

Monthly Complaints Report
January 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2006, as well as all outstanding complaints against Service Providers as at January 31, 2006.

Status	Jan '05	Jan '06	Feb '05 - Jan '06
Number of complaints received	118	350	3,117
Number of complaints resolved	58	120	2,507
Number of complaints unresolved	60	230	544
Number of complaints withdrawn	0	0	66
Resolution rate for complaints received	49%	34%	82%
No. of outstanding complaints resolved	48	123	39
Total number of complaints resolved	106	243	2,546
Rebate/compensation awarded to customers		TT\$3,423	TT\$858,038

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 Dec 31, 2005	No & % of Complaints Received in Jan '06	No & % of Jan '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '06
Billing Query	117	49 (19%)	3 (1%)	7	156 (35%)
Inadequate Supply	198	174 (69%)	101 (40%)	62	209 (47%)
Leaks	16	18 (7%)	8 (3%)	7	19 (4%)
Request for Service	17	1 (0%)	1 (0%)	0	17 (4%)
Road Restoration	12	6 (2%)	0 (0%)	4	14 (3%)
Other	28	5 (2%)	0 (0%)	2	31 (7%)
Total	388	253	113(45%)	82	446

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 Dec 31, 2005	No & % of Complaints Received in Jan '06	No & % of Jan '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '06
Billing Query	28	7 (7%)	1 (1%)	1	33 (9%)
Damage Appliances	121	12 (12%)	0 (0%)	3	130 (35%)
High / Low Voltage	40	14 (14%)	1 (1%)	11	42 (11%)
Power Outages	28	6 (6%)	0 (0%)	1	33 (9%)
Request for Service	17	4 (4%)	2 (2%)	2	17 (5%)
Street Lights / Poles	68	49 (51%)	2 (2%)	18	97 (26%)
Other	24	5 (5%)	1 (1%)	5	23 (6%)
Total	326	97	7(7%)	41	375

2.0 Complaints Analysis

Monthly	Jan '05	Jan '06	Dec '05
Number of complaints received	118	350	304
Number of complaints resolved	58	120	189
Number of complaints unresolved	60	230	115
Resolution rate for complaints received	49%	34%	62%
No. of outstanding complaints resolved	48	123	100
Total number of complaints resolved	106	243	289

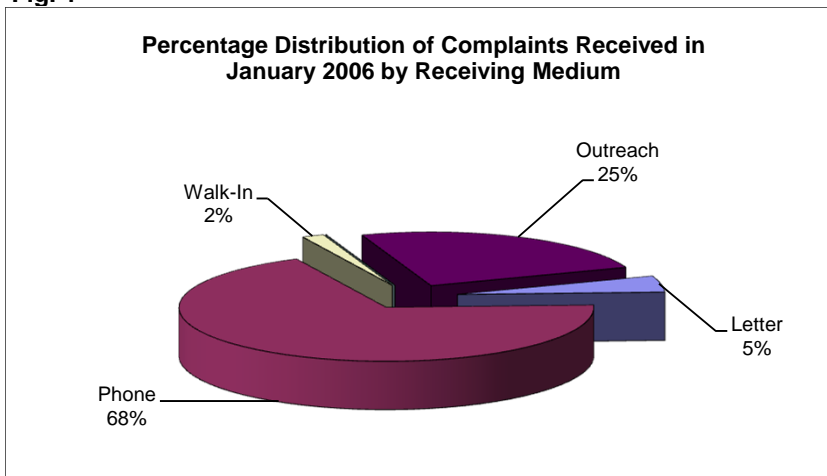
The total number of complaints received in January 2006 increased by 46 or 15% when compared to Dec '05. Using the same comparative period, the resolution rate for January 2006 decreased by 45%. The number of complaints resolved for the current month decreased by 69 or 37% and from a previous period (unresolved from Jan '03 to Dec '05) increased by 23 or 23%. The total number of complaints resolved overall decreased by 46 or 16%. The cumulative number of complaints received and resolved from Jan '06 increased by 234 or 198% and increased by 62 or 107% respectively when compared to Jan '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan '05	Jan '06	Feb '05 - Jan '06
Number of complaints received	118	352	3,117
Number of complaints resolved	58	120	2,507
Number of complaints unresolved	60	230	544
Number of complaints withdrawn	0	2	66
Resolution rate	49%	34%	82%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2006 by receiving medium. The number of complaints received by Letter increased by 12 or 240%, Telephone decreased by 53 or 18%, Walk in increased by 1 or 20%, Outreach increased by 70 or 7000% and e-mail/Media decreased by 1 or 100% when compared to Dec '05.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2006 by Service Provider. The number of complaints filed against WASA have decreased by 27 or 10% and those filed against T&TEC increased by 73 or 304% when compared to Dec '05.

