



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**February 2012**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in February 2012, as well as all outstanding complaints against Service Providers as at February 29, 2012.

Status	Feb '11	Feb '12	Mar '11 - Feb '12		
Number of complaints received	158	202	2,435		
Number of complaints resolved	105	86	2,173		
Number of complaints unresolved	53	113	232		
Number of complaints withdrawn	0	3	30		
<b>Resolution rate for complaints received</b>	<b>66.5%</b>	<b>43.2%</b>	<b>90.4%</b>		
No. of outstanding complaints resolved	106	91	91		
Total number of complaints resolved	<b>211</b>	<b>177</b>	<b>2,264</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$961</b>	<b>TT\$2,056,248</b>	WASA	\$1243224
				T&TEC	\$813024

**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, '12	No & % of Complaints Received in Feb '12	No & % of Total Feb '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 29, '12
Billing Query	251	11 6.4%	0 0.0%	8	254 51.2%
Inadequate Supply	131	117 68.0%	56 32.6%	49	143 28.8%
Leaks	26	31 18.0%	16 9.3%	13	28 5.6%
Request for Service	28	5 2.9%	3 1.7%	2	28 5.6%
Road Restoration	6	4 2.3%	1 0.6%	3	6 1.2%
Other	36	4 2.3%	1 0.6%	2	37 7.5%
<b>Total</b>	<b>478</b>	<b>172</b>	<b>77 44.8%</b>	<b>77</b>	<b>496</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, '12	No & % of Complaints Received in Feb '12	No & % of Total Feb '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 29, '12
Billing Query	3	1 3.3%	0 0.0%	1	3 3.2%
Damage Appliances	35	8 26.7%	0 0.0%	2	41 43.2%
High / Low Voltage	3	1 3.3%	0 0.0%	1	3 3.2%
Power Outages	5	3 10.0%	2 6.7%	2	4 4.2%
Request for Service	4	4 13.3%	0 0.0%	0	8 8.4%
Street Lights / Poles	19	12 40.0%	6 20.0%	3	22 23.2%
Other	19	1 3.3%	1 3.3%	5	14 14.7%
<b>Total</b>	<b>88</b>	<b>30</b>	<b>9 30.0%</b>	<b>14</b>	<b>95</b>

## 2.0 Complaints Analysis

Monthly	Feb '11	Feb '12	Jan '12
Number of complaints received	158	202	218
Number of complaints resolved	105	86	124
Number of complaints unresolved	53	113	94
<b>Resolution rate for complaints received</b>	<b>66.5%</b>	<b>42.6%</b>	<b>56.9%</b>
No. of outstanding complaints resolved	106	91	91
Total number of complaints resolved	211	177	215

The total number of complaints received in February 2012 decreased by 16 or 7% when compared to January 2012. Using the same comparative period, the resolution rate for February 2012 decreased by 25 percentage points. The number of complaints resolved for the current month decreased by 38 or 31%. The total number of complaints resolved overall decreased by 38 or 18%.

Cumulative	Jan '11 - Feb '11	Jan '12 - Feb '12	Mar '11 - Feb '12
Number of complaints received	297	421	2,435
Number of complaints resolved	209	258	2,173
Number of complaints unresolved	79	160	232
Number of complaints withdrawn	9	3	30
Resolution rate	72.6%	61.7%	90.4%

The cumulative number of complaints received and resolved from January 2012 - February 2012 increased by 124 or 42% and by 49 or 23% 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 202 complaints recorded for February 2012, were reported by 156 customers of which 79 or 51% were new customers. Table 3 shows the frequency of complaints where 114 customers made only one complaint whilst cumulatively 42 or 27% of our customers made more than one complaint. For the period January 2012 - February 2012, 296 customers made 421 complaints to the RIC of which 141 or 48% were new customers.

