



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

February 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in February 2011, as well as all outstanding complaints against Service Providers as at February 28, 2011.

Status	Feb '10	Feb '11	Mar '10 - Feb '11
Number of complaints received	263	158	4,066
Number of complaints resolved	90	105	3,727
Number of complaints unresolved	173	53	218
Number of complaints withdrawn	0	0	121
Resolution rate for complaints received	34%	66%	94%
No. of outstanding complaints resolved	53	106	133
Total number of complaints resolved	143	211	3,860
Rebate/compensation awarded to customers	TT\$547	TT\$106,488	TT\$1,481,922

WASA \$436647
T&TEC \$1045275

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, '11	No & % of Complaints Received in Feb '11	No & % of Feb '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '11
Billing Query	270	5 (4%)	3 (2%)	5	267 (49%)
Inadequate Supply	208	105 (76%)	76 (55%)	52	185 (34%)
Leaks	24	21 (15%)	17 (12%)	15	13 (2%)
Request for Service	27	1 (1%)	1 (1%)	1	26 (5%)
Road Restoration	5	3 (2%)	1 (1%)	4	3 (1%)
Other	51	3 (2%)	0 (0%)	8	46 (9%)
Total	585	138	98 (71%)	85	540

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, '11	No & % of Complaints Received in Feb '11	No & % of Feb '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '11
Billing Query	6	4 (20%)	1 (5%)	0	9 (8%)
Damage Appliances	47	2 (10%)	0 (0%)	9	40 (36%)
High / Low Voltage	6	3 (15%)	1 (5%)	5	3 (3%)
Power Outages	7	0 (0%)	0 (0%)	2	5 (5%)
Request for Service	8	3 (15%)	1 (5%)	2	8 (7%)
Street Lights / Poles	27	5 (25%)	2 (10%)	3	27 (24%)
Other	18	3 (15%)	2 (10%)	0	19 (17%)
Total	119	20	7 (35%)	21	111

2.0 Complaints Analysis

Monthly	Feb '10	Feb '11	Jan '11
Number of complaints received	263	158	139
Number of complaints resolved	90	105	79
Number of complaints unresolved	173	53	60
Resolution rate for complaints received	34%	66%	57%
No. of outstanding complaints resolved	53	106	133
Total number of complaints resolved	143	211	212

The total number of complaints received in February 2011 increased by 19 or 14% when compared to Jan '11. Using the same comparative period, the resolution rate for February 2011 increased by 17%. The number of complaints resolved for the current month increased by 26 or 33% and from a previous period (unresolved from Jan '06 to Jan '11) decreased by 27 or 20%.

Cumulative	Jan '10 - Feb '10	Jan '11 - Feb '11	Mar '10 - Feb '11
Number of complaints received	791	297	4,066
Number of complaints resolved	432	209	3,727
Number of complaints unresolved	359	79	218
Number of complaints withdrawn	12	9	121
Resolution rate	55%	73%	94%

The cumulative number of complaints received and resolved from Jan '11 - Feb '11 decreased by 494 or 62% and by 223 or 52% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 158 complaints recorded for February 2011 were reported by 127 customers of which 49 or 39% were new customers. Table 3 shows the frequency of complaints where 101 customers made only one complaint whilst cumulatively 26 or 20% of our customers made more than one complaint. For the period Jan '11- Feb '11, 223 customers made 297 complaints to the RIC of which 92 or 41% were new customers.