Fig. 2

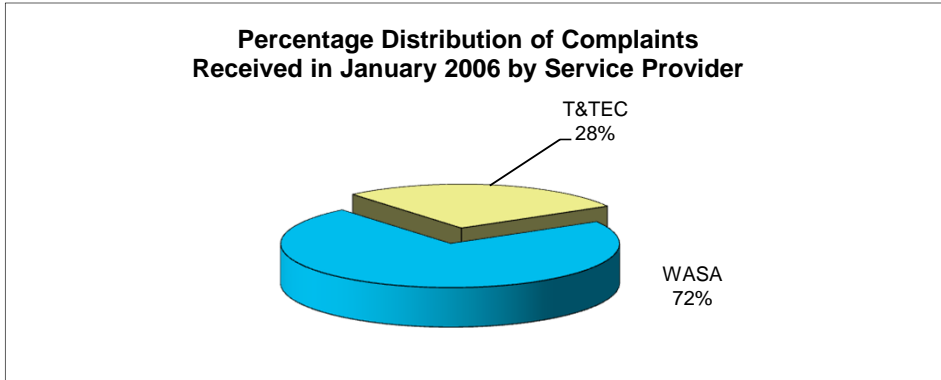
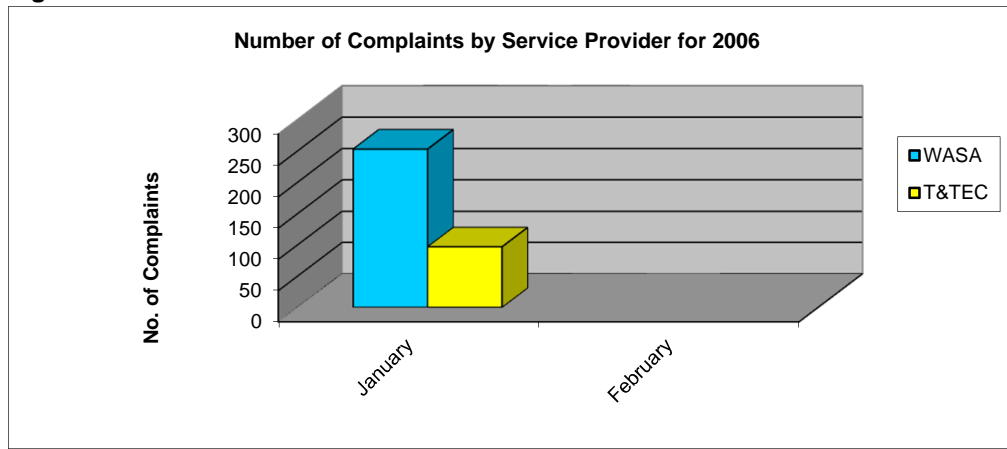


Fig. 3



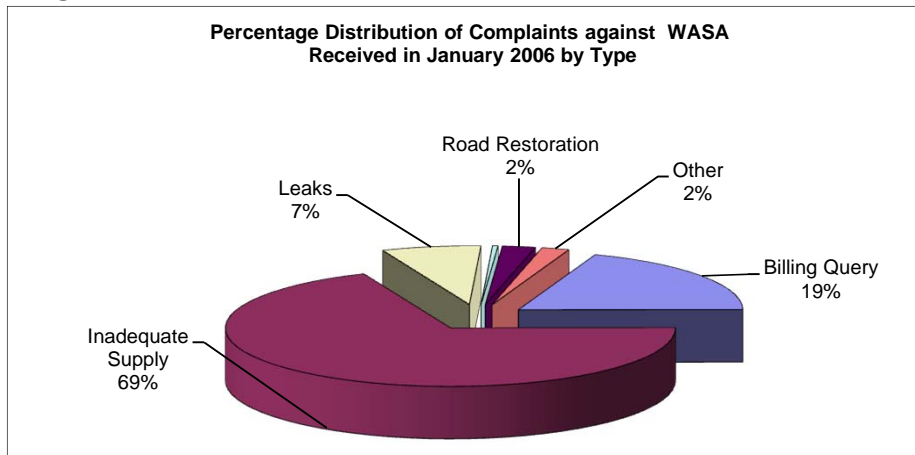
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in January 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2006 by type. When compared to Dec '05 the number of complaints related to Billing Queries increased by 41 or 513%, Inadequate Supply decreased by 71 or 29%, Leaks decreased by 2 or 10%, Road Restoration increased by 1 or 100%, and the category Other increased by 3 or 100%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, 2005	No of Complaints Received in Jan '06	No of Jan '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '06
Billing Query	117	49	3	7	156
Inadequate Supply	198	174	101	62	209
Leaks	16	18	8	7	19
Request for Service	17	1	1	0	17
Road Restoration	12	6	0	4	14
Other	28	5	0	2	31
Total	388	253	113	82	446

