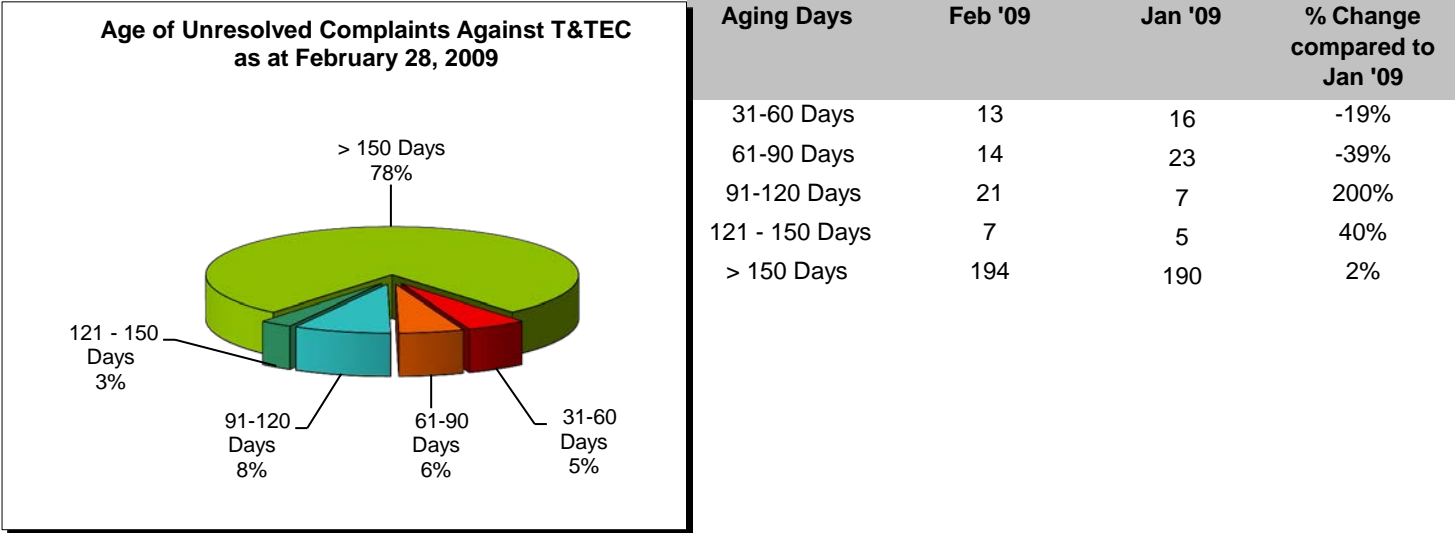
Fig. 6



Cumulative	Jan '09- Feb '09	Mar '08 - Feb '09
Number of complaints received	49	377
Number of complaints resolved	12	259
Number of complaints unresolved	37	114
Number of complaints withdrawn	0	4
Resolution rate	24%	69%

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	Feb '09	Jan '09	% Change compared to Jan '09
31-60 Days	13	16	-19%
61-90 Days	14	23	-39%
91-120 Days	21	7	200%
121 - 150 Days	7	5	40%
> 150 Days	194	190	2%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	6 (46%)	5 (36%)	3 (14%)	3 (43%)	20 (10%)	37 (15%)
Damaged Appliances	1 (8%)	4 (29%)	3 (14%)	3 (43%)	111 (57%)	122 (49%)
High / Low Voltage	2 (15%)	(0%)	4 (19%)	(0%)	1 (1%)	7 (3%)
Other	1 (8%)	1 (7%)	3 (14%)	(0%)	18 (9%)	23 (9%)
Power Outages	(0%)	2 (14%)	1 (5%)	(0%)	7 (4%)	10 (4%)
Request for Service	2 (15%)	2 (14%)	(0%)	(0%)	3 (2%)	7 (3%)
Street Lights / Poles	1 (8%)	(0%)	7 (33%)	1 (14%)	34 (18%)	43 (17%)
Totals	13	14	21	7	194	249

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

Complaint Type	Mar '08 - Feb '09	Jan '09- Feb '09	Feb '09
Billing Query	143,366.00	7,181.00	-
Damaged Appliance	13,989.00	-	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	50,000.00	30,000.00	-
	\$ 349,147.00	\$ 178,973.00	\$ -

