



## Monthly Complaints Report January 2005

### 1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2005, as well as all outstanding complaints against Service Providers.

Status	Jan '04	Jan '05	Feb '04 - Jan '05
Number of complaints received	128	118	1,321
Number of complaints resolved	62	58	884
Number of complaints unresolved	66	60	354
Number of complaints withdrawn	0	0	83
Resolution rate for complaints received	48%	49%	71%
No. of outstanding complaints resolved	43	48	39
Total number of complaints resolved	105	106	923

### 1.1 Complaints Filed Against the Water and Sewerage Authority

**Table 1**

Complaint Category	Total Unresolved Complaints as at Dec 31, 2004	No & % of Complaints Received in Jan '05	No & % of Jan '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '05
Billing Query	85	7 (7%)	0 (0%)	15	77 (37%)
Inadequate Supply	55	68 (72%)	47 (50%)	6	70 (34%)
Leaks	18	16 (17%)	7 (7%)	2	25 (12%)
Road Restoration	6	0 (0%)	0 (0%)	5	1 (0%)
Other	31	3 (3%)	0 (0%)	0	34 (16%)
<b>Total</b>	<b>195</b>	<b>94</b>	<b>54(57%)</b>	<b>28</b>	<b>207</b>

### 1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

**Table 2**

Complaint Type	Total Unresolved Complaints as at Dec 31, 2004	No & % of Complaints Received in Jan '05	No & % of Jan '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '05
Billing Query	38	5 (21%)	2 (8%)	3	38 (20%)
Power Outages	14	3 (13%)	2 (8%)	1	14 (7%)
H/L Voltage / Damages	82	6 (25%)	0 (0%)	7	81 (43%)
Street Lights/Poles	26	7 (29%)	0 (0%)	3	30 (16%)
Request for Supply	13	1 (4%)	0 (0%)	2	12 (6%)
Other	15	2 (8%)	0 (0%)	4	13 (7%)
<b>Total</b>	<b>188</b>	<b>24</b>	<b>4(17%)</b>	<b>20</b>	<b>188</b>

## 2.0 Complaints Analysis

Monthly	Jan '04	Jan '05	Dec '04
Number of complaints received	128	118	137
Number of complaints resolved	62	58	62
Number of complaints unresolved	66	60	75
Resolution rate for complaints received	48%	49%	45%
No. of outstanding complaints resolved	43	48	39
Total number of complaints resolved	105	106	101

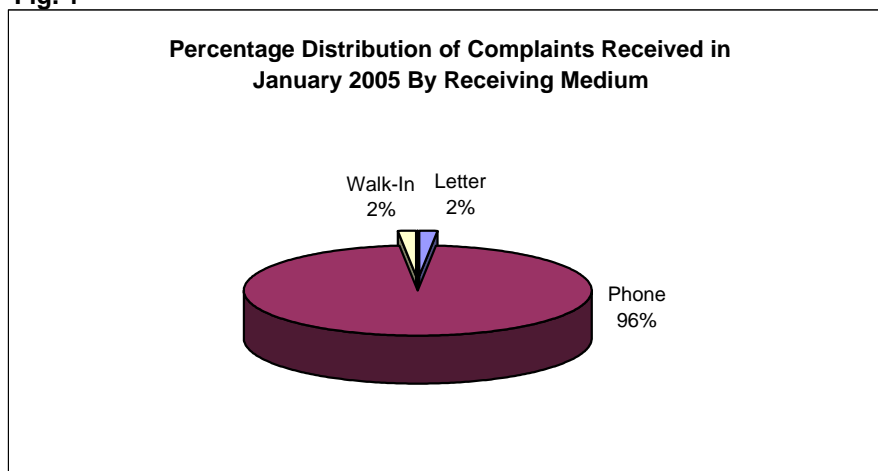
The total number of complaints received in January 2005 decreased by 19 or 14% when compared to Dec '04. Using the same comparative period, the resolution rate for January 2005 increased by 9%. The number of complaints resolved from a previous period increased by 9 or 23% and the total number of complaints resolved overall increased by 5 or 5%. Given the fact that this is the first report for 2005 no cumulative values were presented except for the last twelve (12) months February 2004 - January 2005

Cumulative	Feb '04 - Jan '05
Number of complaints received	1,321
Number of complaints resolved	884
Number of complaints unresolved	354
Number of complaints withdrawn	83
Resolution rate	71%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2005 by receiving medium. The number of complaints received by Letter and Walk-In and e-mail/Media decreased by 15 or 88%, 7 or 78% and 2 or 100% respectively. Those received by Telephone increased by 5 or 5% when compared to Dec '04.