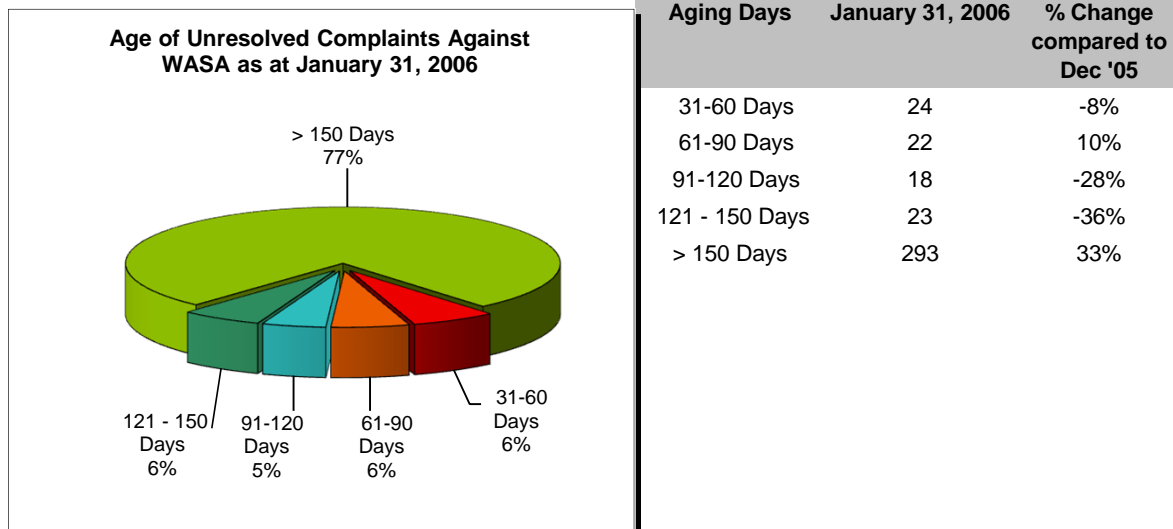
Fig. 4



Cumulative	Jan '06	Feb '05 - Jan '06
Number of complaints received	253	2,483
Number of complaints resolved	113	2,169
Number of complaints unresolved	140	314
Number of complaints withdrawn	2	56
Resolution rate	45%	89%

Figure 5 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. 5



The majority of complaints that are over 150 days relates to Billing Queries as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	6 (25%)	5 (23%)	2 (11%)	5 (22%)	135 (46%)	153
Inadequate Supply	12 (50%)	12 (55%)	13 (72%)	15 (65%)	107 (37%)	159
Leaks	2 (8%)	3 (14%)	2 (11%)	0 (0%)	8 (3%)	15
Other	2 (8%)	0 (0%)	1 (6%)	2 (9%)	22 (8%)	27
Request for Service	0 (0%)	1 (5%)	0 (0%)	0 (0%)	13 (4%)	14
Road Restoration	2 (8%)	1 (5%)	0 (0%)	1 (4%)	8 (3%)	12
	24	22	18	23	293	380