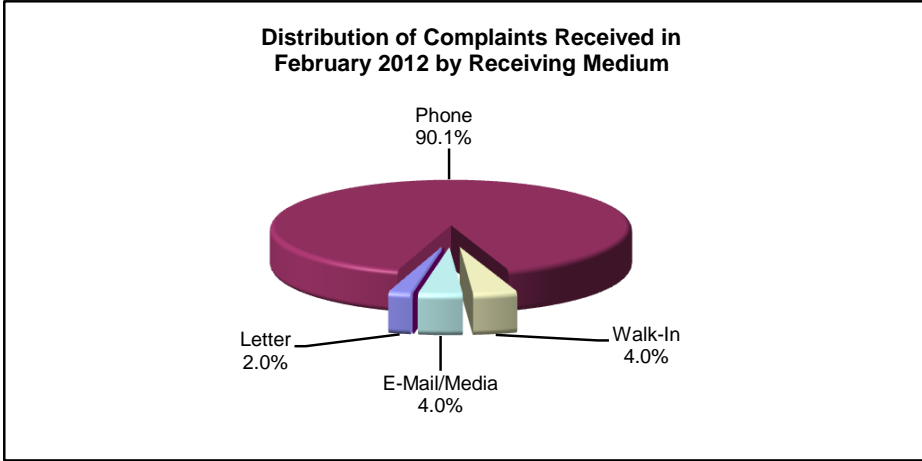
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Feb '12 Customers	% of Repeat Customers for Feb '12	No. of Customers from Jan '12 - Feb '12	% of Repeat Customers from Jan '12 - Feb '12
1	114	0	198	0
2	39	25	78	26
3	2	1	13	4
4	1	1	7	2
5	0	0	0	0
>6	0	0	0	0
	<b>156</b>		<b>296</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2012 by receiving medium. The number of complaints received by Letter decreased by 2 or 33%, Walk in decreased by 6 or 43%, and e-mail/Media decreased by 3 or 27% when compared to January 2012. No Outreach Programme was held this month.

**Fig. 1**



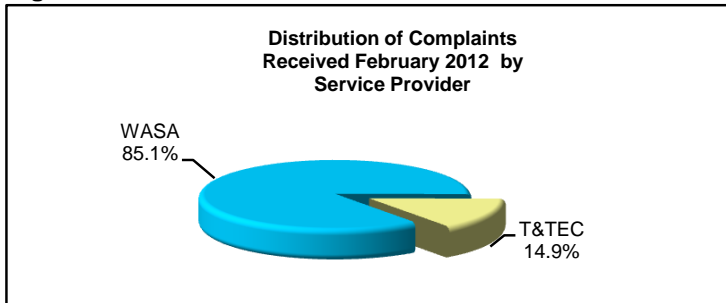
**Receiving Medium**

	Jan '12	Feb '12
Letter	6	4
Telephone	182	182
Walk-In	14	8
Email/Media	11	8
Outreach	6	0

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2012 by Service Provider. The number of complaints filed against WASA have decreased by 22 or 11% and those filed against T&TEC have increased by 5 or 20% when compared to January 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2012.

