



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

February 2010

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in February 2010, as well as all outstanding complaints Service Providers as at February 28, 2010.

Status	Feb '09	Feb '10	Mar '09 - Feb '10		
Number of complaints received	192	263	4,764		
Number of complaints resolved	89	90	3,778		
Number of complaints unresolved	103	173	874		
Number of complaints withdrawn	0	0	105		
<b>Resolution rate for complaints received</b>	<b>46%</b>	<b>34%</b>	<b>81%</b>		
No. of outstanding complaints resolved	43	53	150		
Total number of complaints resolved	<b>132</b>	<b>143</b>	<b>3,928</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$547</b>	<b>TT\$910,991</b>	WASA	\$466
				T&TEC	\$444

**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, '10	No & % of Complaints Received in Feb '10	No & % of Feb '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '10
Billing Query	273	8 (3%)	0 (0%)	1	280 (23%)
Inadequate Supply	690	199 (79%)	81 (32%)	42	766 (62%)
Leaks	23	40 (16%)	9 (4%)	3	51 (4%)
Request for Service	45	2 (1%)	0 (0%)	0	47 (4%)
Road Restoration	20	0 (0%)	0 (0%)	0	20 (2%)
Other	73	3 (1%)	0 (0%)	0	76 (6%)
<b>Total</b>	<b>1124</b>	<b>252</b>	<b>90 (36%)</b>	<b>46</b>	<b>1240</b>

**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, '10	No & % of Complaints Received in Feb '10	No & % of Feb '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '10
Billing Query	21	2 (18%)	0 (0%)	1	22 (11%)
Damage Appliances	89	3 (27%)	0 (0%)	1	91 (46%)
High / Low Voltage	5	1 (9%)	0 (0%)	0	6 (3%)
Power Outages	7	2 (18%)	0 (0%)	2	7 (4%)
Request for Service	8	0 (0%)	0 (0%)	0	8 (4%)
Street Lights / Poles	41	2 (18%)	0 (0%)	2	41 (21%)
Other	25	1 (9%)	0 (0%)	1	25 (13%)
<b>Total</b>	<b>196</b>	<b>11</b>	<b>0 (0%)</b>	<b>7</b>	<b>200</b>

## 2.0 Complaints Analysis

Monthly	Feb '09	Feb '10	Jan '10
Number of complaints received	192	263	528
Number of complaints resolved	89	90	253
Number of complaints unresolved	103	173	275
Resolution rate for complaints received	<b>46%</b>	<b>34%</b>	<b>48%</b>
No. of outstanding complaints resolved	43	53	150
Total number of complaints resolved	132	143	403

The total number of complaints received in February 2010 decreased by 265 or 50% when compared to Jan '10. Using the same comparative period, the resolution rate for February 2010 decreased by 29%. The number of complaints resolved for the current month decreased by 163 or 64% and from a previous period (unresolved from Jan '08 to Jan '10) decreased by 97 or 65%. The total number of complaints resolved overall decreased by 260 or 65%.

Cumulative	Jan '09 - Feb '09	Jan '10 - Feb '10	Mar '09 - Feb '10
Number of complaints received	370	791	4,764
Number of complaints resolved	198	432	3,778
Number of complaints unresolved	172	347	874
Number of complaints withdrawn	4	12	105
Resolution rate	54%	55%	81%

The cumulative number of complaints received and resolved from Jan '10 - Feb '10 increased by 421 or 43% and increased by 234 or 118% respectively when compared to Jan '09 - Feb '09. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 263 complaints recorded for February 2010 were reported by 183 customers of which 79 or 43% were new customers. Table 3 shows the frequency of complaints where 118 customers made only one complaint whilst cumulatively 65 or 40% of our customers made more than one complaint. For the period Jan '10 - Feb '10, 466 customers made 791 complaints to the RIC of which 186 or 79% were new customers.