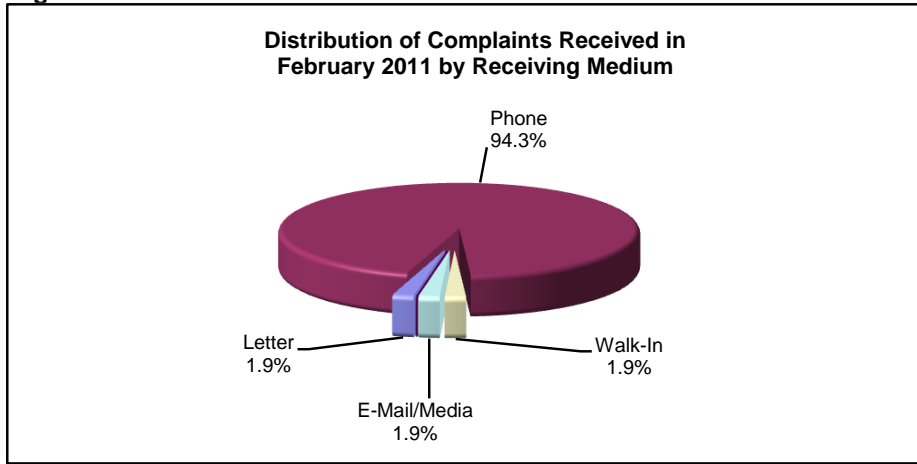
Table 3: Frequency of Complaints

No. of Complaints	No. of Feb '11 Customers	% of Repeat Customers for Feb '11	No. of Customers from Jan '11- Feb '11	% of Repeat Customers from Jan '11- Feb '11
1	101	0	168	0
2	23	18	44	20
3	2	2	8	4
4	0	0	0	0
5	1	1	2	1
>6	0	0	1	0
	127		223	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2011 by receiving medium. The number of complaints received by Letter decreased by 1 or 25%, Telephone increased by 20 or 16%, Walk in increased by 2 or 200%, and e-mail/Media decreased by 2 or 40% when compared to Jan '11.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2011 by Service Provider. The number of complaints filed against WASA have increased by 17 or 14% and those filed against T&TEC have increased by 2 or 11% when compared to Jan '11. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.

Fig. 2

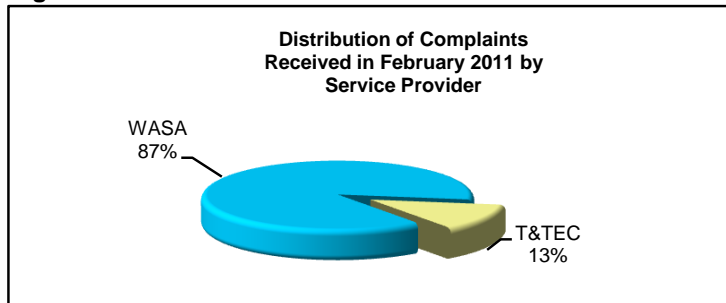
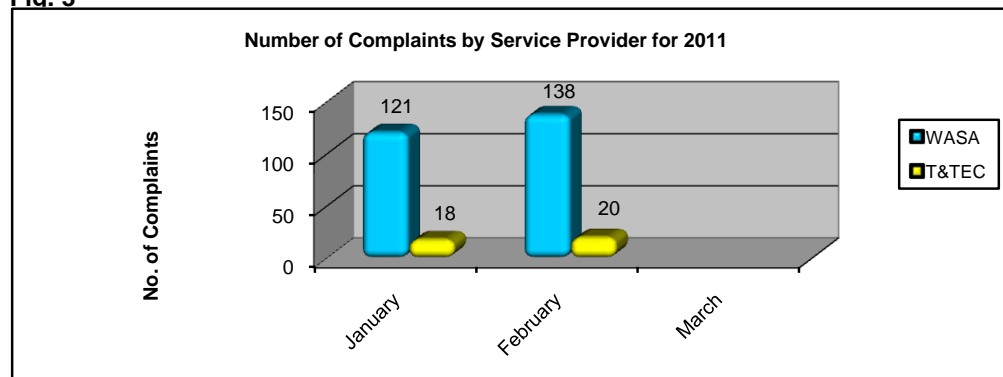