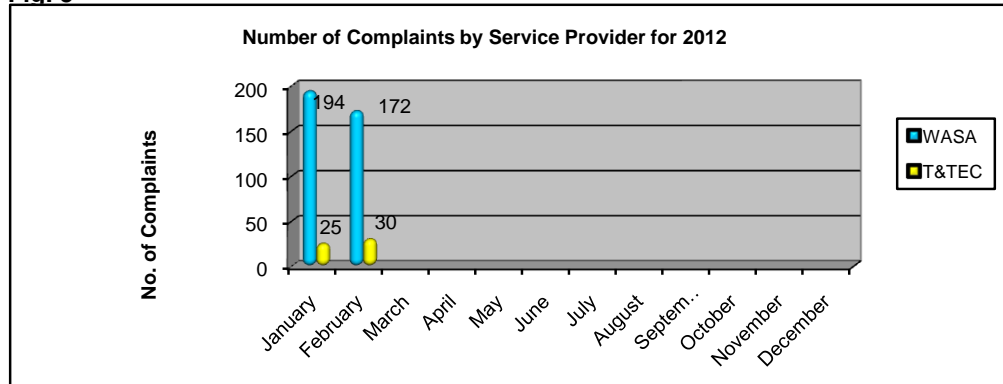
**Fig. 2**



**Service Providers**

	Jan '12	Feb '12
WASA	194	172
T&TEC	25	30

**Fig. 3**



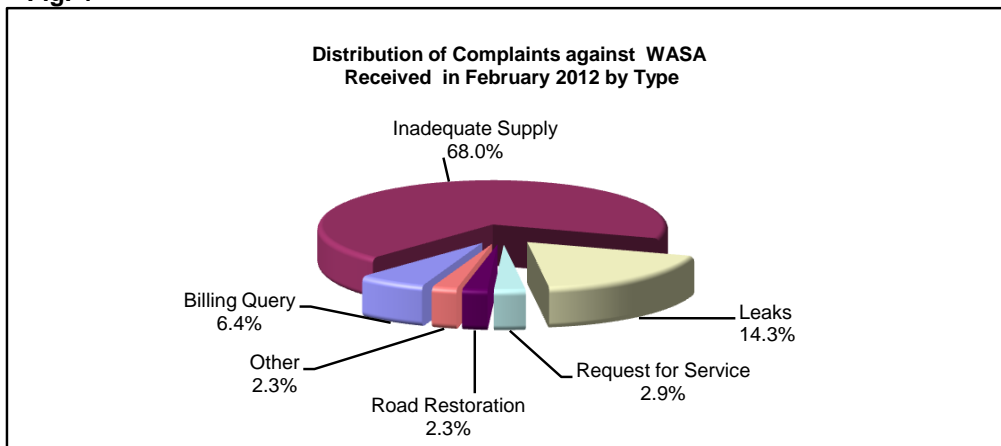
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in February 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2012 by type. When compared to January 2012 the number of complaints related to Inadequate Supply decreased by 17 or 13%, Leaks decreased by 5 or 14%, Request for Service increased by 4 or 400% and Road Restoration decreased by 2 or 33%. There were no significant changes in the other categories.

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

Complaint Category	Total Unresolved Complaints as at Jan 31, '12	No of Complaints Received		No of Feb '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 29, '12
		Jan '12	Feb '12			
Billing Query	251	12	11	0	8	254 51.2%
Inadequate Supply	131	134	117	56	49	143 28.8%
Leaks	26	36	31	16	13	28 5.6%
Request for Service	28	1	5	3	2	28 5.6%
Road Restoration	6	6	4	1	3	6 1.2%
Other	36	5	4	1	2	37 7.5%
<b>Total</b>	<b>478</b>	<b>194</b>	<b>172</b>	<b>77</b>	<b>77</b>	<b>496</b>

**Fig. 4**



Cumulative	Jan '12 - Feb '12	Mar '11 - Feb '12
Number of complaints received	366	2,101
Number of complaints resolved	233	1,899
Number of complaints unresolved	130	175
Number of complaints withdrawn	3	27
Resolution rate	64.2%	91.6%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 and 2012 compared to 2010, may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative.