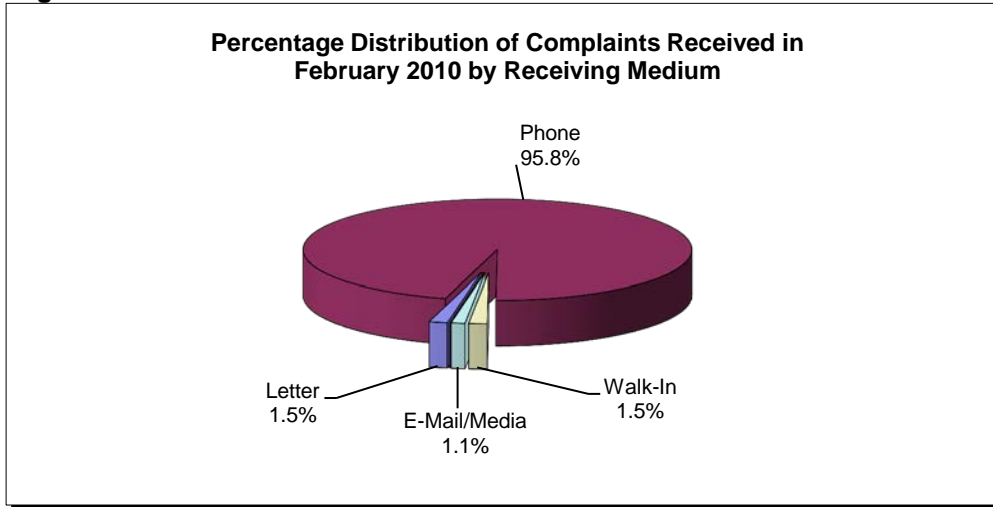
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Feb '10 Customers	% of Repeat Customers for Feb '10	No. of Customers from Jan '10 - Feb '10	% of Repeat Customers from Jan '10 - Feb '10
1	118	0	233	0
2	55	30	173	37
3	6	3	40	9
4	3	2	13	3
5	1	1	4	1
>6	0	0	3	1
	<b>183</b>		<b>466</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2010 by receiving medium. The number of complaints received by Letter decreased by 3 or 43%, Telephone decreased by 260 or 51%, Walk in decreased by 3 or 43%, and e-mail/Media increased by 1 or 50% when compared to Jan '10.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2010 by Service Provider. The number of complaints filed against WASA have decreased by 258 or 51% and those filed against T&TEC have decreased by 7 or 39% when compared to Jan '10.

Fig. 2

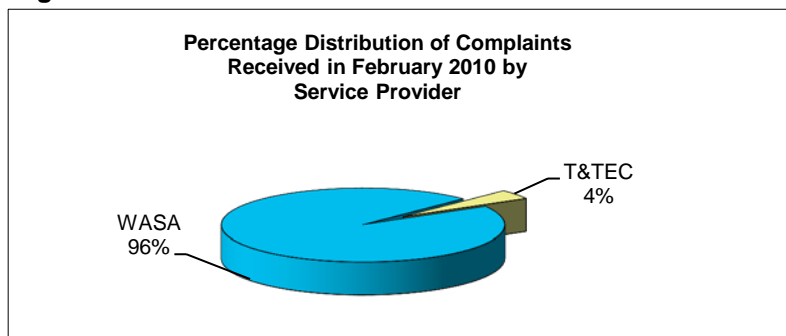
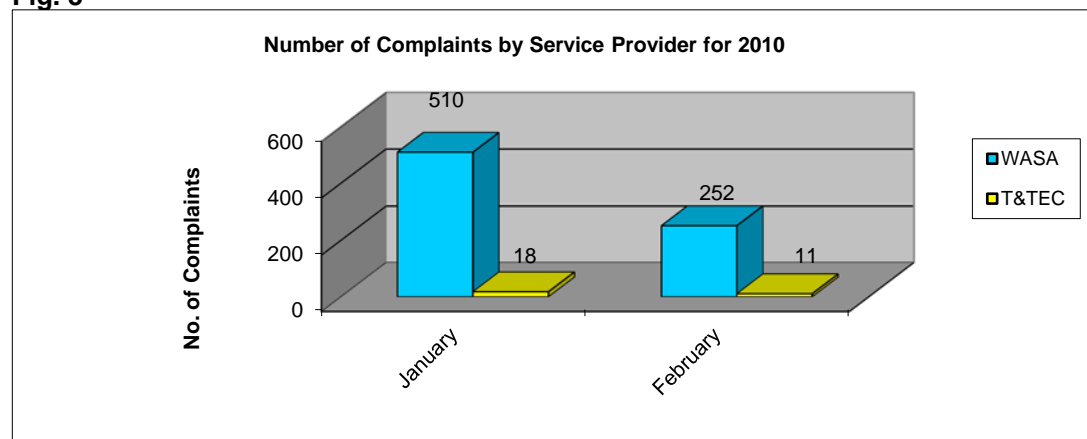