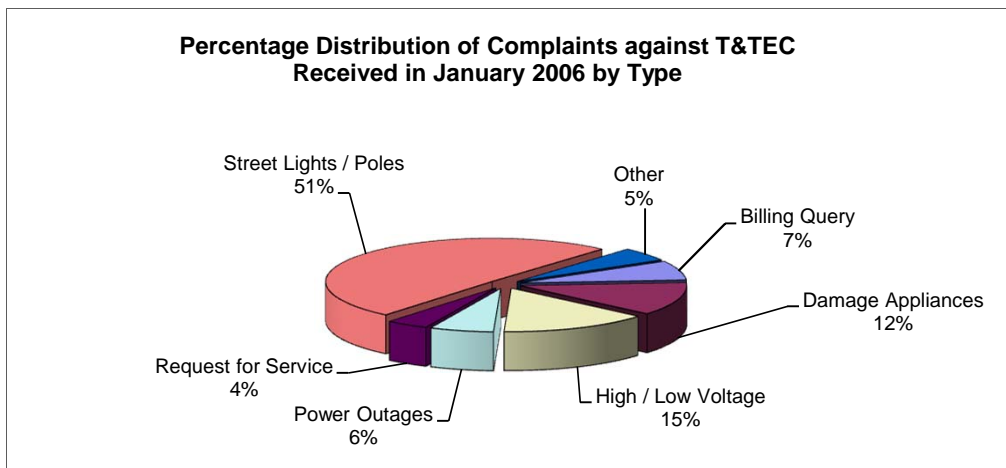
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in January 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in January 2006 by type. When compared to Dec '05, the number of complaints related to Billing Queries increased by 5 or 250%, Damage Appliances increased by 8 or 200%, High/Low Voltage increased by 12 or 600%, Power Outages increased by 3 or 100%, Request for Service increased by 3 or 300%, Street Lights/Poles increased by 39 or 390%, and the category Other increased by 3 or 150% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, 2005	No of Complaints Received in Jan '06	No of Jan '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '06
Billing Query	28	7	1	1	33
Damage Appliances	121	12	0	3	130
High / Low Voltage	40	14	1	11	42
Power Outages	28	6	0	1	33
Request for Service	17	4	2	2	17
Street Lights / Poles	68	49	2	18	97
Other	24	5	1	5	23
Total	326	97	7	41	375

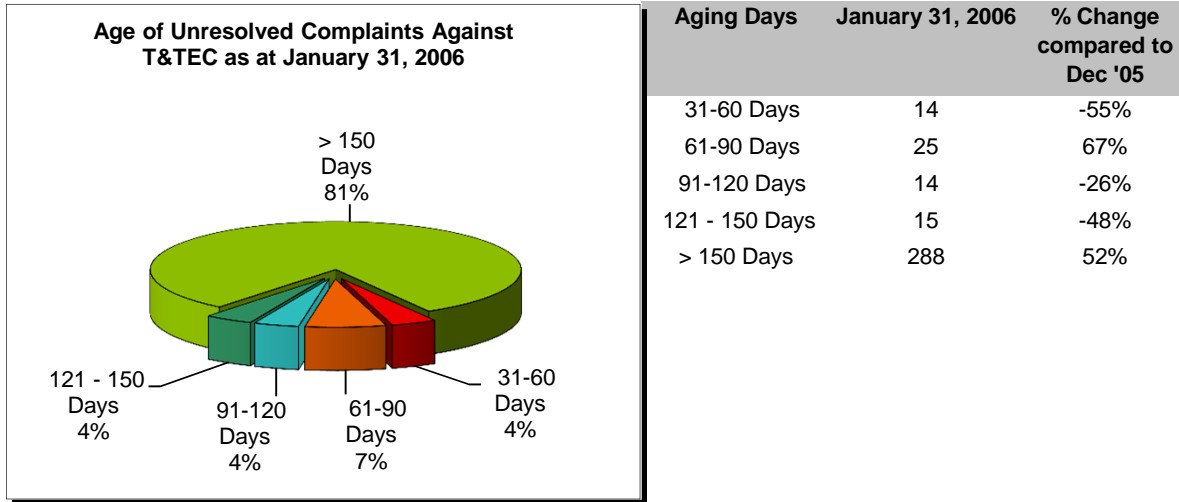
Fig. 6



Cumulative	Jan '06	Feb '05 - Jan '06
Number of complaints received	97	578
Number of complaints resolved	7	338
Number of complaints unresolved	90	230
Number of complaints withdrawn	0	10
Resolution rate	7%	60%

Figure 7 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. 7



The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: 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	1 (7%)	3 (12%)	1 (7%)	0 (0%)	15 (5%)	20
Damage Appliances	4 (29%)	7 (28%)	3 (21%)	2 (13%)	111 (39%)	127
High / Low Voltage	1 (7%)	1 (4%)	1 (7%)	4 (27%)	35 (12%)	42
Other	1 (7%)	1 (4%)	1 (7%)	1 (7%)	17 (6%)	21
Power Outages	1 (7%)	2 (8%)	4 (29%)	3 (20%)	24 (8%)	34
Request for Service	1 (7%)	0 (0%)	1 (7%)	1 (7%)	12 (4%)	15
Street Lights / Poles	5 (36%)	11 (44%)	3 (21%)	4 (27%)	74 (26%)	97
Totals	14	25	14	15	288	356