**Fig. 5**

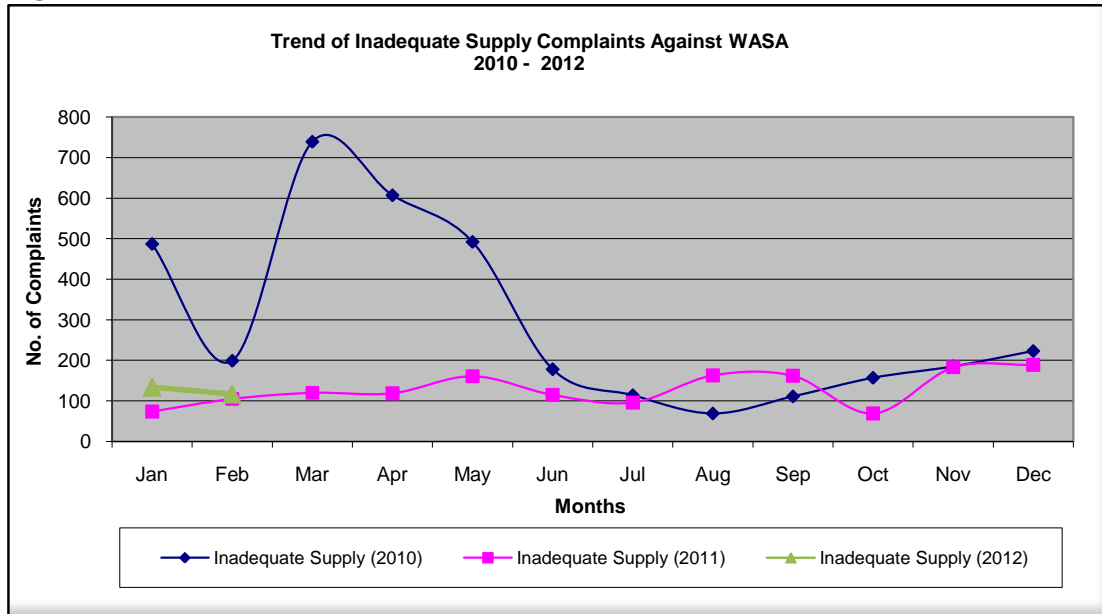
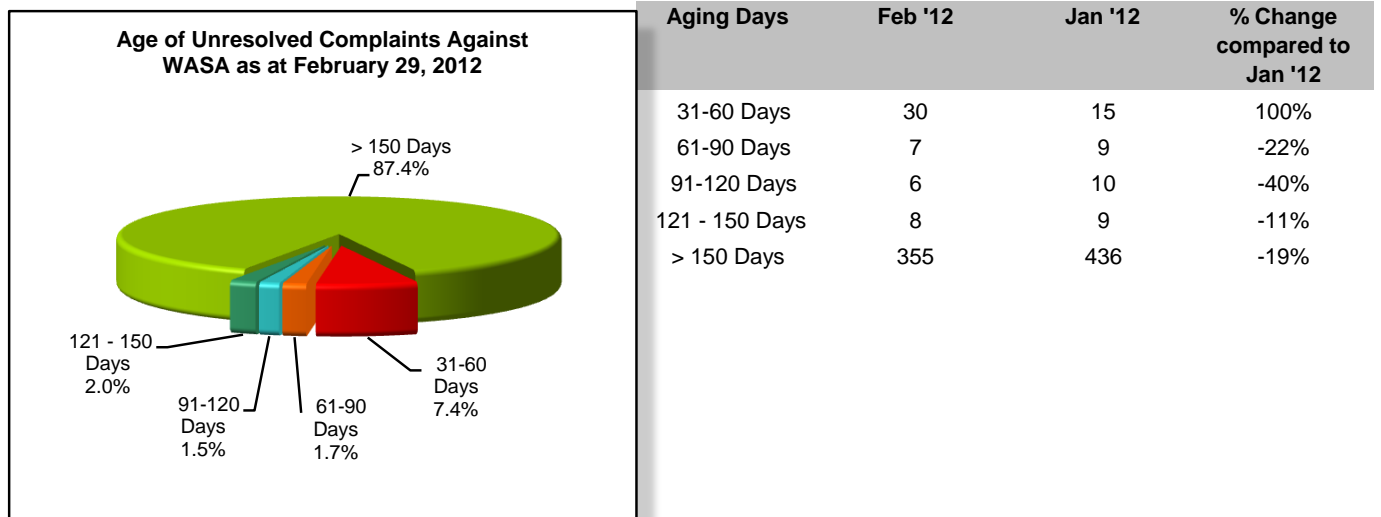


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Feb '12	Jan '12	% Change compared to Jan '12
31-60 Days	30	15	100%
61-90 Days	7	9	-22%
91-120 Days	6	10	-40%
121 - 150 Days	8	9	-11%
> 150 Days	355	436	-19%

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	11 36.7%	3 42.9%	3 50.0%	4 50.0%	225 63.4%	246 60.6%	
Inadequate Supply	8 26.7%	3 42.9%	2 33.3%	3 37.5%	68 19.2%	84 20.7%	
Leaks	6 20.0%	0 0.0%	0 0.0%	0 0.0%	7 2.0%	13 3.2%	
Other	2 6.7%	0 0.0%	1 16.7%	1 12.5%	30 8.5%	34 8.4%	
Request for Service	1 3.3%	0 0.0%	0 0.0%	0 0.0%	25 7.0%	26 6.4%	
Road Restoration	2 6.7%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	3 0.7%	
	<b>30</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>355</b>	<b>406</b>	

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

Complaint Type	Mar '11 - Feb '12	Jan '12 - Feb '12	Feb '12
Billing Classification	3,910.00	2,155.00	-
Billing Query	271,617.00	63,119.00	738.00
Damage to Property	967,697.00	110,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	<b>\$ 1,243,224.00</b>	<b>\$ 175,274.00</b>	<b>\$ 738.00</b>