Fig. 3



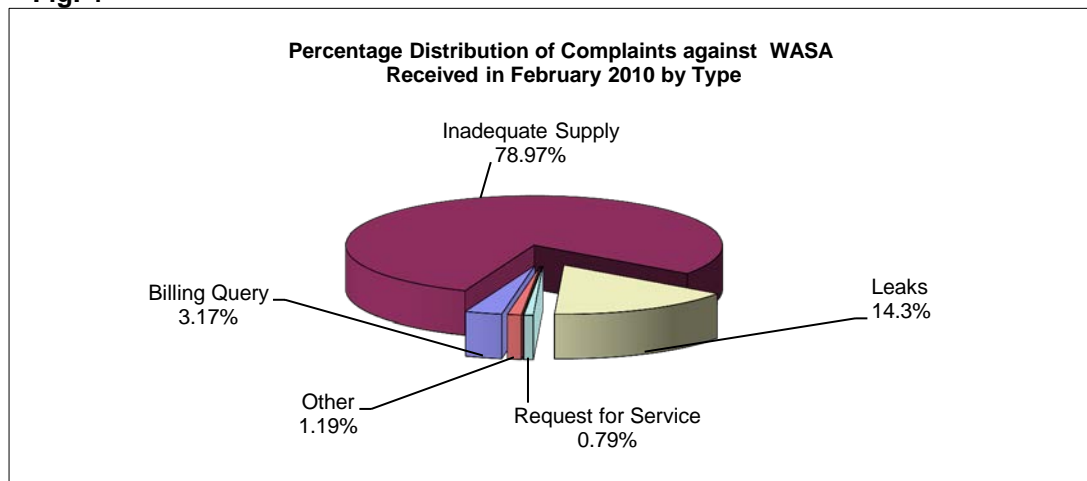
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2010 by type. When compared to Jan '10 the number of complaints related to Billing Queries increased by 4 or 100%, Inadequate Supply decreased by 288 or 59%, Leaks increased by 31 or 344%, Road Restoration decreased by 2 or 50%, and the category Other decreased by 1 or 100%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jan 31, '10	No of Complaints Received in Feb '10	No of Feb '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '10
Billing Query	273	8	0	1	280 (23%)
Inadequate Supply	690	199	81	42	766 (62%)
Leaks	23	40	9	3	51 (4%)
Request for Service	45	2	0	0	47 (4%)
Road Restoration	20	0	0	0	20 (2%)
Other	73	3	0	0	76 (6%)
<b>Total</b>	<b>1124</b>	<b>252</b>	<b>90</b>	<b>46</b>	<b>1240</b>

**Fig. 4**



Cumulative	Jan '10 - Feb '10	Mar '09 - Feb '10
Number of complaints received	762	4,439
Number of complaints resolved	426	3,533
Number of complaints unresolved	324	795
Number of complaints withdrawn	12	104
Resolution rate	57%	81%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