Fig. 3



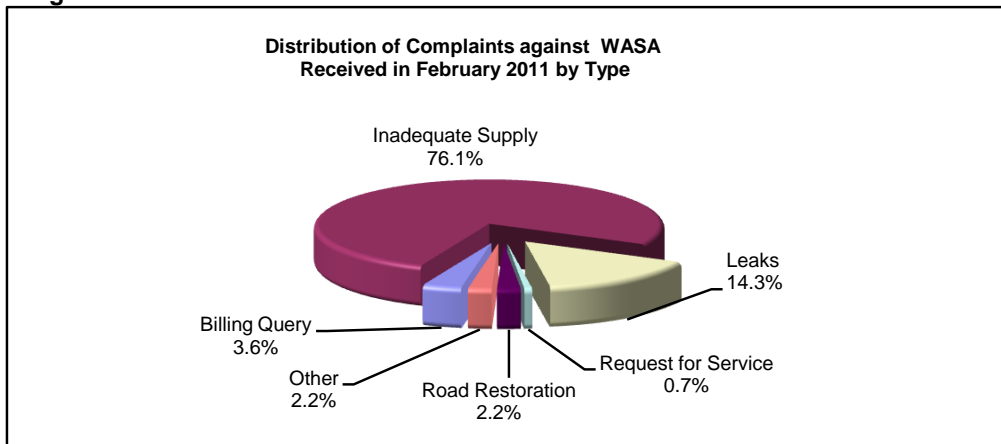
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2011 by type. When compared to Jan '11 the number of complaints related to Billing Queries decreased by 9 or 64%, Inadequate Supply increased by 31 or 42%, Leaks decreased by 3 or 13%, Request for Service increased by 1 or 100%, Road Restoration increased by 1 or 50% and the category Other decreased by 4 or 57%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jan 31, '11	No of Complaints Received in Feb '11	No of Feb '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '11
Billing Query	270	5	3	5	267 (49%)
Inadequate Supply	208	105	76	52	185 (34%)
Leaks	24	21	17	15	13 (2%)
Request for Service	27	1	1	1	26 (5%)
Road Restoration	5	3	1	4	3 (1%)
Other	51	3	0	8	46 (9%)
Total	585	138	98	85	540

Fig. 4



Cumulative	Jan '11- Feb '11	Mar '10 - Feb '11
Number of complaints received	259	3,644
Number of complaints resolved	193	3,373
Number of complaints unresolved	57	152
Number of complaints withdrawn	9	119
Resolution rate	77%	96%

Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years

Fig. 5

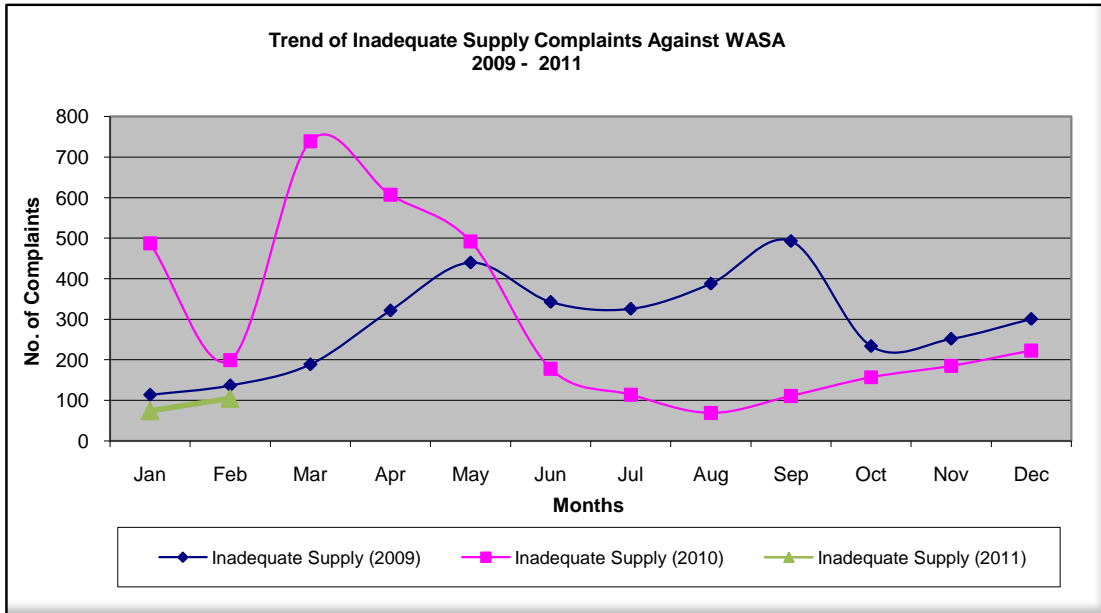
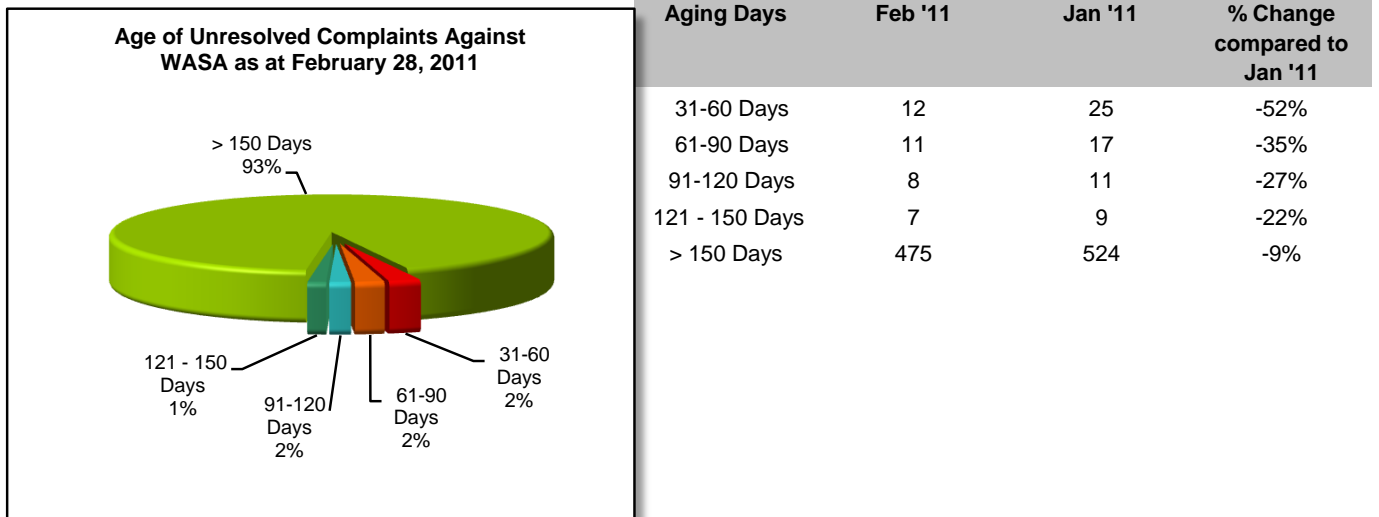


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



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	1 (8%)	4 (36%)	4 (50%)	4 (57%)	252 (53%)	265 (52%)
Inadequate Supply	7 (58%)	5 (45%)	2 (25%)	1 (14%)	151 (32%)	166 (32%)
Leaks	2 (17%)	1 (9%)	1 (13%)	2 (29%)	5 (1%)	11 (2%)
Other	2 (17%)	1 (9%)	1 (13%)	0 (0%)	39 (8%)	43 (8%)
Request for Service	0 (0%)	0 (0%)	0 (0%)	0 (0%)	26 (5%)	26 (5%)
Road Restoration	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (0%)	2 (0%)
	12	11	8	7	475	513

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

Complaint Type	Mar '10 - Feb '11	Jan '11- Feb '11	Feb '11
Billing Classification	5,658.00	-	1,617.00
Billing Query	303,018.00	181,325.00	-
Damage to Property Disconnection / Reconnection	72,438.00	46,938.00	44,438.00
	-	-	-
Other Claims	55,533.00	55,533.00	55,533.00
	\$ 436,647.00	\$ 283,796.00	\$ 101,588.00