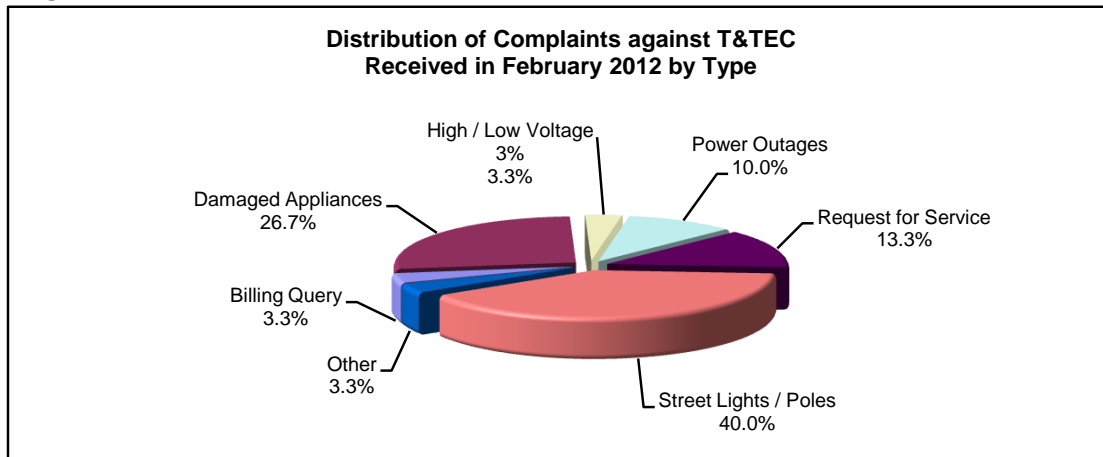
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in February 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in February 2012 by type. When compared to January 2012, the number of complaints related to Billing Queries decreased by 2 or 67%, Damaged Appliances increased by 4 or 100%, Request for Service increased by 3 or 300%, Street Lights/Poles increased by 3 or 33%, and the category Other decreased by 3 or 75% .

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jan 31, '12	No of Complaints Received		No of Feb '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 29, '12	
		Jan '12	Feb '12				
Billing Query	3	3	1	0	1	3	3.2%
Damaged Appliances	35	4	8	0	2	41	43.2%
High / Low Voltage	3	2	1	0	1	3	3.2%
Power Outages	5	2	3	2	2	4	4.2%
Request for Service	4	1	4	0	0	8	8.4%
Street Lights / Poles	19	9	12	6	3	22	23.2%
Other	19	4	1	1	5	14	14.7%
<b>Total</b>	<b>88</b>	<b>25</b>	<b>30</b>	<b>9</b>	<b>14</b>	<b>95</b>	

**Fig. 7**



<b>Cumulative</b>	<i>Jan '12 - Feb '12</i>	<i>Mar '11 - Feb '12</i>
Number of complaints received	55	334
Number of complaints resolved	25	274
Number of complaints unresolved	30	57
Number of complaints withdrawn	0	3
Resolution rate	45.5%	82.8%