**Fig. 5**

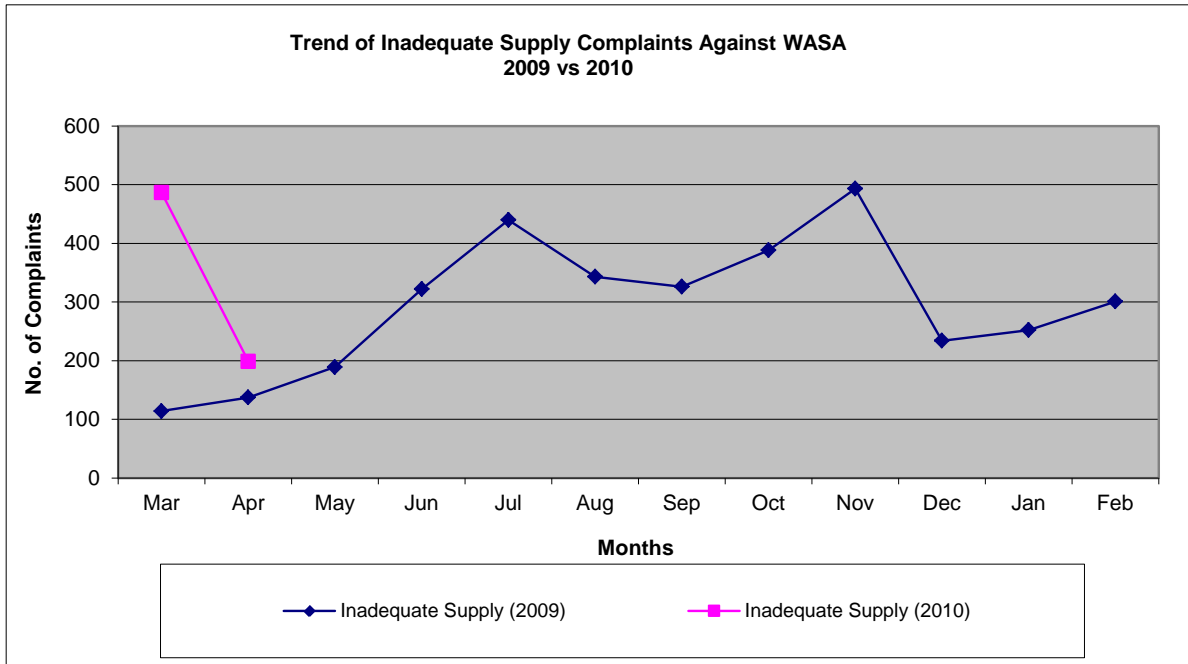
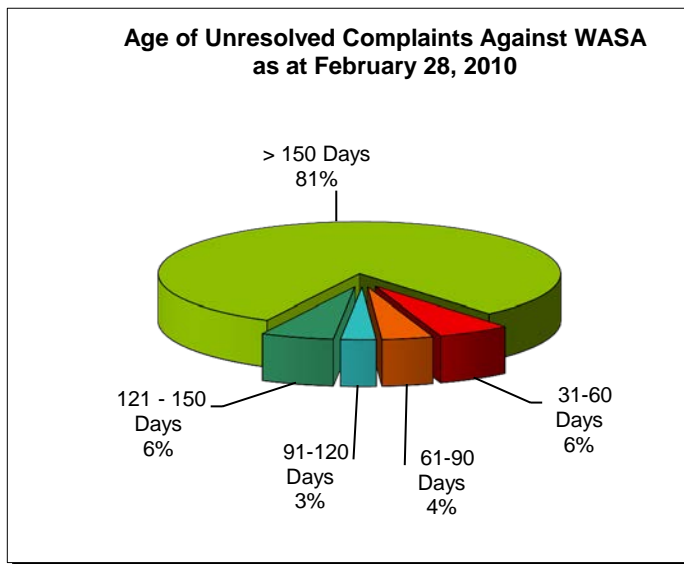


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Feb '10	Jan '10	% Ch comp Jan
31-60 Days	64	67	-4
61-90 Days	45	45	0
91-120 Days	31	31	0
121 - 150 Days	64	65	-2
> 150 Days	888	916	-3

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	5 (8%)	4 (9%)	11 (35%)	13 (20%)	240 (27%)	273
Inadequate Supply	50 (78%)	33 (73%)	16 (52%)	43 (67%)	518 (58%)	690
Leaks	5 (8%)	1 (2%)	2 (6%)	2 (3%)	12 (1%)	23
Other	2 (3%)	4 (9%)	1 (3%)	1 (2%)	64 (7%)	73
Request for Service	1 (2%)	1 (2%)	0 (0%)	4 (6%)	39 (4%)	45
Road Restoration	1 (2%)	2 (4%)	1 (3%)	1 (2%)	15 (2%)	20
	<b>64</b>	<b>45</b>	<b>31</b>	<b>64</b>	<b>888</b>	<b>1124</b>