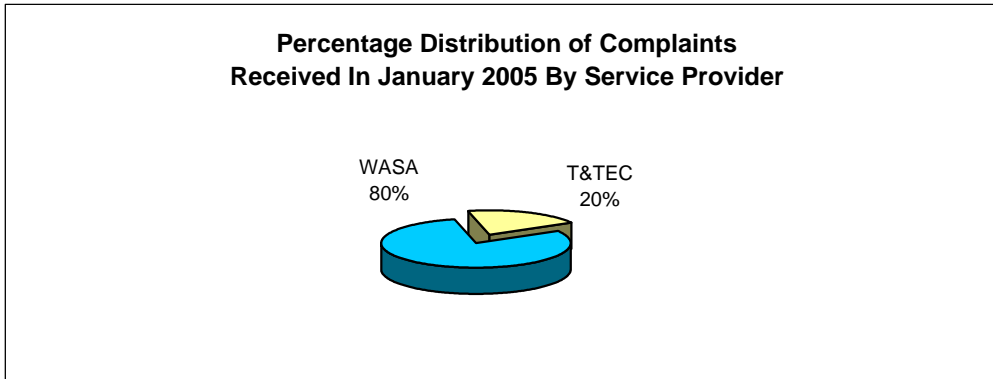
**Fig. 1**



#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2005 by Service Provider. The number of complaints filed against WASA have increased by 11 or 13% and those filed against T&TEC decreased by 30 or 56% when compared to Dec '04.

**Fig. 2**



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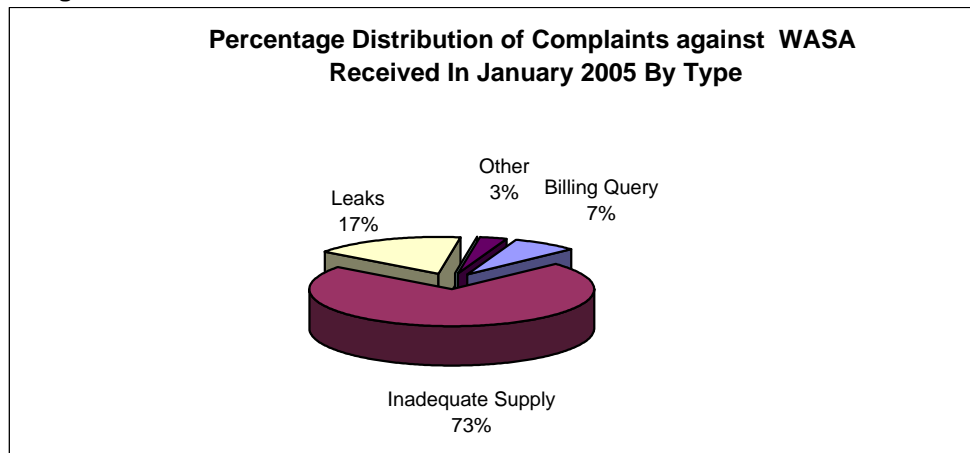
#### 4.1 **Complaints Filed Against The Water and Sewerage Authority**

Table 3 shows the number and category of complaints received against WASA in January 2005 and their status, as well as, the number and percentage by type. Figure 3 shows the percentage distribution of the complaints received in January 2005 by type. The Number of complaints relating to Inadequate Supply increased by 9 or 15%. There were no other significant changes recorded when compared to Dec '04.

**Table 3**

Complaint Category	Total Unresolved Complaints as at Dec 31, 2004	No of Complaints Received in Jan '05	No of Jan '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '05
Billing Query	85	7	0	15	77 (37%)
Inadequate Supply	55	68	47	6	70 (34%)
Leaks	18	16	7	2	25 (12%)
Road Restoration	6	0	0	5	1 (0%)
Other	31	3	0	0	34 (16%)
Total	195	94	54	28	207