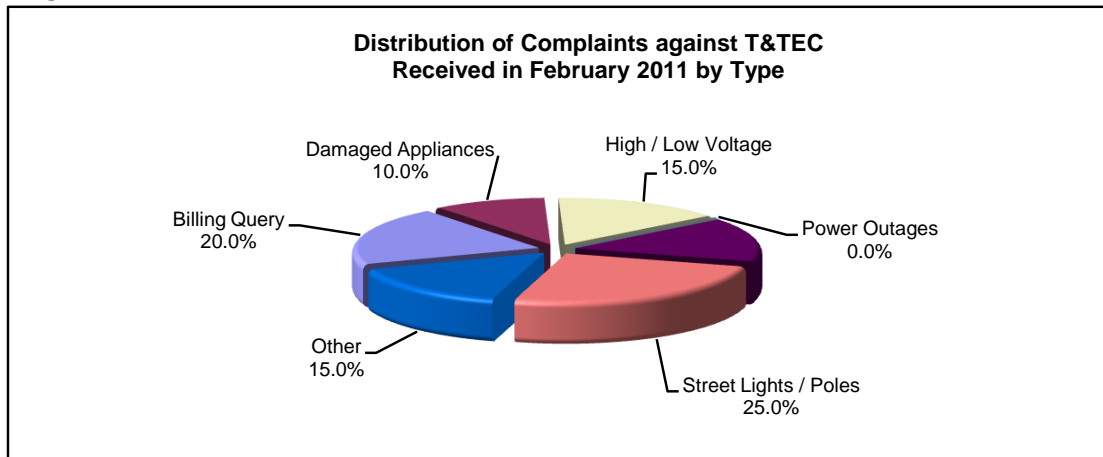
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in February 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in February 2011 by type. When compared to Jan '11, the number of complaints related to Billing Queries increased by 2 or 100%, Damage Appliances decreased by 1 or 33%, High/ Low Voltage increased by 2 or 200%, Power Outages decreased by 2 or 100%, Request for Service increased by 3 or 300%, Street Lights/Poles decreased by 3 or 38%, and the category Other increased by 1 or 50% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jan 31, '11	No of Complaints Received in Feb '11	No of Feb '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '11
Billing Query	6	4	1	0	9 (8%)
Damaged Appliances	47	2	0	9	40 (36%)
High / Low Voltage	6	3	1	5	3 (3%)
Power Outages	7	0	0	2	5 (5%)
Request for Service	8	3	1	2	8 (7%)
Street Lights / Poles	27	5	2	3	27 (24%)
Other	18	3	2	0	19 (17%)
Total	119	20	7	21	111

Fig. 7



Cumulative	Jan '11- Feb '11	Mar '10 - Feb '11
Number of complaints received	38	422
Number of complaints resolved	16	354
Number of complaints unresolved	22	66
Number of complaints withdrawn	0	2
Resolution rate	42%	84%