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

Complaint Type	Mar '09 - Feb '10	Jan '10 - Feb '10	Feb '10
Billing Classification	56,431.00	2,433.00	-
Billing Query	371,651.00	-	-
Damage to Property	20,000.00	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	-	-
	<b>\$ 466,712.00</b>	<b>\$ 2,433.00</b>	<b>\$ -</b>

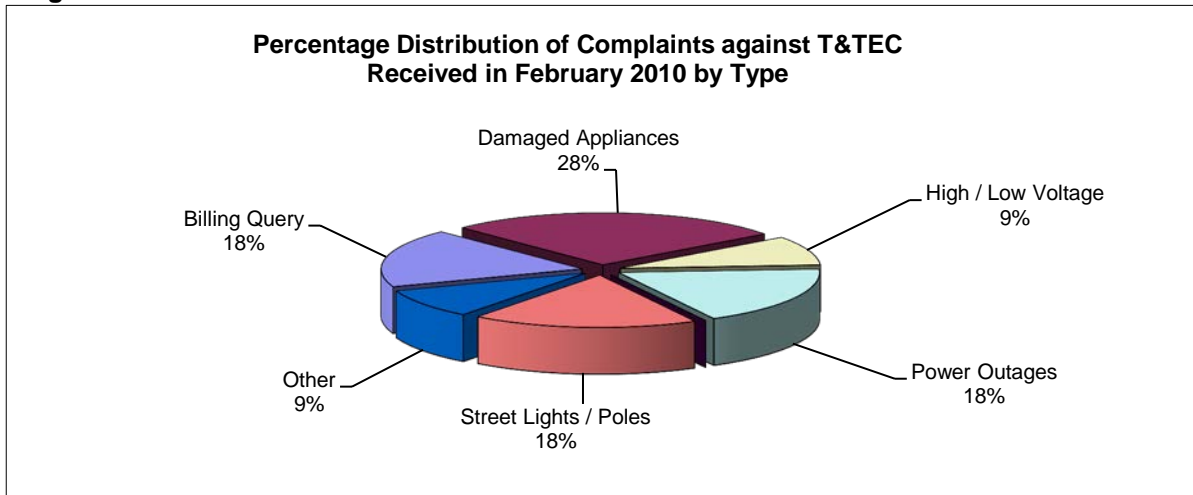
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 5 shows the number and types of complaints received against T&TEC in February 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in February 2010 by type. When compared to Jan '10, the number of complaints related to Billing Queries decreased by 3 or 60%, Damage Appliances increased by 1 or 50%, Power Outages decreased by 1 or 33%, Request for Service decreased by 3 or 100%, and Street Lights/Poles decreased by 1 or 33%.

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jan 31, '10	No of Complaints Received in Feb '10	No of Feb '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '10
Billing Query	21	2	0	1	22 (11%)
Damaged Appliances	89	3	0	1	91 (46%)
High / Low Voltage	5	1	0	0	6 (3%)
Power Outages	7	2	0	2	7 (4%)
Request for Service	8	0	0	0	8 (4%)
Street Lights / Poles	41	2	0	2	41 (21%)
Other	25	1	0	1	25 (13%)
<b>Total</b>	<b>196</b>	<b>11</b>	<b>0</b>	<b>7</b>	<b>200</b>

**Fig. 7**



Cumulative	Jan '10 - Feb '10	Mar '09 - Feb '10
Number of complaints received	29	325
Number of complaints resolved	6	245
Number of complaints unresolved	23	79
Number of complaints withdrawn	0	1
Resolution rate	21%	76%

