



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report February 2003

This report provides an analysis of all complaints received in February 2003, as well as all outstanding complaints by Service Provider.

1.0 Complaints Analysis

Monthly	Feb 2002	Feb 2003
Number of complaints received	68	40
Number of complaints resolved	49	25
Number of complaints unresolved	19	15
Resolution rate for complaints received in February	72%	63%
No. of previous outstanding complaints resolved in February	18	20
Total number of complaints resolved in February	67	45

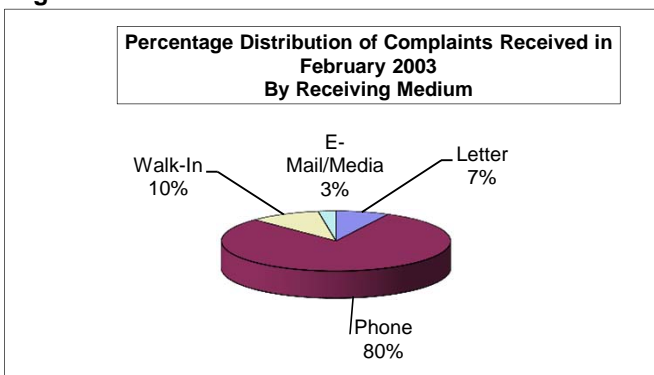
The comparative resolution rate for February 2003 is lower than that of February 2002 and this may be attributed to the timing of the complaints and the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan 2002	Jan 2003
Number of complaints received	68	40
Number of complaints resolved	49	25
Number of complaints unresolved	19	15
Resolution rate	72%	63%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in February 2003 by receiving medium

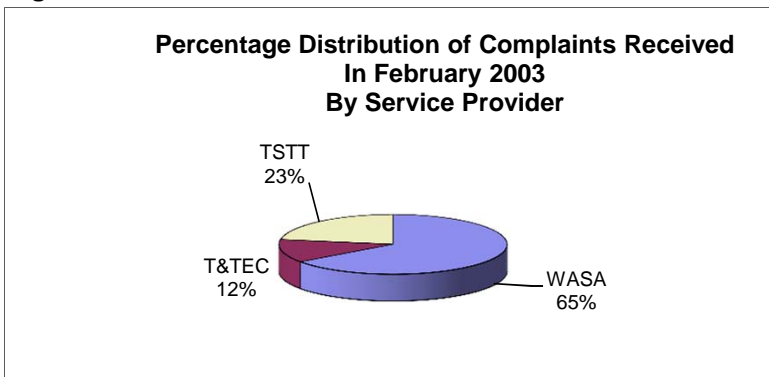
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2003 by Service Provider

Fig: 2



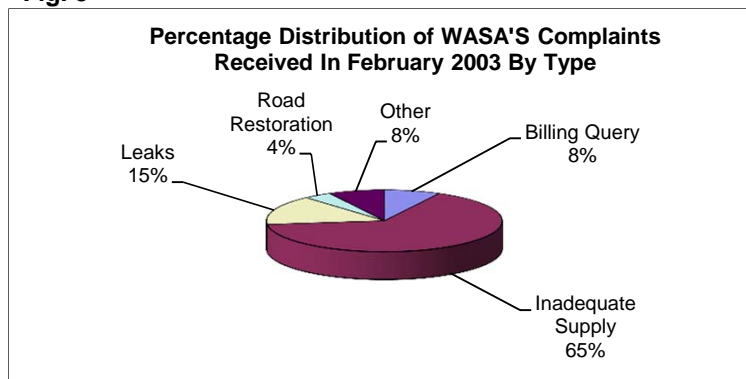
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 3** shows the percentage distribution of the complaints received in February 2003 by type.

Table:1

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	2	0	2	2	18
Inadequate Supply	17	15	2	3	3
Leaks	4	4	0	1	1
Road Restoration	1	0	1	1	3
Other	2	0	2	1	3
Total	26	19	7	8	28

Fig. 3



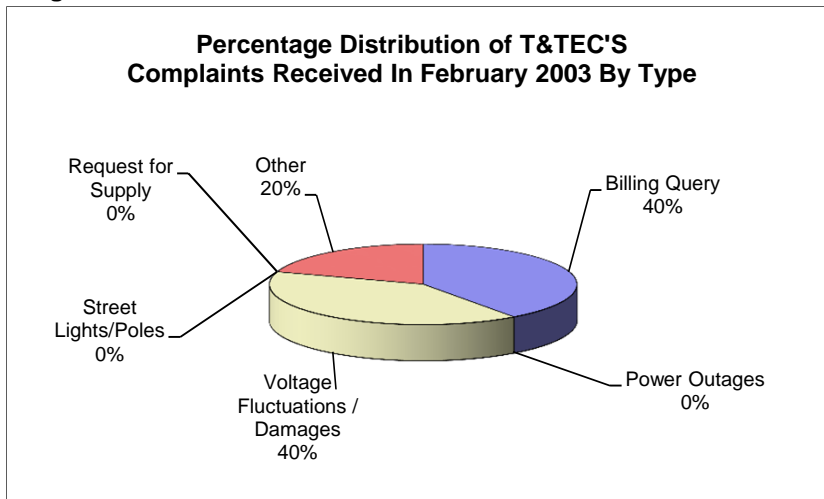
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 4** shows the percentage distribution of the complaints received in February 2003 by type.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	2	0	2	2	5
Power Outages	0	0	0	0	2
Volt. Fluct /Damages	2	0	2	0	6
Street Lights/Poles	0	0	0	0	4
Request for Supply	0	0	0	1	1
Other	1	0	1	1	4
Total	5	0	5	4	22