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

Fig. 8

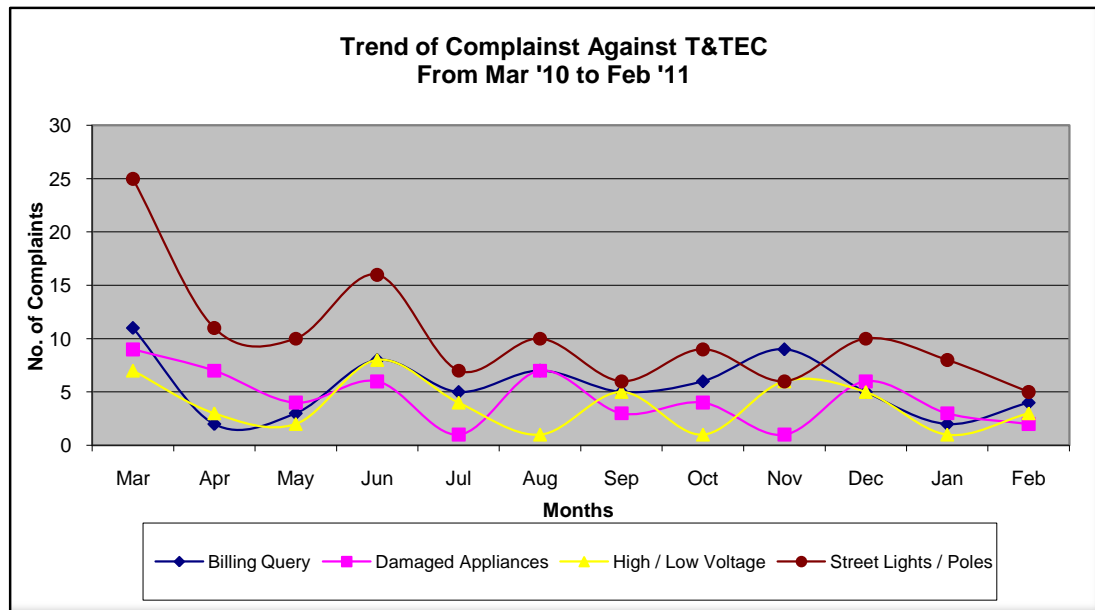
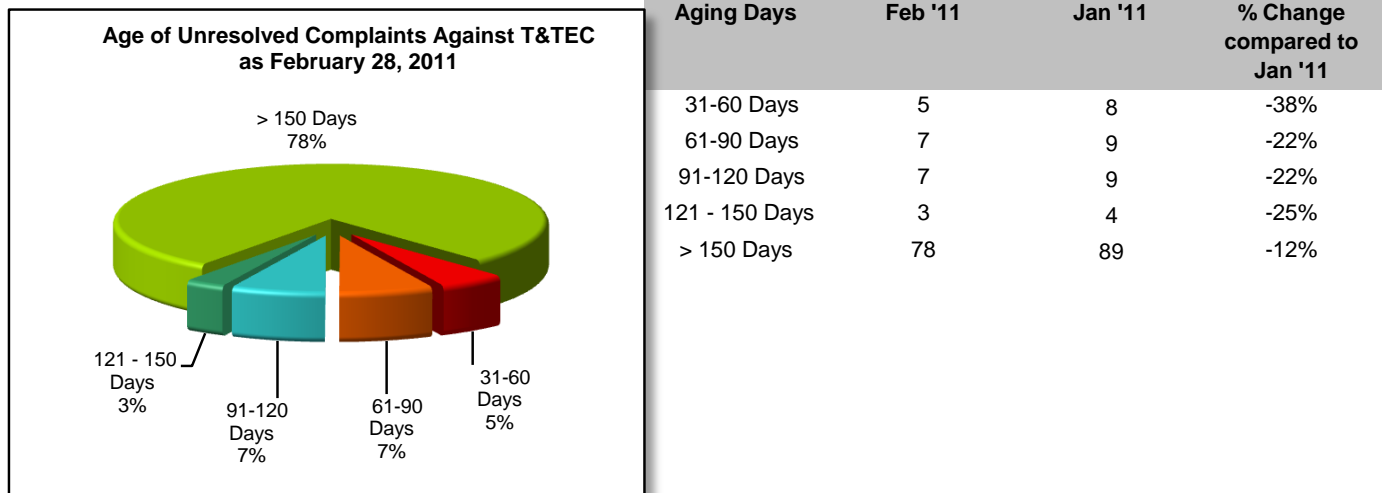


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Feb '11	Jan '11	% Change compared to Jan '11
31-60 Days	5	8	-38%
61-90 Days	7	9	-22%
91-120 Days	7	9	-22%
121 - 150 Days	3	4	-25%
> 150 Days	78	89	-12%

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	0 (0%)	0 (0%)	3 (43%)	0 (0%)	3 (4%)	6 (6%)
Damaged Appliances	1 (20%)	5 (71%)	0 (0%)	1 (33%)	31 (40%)	38 (38%)
High / Low Voltage	0 (0%)	1 (14%)	0 (0%)	0 (0%)	1 (1%)	2 (2%)
Other	0 (0%)	1 (14%)	2 (29%)	1 (33%)	14 (18%)	18 (18%)
Power Outages	0 (0%)	0 (0%)	2 (29%)	0 (0%)	3 (4%)	5 (5%)
Request for Service	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (8%)	6 (6%)
Street Lights / Poles	4 (80%)	0 (0%)	0 (0%)	1 (33%)	20 (26%)	25 (25%)
Totals	5	7	7	3	78	100