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

**Fig. 8**

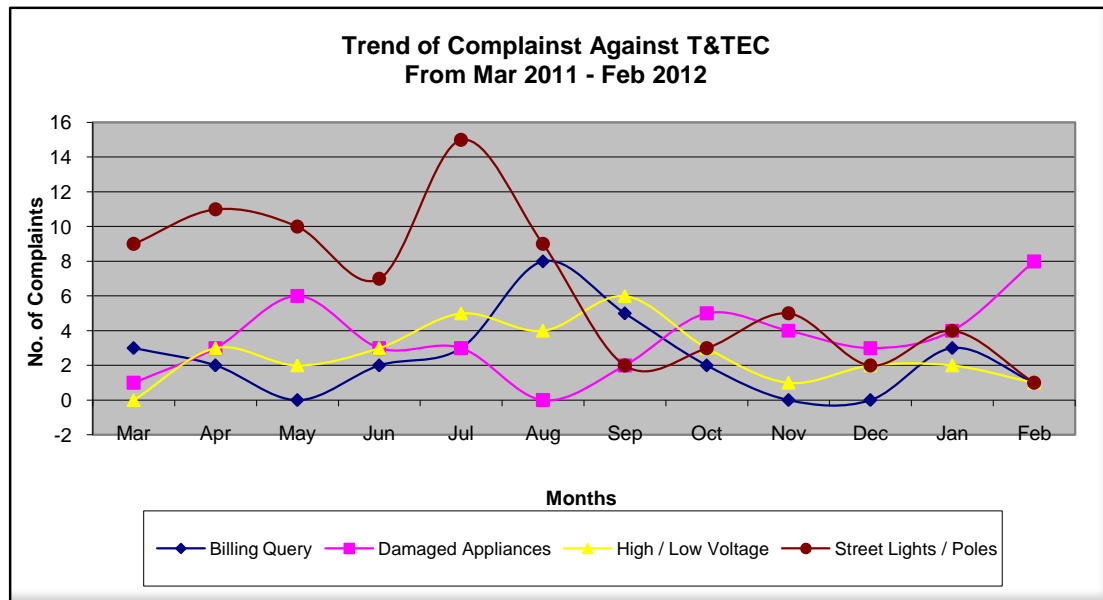
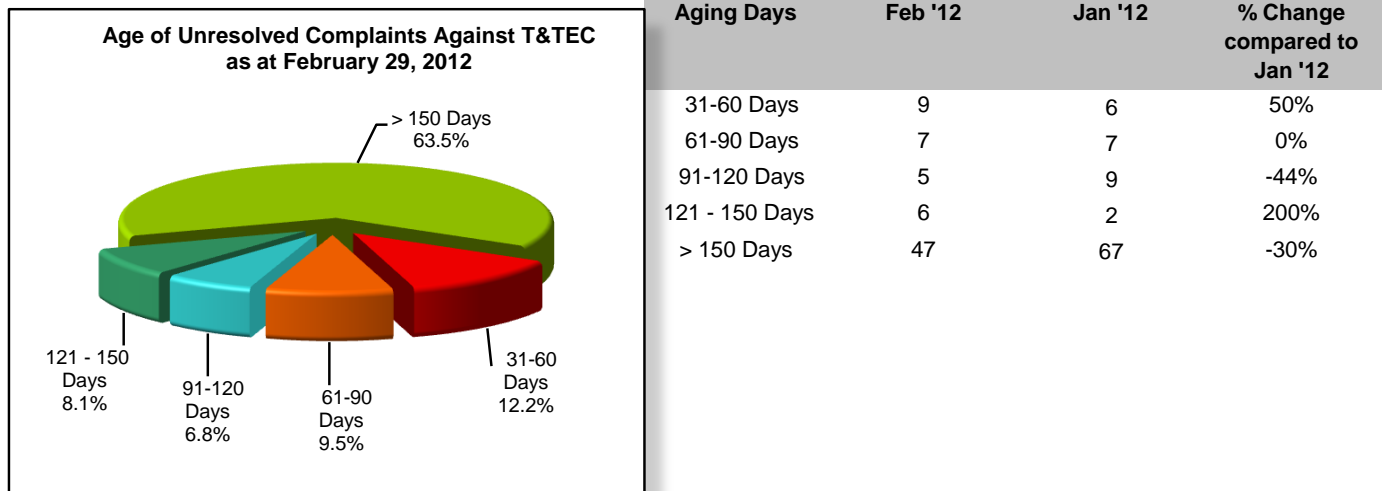


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Feb '12	Jan '12	% Change compared to Jan '12
31-60 Days	9	6	50%
61-90 Days	7	7	0%
91-120 Days	5	9	-44%
121 - 150 Days	6	2	200%
> 150 Days	47	67	-30%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

**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	0.0%	0	0.0%	1	16.7%	1	2.1%	2	2.7%
Damaged Appliances	3	33.3%	2	28.6%	4	80.0%	3	50.0%	21	44.7%	33	44.6%
High / Low Voltage	0	0.0%	1	14.3%	0	0.0%	0	0.0%	1	2.1%	2	2.7%
Other	0	0.0%	1	14.3%	1	20.0%	0	0.0%	12	25.5%	14	18.9%
Power Outages	1	11.1%	2	28.6%	0	0.0%	0	0.0%	0	0.0%	3	4.1%
Request for Service	1	11.1%	1	14.3%	0	0.0%	0	0.0%	2	4.3%	4	5.4%
Street Lights / Poles	4	44.4%	0	0.0%	0	0.0%	2	33.3%	10	21.3%	16	21.6%
<b>Totals</b>	<b>9</b>		<b>7</b>		<b>5</b>		<b>6</b>		<b>47</b>		<b>74</b>	