Fig. 4



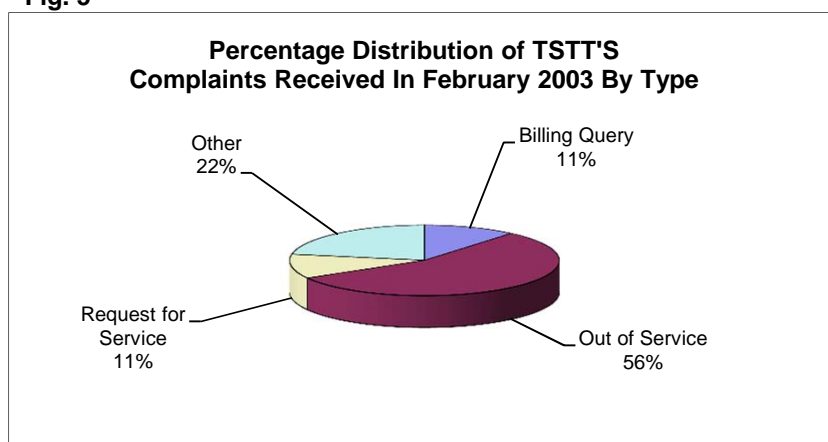
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in February 2003 by type and their status, as well as, the type and number of all unresolved complaints as at February 28, 2003. **Figure 5** shows the percentage distribution of the complaints received in February 2003 by type.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At Feb 28, 2003
Billing Query	1	0	1	3	7
Out of Service	5	5	0	3	0
Request for Service	1	0	1	1	3
Other	2	1	1	1	4
Total	9	6	3	8	14

Fig. 5



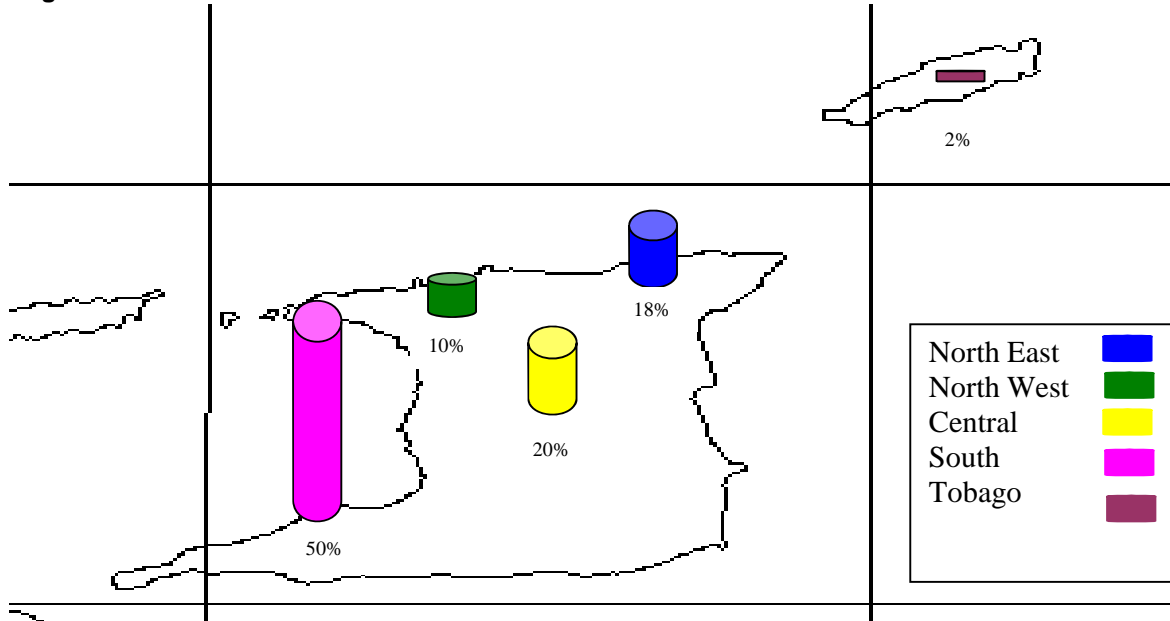
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. **Figure 5** shows the percentage distribution of all complaints received in February 2003 by geographic regions.

Table:4

Region	WASA	T&TEC	TSTT	Total
North East	2	2	3	7
North West	1	2	1	4
Central	7	0	1	8
South	16	1	3	20
Tobago	0	0	1	1
Total	26	5	9	40

Fig. 5



As indicated in Table 4. Twenty-six (26) Complaints were registered against WASA. Sixteen (16) Complaints came from the South Region of which 43% were from the areas of Princess Town and Rio Claro. Seven (7) Complaints came from the Central Region of which 57% were from the areas of Brasso/ Caparo. In both Regions Inadequate Supply accounted for 70% of all complaints. There were no other significant correlation between WASA's complaints and location. Additionally, there were no significant correlation between complaints and location with the other Service Providers.

5.0 Frequency Distribution of Complaints Received

Figure 6 shows the frequency distribution of the complaints received in February 2003.

Fig. 6