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

**Fig. 8**

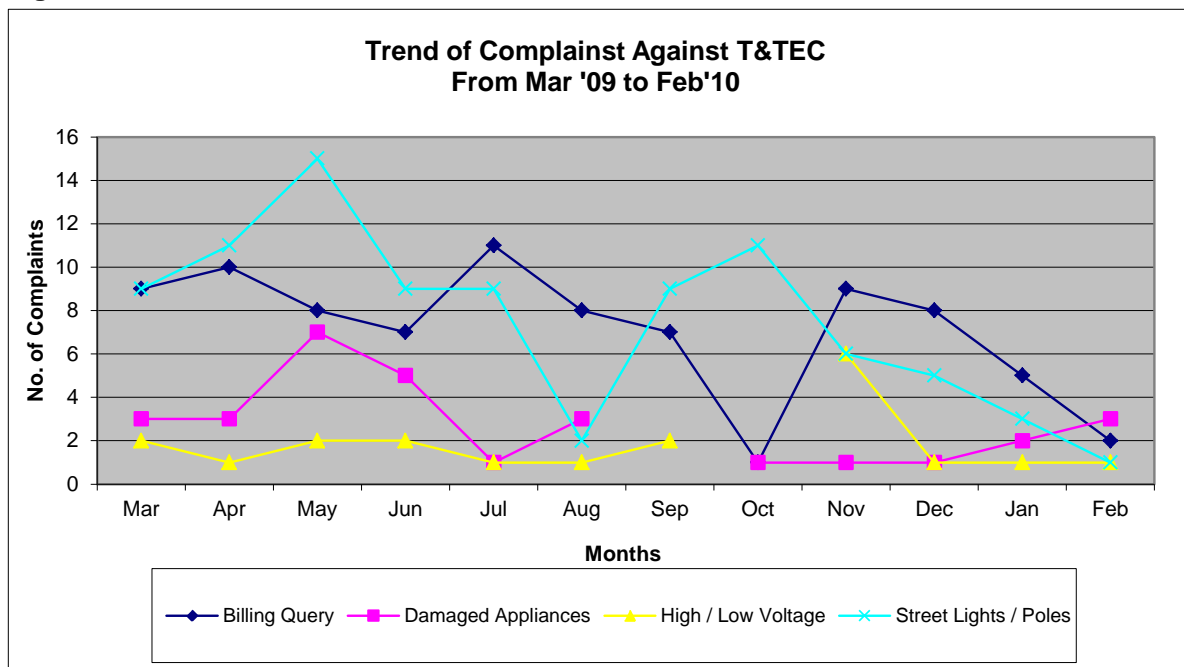
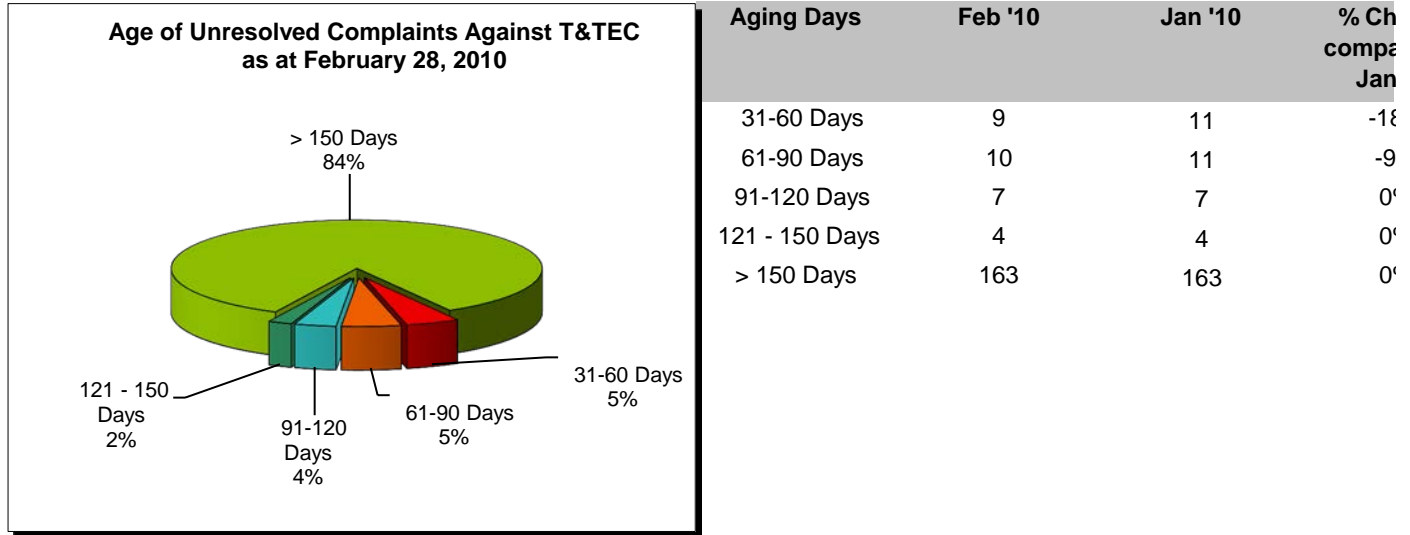