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

Complaint Type	Mar '11 - Feb '12	Jan '12 - Feb '12	Feb '12
Billing Query	146,127.00	243.00	-
Damaged Appliance	64,478.00	2,517.00	-
KVA Reduction	-	-	-
Other Claims	602,419.00	600,223.00	223.00
	<b>\$ 813,024.00</b>	<b>\$ 602,983.00</b>	<b>\$ 223.00</b>



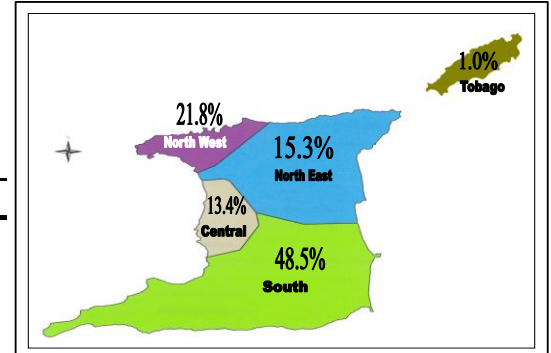
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA		T&TEC		Total	
North East	23	13.4%	8	26.7%	31	15.3%
North West	35	20.3%	9	30.0%	44	21.8%
Central	25	14.5%	2	6.7%	27	13.4%
South	88	51.2%	10	33.3%	98	48.5%
Tobago	1	0.6%	1	3.3%	2	1.0%
<b>Total</b>	<b>172</b>		<b>30</b>		<b>202</b>	

**Fig. 10**



When compared to January 2012, the number of complaints received in February 2012 from the Central region decreased by 2 or 7%. Complaints from the North East region increased by 8 or 35%, and those from the North West increased by 3 or 7%. Complaints that came from the South region decreased by 26 or 21%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January 2012 - February 2012 .

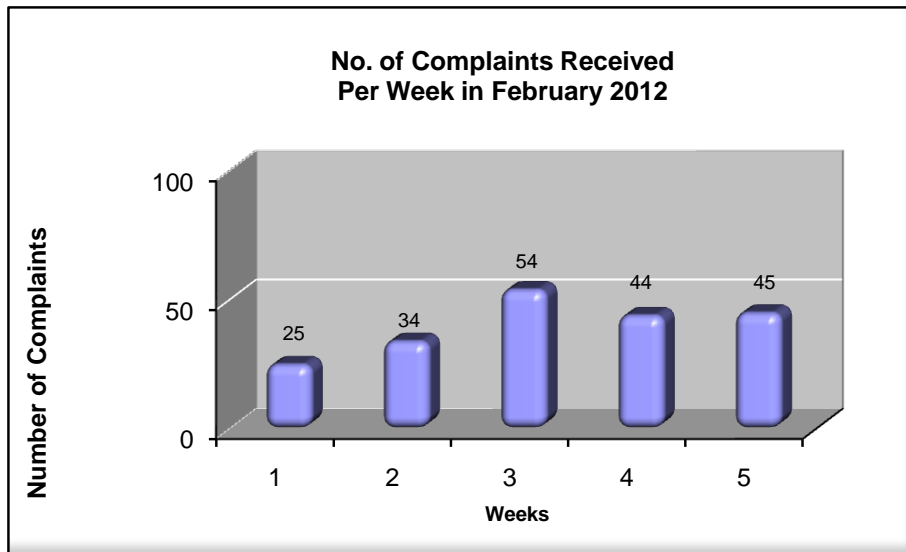
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Las Lomas No.	11
			Cunupia	7
			Claxton Bay	5
		North East	D'Abadie	6
			Arima	4
			St. Joseph	2
		North West	Santa Cruz	8
			Diego Martin	7
			Morvant	7
			Penal	45
		South	Princes Town	25
			Debe	14
			Barrackpore	13
T&TEC	Street Lights / Poles	South	Barrackpore	3
	Damaged Appliances	North West	Diego Martin	2
	Damaged Appliances	North West	Port of Spain	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 2012

Fig. 11



Week	Number of Work Days
1	3
2	5
3	5
4	3
5	3

## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2012 - February 2012.

Fig. 12