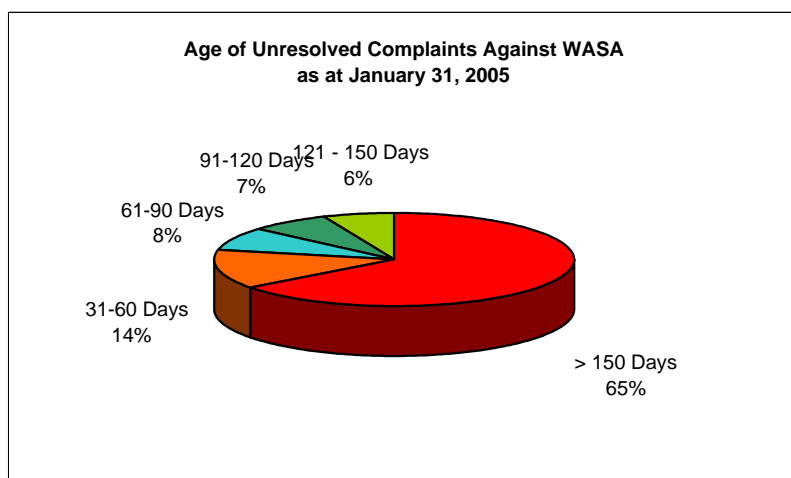
**Fig. 3**



Cumulative	Jan '04	Feb '04 - Jan '05
Number of complaints received	45	664
Number of complaints resolved	30	483
Number of complaints unresolved	15	181
Number of complaints withdrawn	0	4
Resolution rate	67%	73%

Figure 4 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 been unresolved.

**Fig. 4**



The majority of complaints that are over 150 days relates to Billing Queries. However, the number of unresolved billing complaints was reduced by 17% which is good indication that our discussion with WASA was indeed productive.

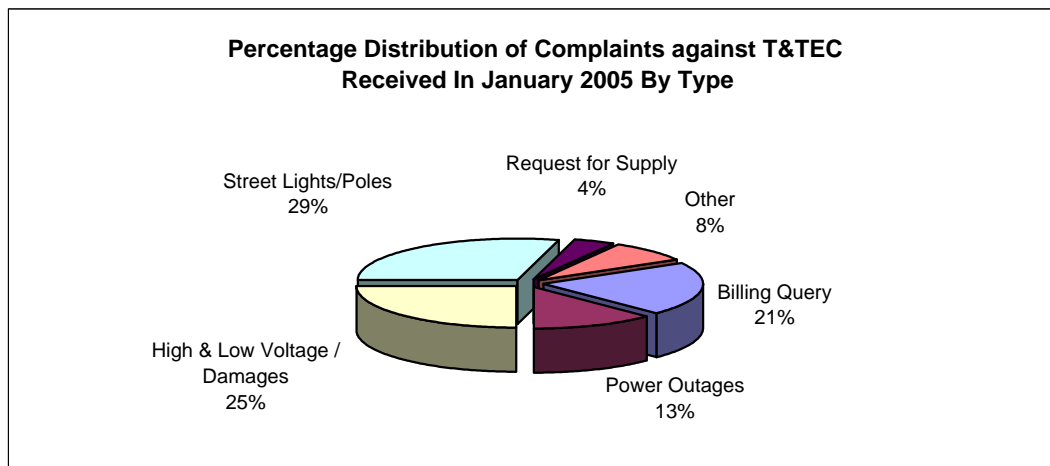
## 4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in January 2005 and their status, as well as, the number and percentage by type. Figure 5 shows the percentage distribution of the complaints received in January 2005 by type. The Number complaints across all categories decreased. Billing Queries decreased by 4 or 44%, Power Outages decreased by 3 or 50%, Voltage Fluctuations/Damages decreased by 14 or 70%, Street Lights/Poles decreased by 2 or 22%, Request for Service decreased by 5 or 83% and Other types of complaints decreased by 2 or 50% when compared to Dec '04.

**Table 4**

Complaint Type	Total Unresolved Complaints as at Dec 31, 2004	No of Complaints Received in Jan '05	No of Jan '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '05
Billing Query	38	5	2	3	38 (20%)
Power Outages	14	3	2	1	14 (7%)
H/L Voltage / Damages	82	6	0	7	81 (43%)
Street Lights/Poles	26	7	0	3	30 (16%)
Request for Supply	13	1	0	2	12 (6%)
Other	15	2	0	4	13 (7%)
Total	188	24	4	20	188

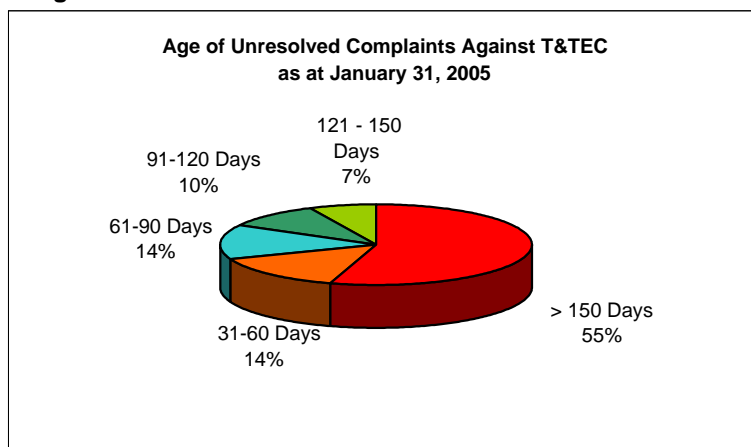
**Fig. 5**



Cumulative	Jan '04	Feb '04 - Jan '05
Number of complaints received	27	457
Number of complaints resolved	3	279
Number of complaints unresolved	24	172
Number of complaints withdrawn	0	6
Resolution rate	11%	62%

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 been unresolved.