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Feb '10	Jan '10	% Ch comp: Jan
31-60 Days	9	11	-18
61-90 Days	10	11	-9
91-120 Days	7	7	0
121 - 150 Days	4	4	0
> 150 Days	163	163	0

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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	4 (44%)	1 (10%)	0 (0%)	1 (25%)	15 (9%)	21
Damaged Appliances	0 (0%)	1 (10%)	1 (14%)	0 (0%)	86 (53%)	88
High / Low Voltage	0 (0%)	3 (30%)	0 (0%)	0 (0%)	2 (1%)	5
Other	1 (11%)	2 (20%)	2 (29%)	0 (0%)	19 (12%)	24
Power Outages	1 (11%)	1 (10%)	0 (0%)	0 (0%)	5 (3%)	7
Request for Service	1 (11%)	0 (0%)	0 (0%)	0 (0%)	6 (4%)	7
Street Lights / Poles	2 (22%)	2 (20%)	4 (57%)	3 (75%)	30 (18%)	41
<b>Totals</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>163</b>	<b>193</b>

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

Complaint Type	Mar '09 - Feb '10	Jan '10 - Feb '10	Feb '10
Billing Query	123,515.00	6,765.00	547.00
Damaged Appliance	64,780.00	-	-
KVA Reduction	141,792.00	-	-
Other Claims	114,192.00	-	-
<b>Totals</b>	<b>\$ 444,279.00</b>	<b>\$ 6,765.00</b>	<b>\$ 547.00</b>



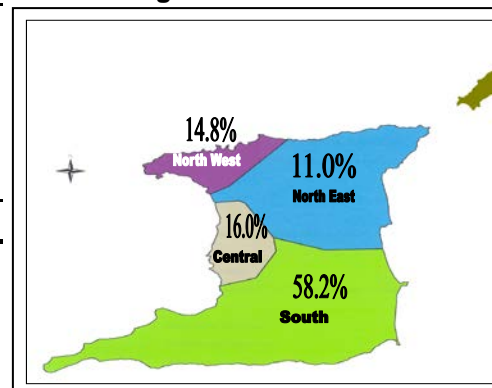
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 February 2010 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	24 (10%)	5 (45%)	29 (11%)
North West	35 (14%)	4 (36%)	39 (15%)
Central	41 (16%)	1 (9%)	42 (16%)
South	152 (60%)	1 (9%)	153 (58%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>252</b>	<b>11</b>	<b>263</b>

**Fig. 10**



When compared to Jan '10, the number of complaints received in February 2010 from the Central region increased by 6 or 17%, from the North East decreased by 4 or 12%, from the North West decreased by 14 or 26%, and complaints from the South region decreased by 253 or 62%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Feb '10 .