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

Complaint Type	Mar '10 - Feb '11	Jan '11- Feb '11	Feb '11
Billing Query	1,006,038.00	1,225.00	-
Damaged Appliance	31,601.00	4,900.00	4,900.00
KVA Reduction	-	-	-
Other Claims	7,636.00	2,100.00	-
	\$ 1,045,275.00	\$ 8,225.00	\$ 4,900.00

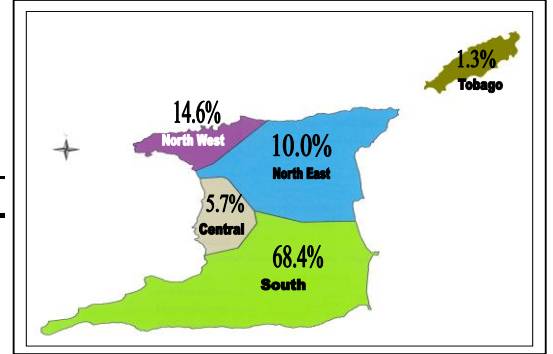
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in February 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	10 (7%)	6 (30%)	16 (10%)
North West	19 (14%)	4 (20%)	23 (15%)
Central	8 (6%)	1 (5%)	9 (6%)
South	101 (73%)	7 (35%)	108 (68%)
Tobago	0 (0%)	2 (10%)	2 (1%)
Total	138	20	158

Fig. 10



When compared to Jan '11, the number of complaints received in February 2011 from the Central region decreased by 8 or 47%, those from the North East decreased by 4 or 20%, from the North West decreased by 2 or 8%, complaints from the South region increased by 32 or 42% while those from Tobago increased 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 '11- Feb '11 .

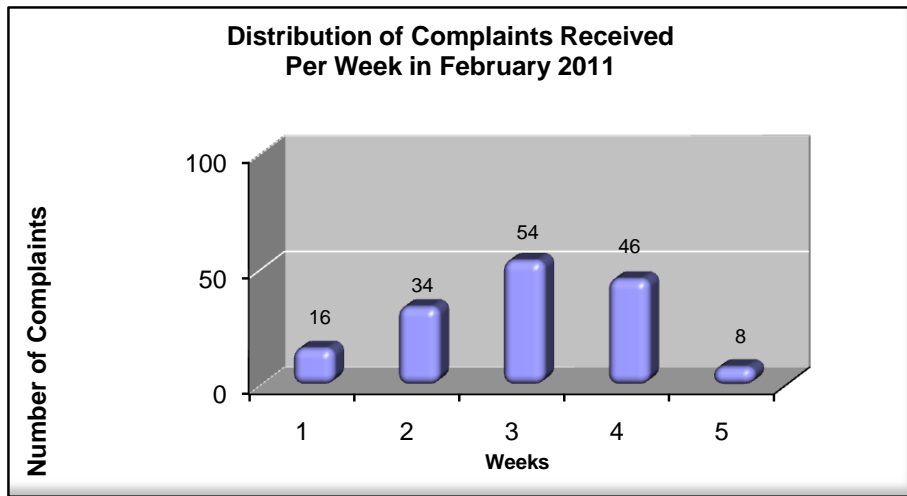
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	3
			Cunupia	3
			Freeport	2
		North East	Talparo	2
			Champ Fleurs	1
			Manzanilla	1
		North West	Champ Fleurs	6
			Morvant	6
			Diego Martin	4
			Princes Town	35
		South	Penal	20
			Barrackpore	19
			Tableland	7
T&TEC	Street Lights / Poles	South	Penal	3
	Billing Query	Tobago	Tobago	2
	Power Outages	North West	Maraval	2
	Street Lights / Poles	North West	Diego Martin	2

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in February 2011

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 '11- Feb '11

Fig. 12