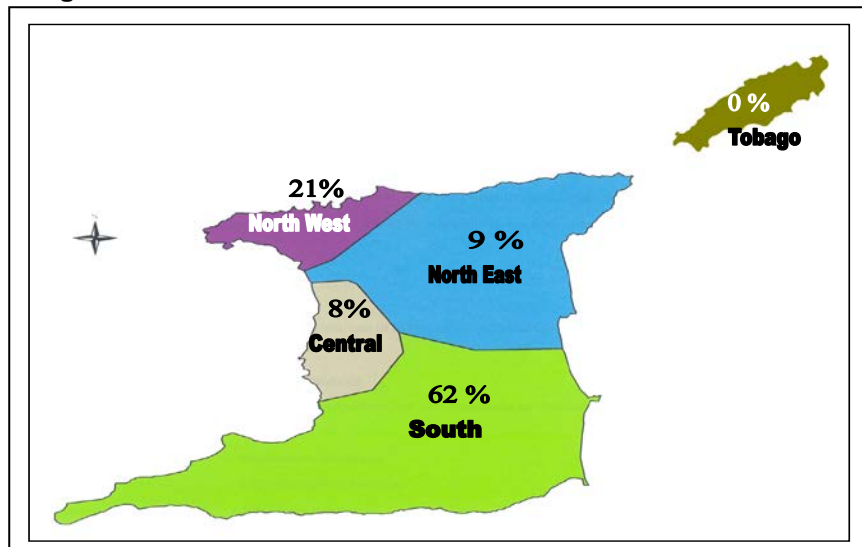
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	11 (7%)	6 (24%)	17 (9%)
North West	30 (18%)	11 (44%)	41 (21%)
Central	14 (8%)	2 (8%)	16 (8%)
South	112 (67%)	6 (24%)	118 (61%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	167	25	192

Fig. 8



When compared to Jan '09, the number of complaints from the Central region decreased by 15 or 48%, from the North East decreased by 10 or 37%, from the North West increased by 9 or 28%, complaints from the South region increased by 31 or 36% while those from Tobago decreased by 1 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Feb '09 .

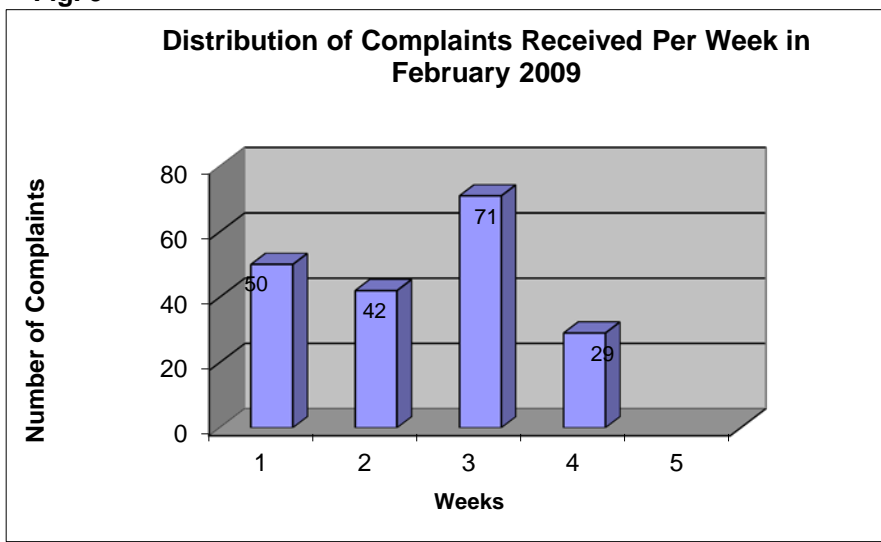
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	8
			Cunupia	4
			Couva	3
		North East	Manzanilla	5
			Talparo	5
			Arouca	3
		North West	Diego Martin	7
			San Juan	7
			Glencoe	6
		South	Penal	37
			Princes Town	30
			Barrackpore	29
			Gasparillo	18
T&TEC	Street Lights / Poles	North East	Arima	3
	Billing Query	North West	Westmoorings	2
	Billing Query	North West	Barataria	1
	Damaged Appliances	North West	St. Anns	1

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in February 2009

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 '09- Feb '09