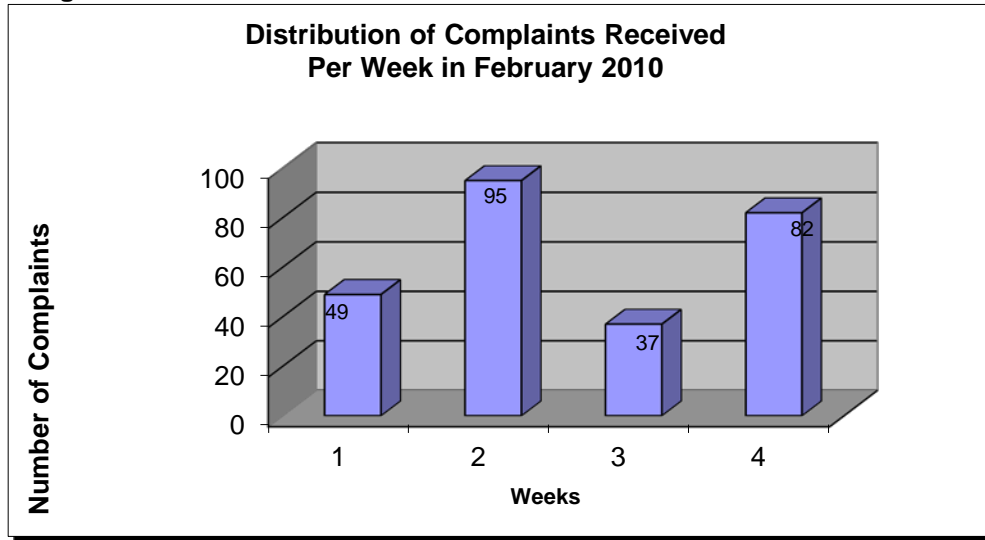
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Cunupia	16
			Chaguanas	9
			Freeport	9
		North East	Talparo	10
			Arima	9
			D'Abadie	7
		North West	San Juan	9
			Barataria	5
			Port of Spain	5
		South	Penal	207
			Siparia	72
			Debe	45
			Barrackpore	35
T&TEC	Billing Query	North West	Petit Valley	2
		North West	Port of Spain	2
	Damaged Appliances	North East	Arouca	2
	Power Outages	North East	Arima	1

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in February 2010

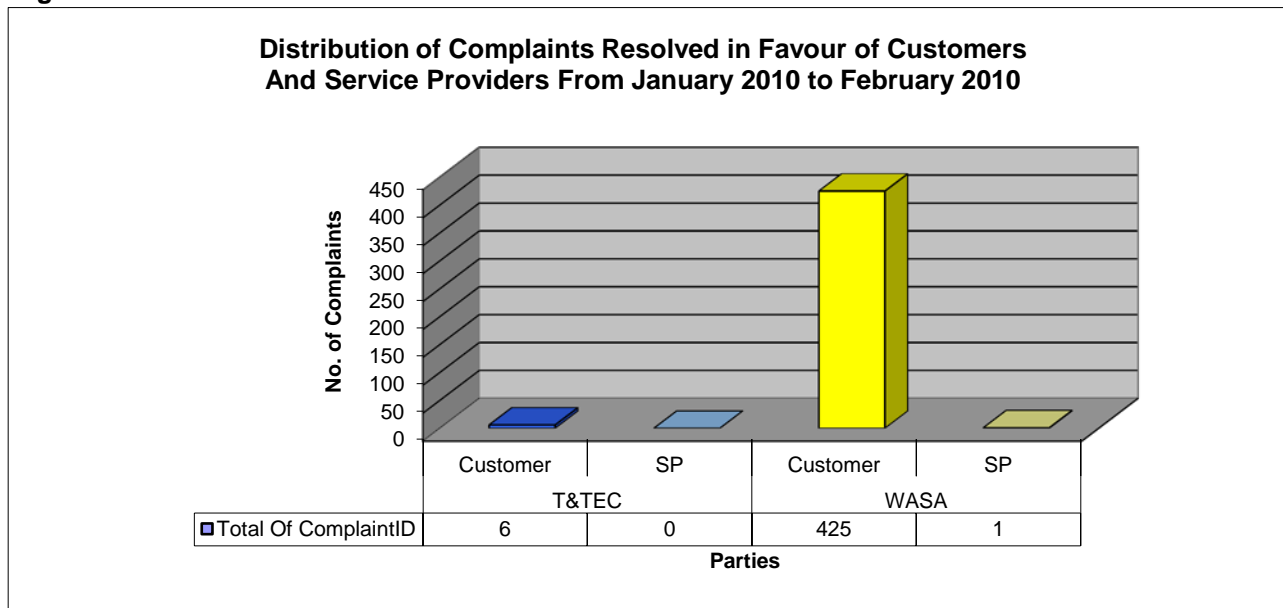
Fig. 11



## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Feb '10

Fig. 12



against

5712  
4279







ange  
ared to  
'10

%

%

%

%

%

<b>tal</b>
(25%)
(60%)
(2%)
(7%)
(4%)
(2%)





Change  
Compared to  
'10

3%  
%  
%  
%  
%

Total
(11%)
(46%)
(3%)
(12%)
(4%)
(4%)
(21%)