**Fig. 6**



The majority of complaints that are over 150 days relates to damaged appliances. Our meeting with T&TEC on 7/1/05 resulted in some positive outcome one of which was the reclassification of certain complaints to ensure congruence with T&TEC's description, and a commitment from T&TEC to re-examine its procedure for handling complaints from the RIC.

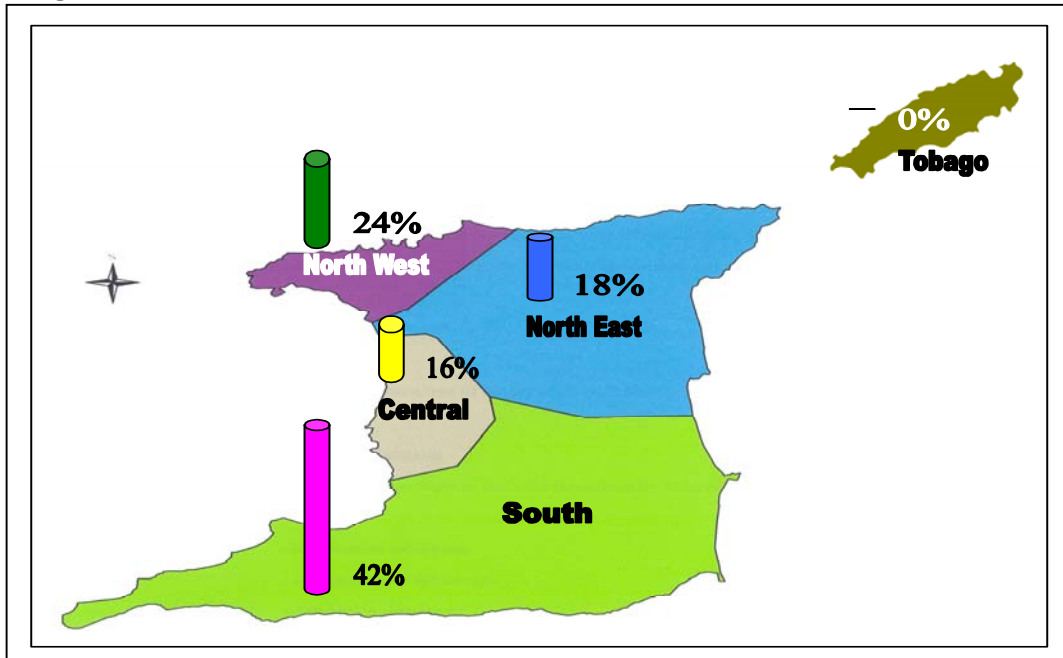
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 7 shows the percentage distribution of all complaints received in January 2005 by geographic regions.

**Table 5**

REGION	WASA	T&TEC	Total
North East	14 (15%)	7 (29%)	21 (18%)
North West	20 (21%)	8 (33%)	28 (24%)
Central	16 (17%)	3 (13%)	19 (16%)
South	44 (47%)	6 (25%)	50 (42%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	94	24	118

**Fig. 7**



The number of complaints across all regions decreased. Those from the Central region decreased by 1 or 5%, North East by 5 or 19%, North West decreased by 4 or 13%, and complaints from the South region decreased by 9 or 15% when compared to Dec '04.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for January 2005. There was insufficient data to tabulate for T&TEC since there was only one (1) complaint recorded per area.

**Table 6**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	12
	Supply	North East	Arima	8
	"	South	Barrackpore	4
	"	Central	Longdenville	4
	"	South	Penal	4
	"	Central	Gran Couva	3
	"	North West	Belmont	3
	"	North West	St. James	3
	Leaks	South	San Fernando	2
	Billing Query	North West	Diego Martin	2
	Billing Query	North West	Port of Spain	2

## 6.0 Distribution of Complaints Received Per Week

Figure 8 shows the distribution of the complaints received in January 2005

**Fig. 8**