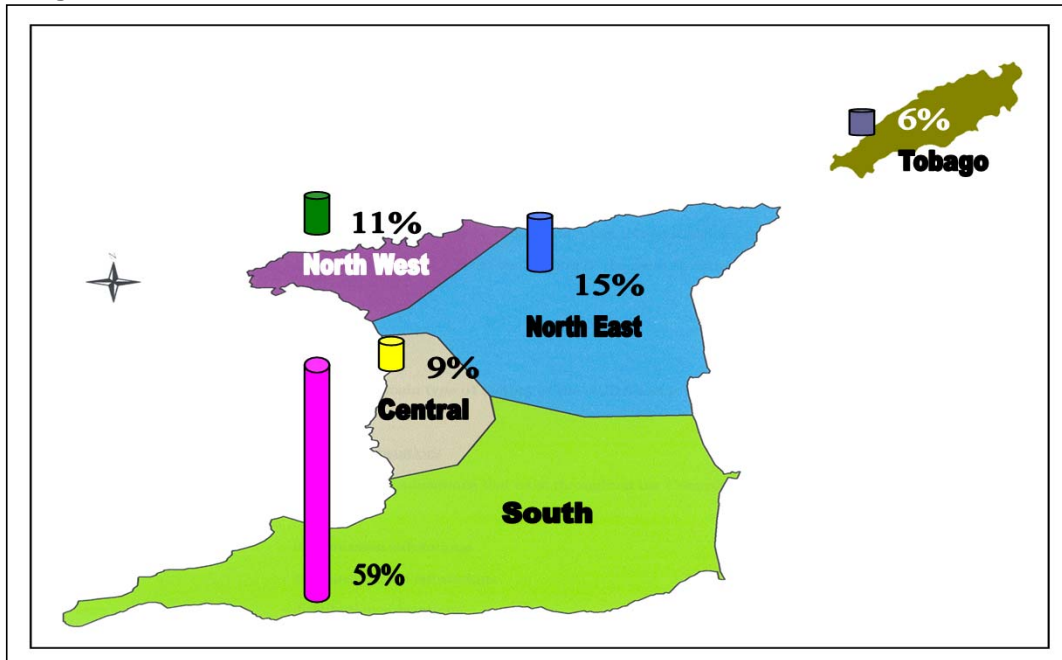
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in January 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	26 (10%)	28 (29%)	54 (15%)
North West	20 (8%)	17 (18%)	37 (11%)
Central	21 (8%)	9 (9%)	30 (9%)
South	182 (72%)	25 (26%)	207 (59%)
Tobago	4 (2%)	18 (19%)	22 (6%)
Total	253	97	350

Fig. 8



When compared to Dec '05, the number of complaints from the Central region increased by 6 or 25%, from the North East increased by 30 or 125%, from the North West decreased by 15 or 29%, complaints from the South region increased by 7 or 4% while those from Tobago increased by 18 or 450% primarily because of our outreach programme.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January 1- 31, 2006 .

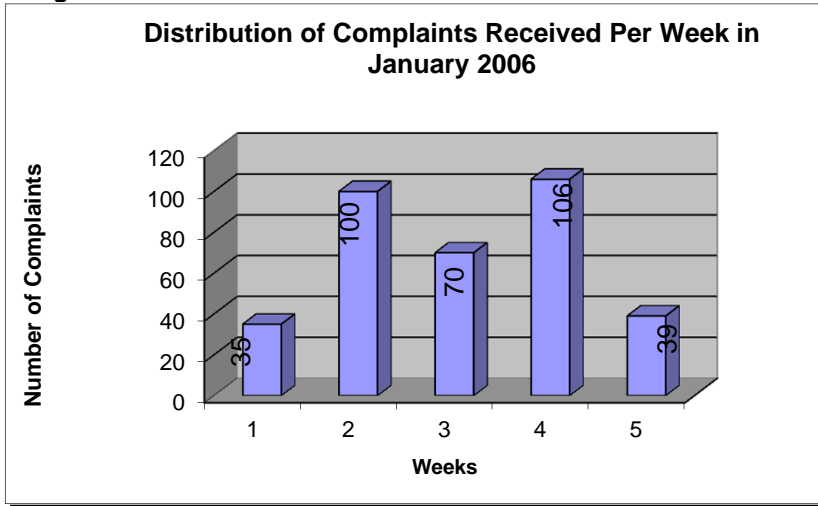
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Barrackpore	31
	"	South	Princes Town	27
	"	South	San Fernando	21
	"	South	Penal	18
	"	South	Williamsville	7
	"	North West	Diego Martin	6
	"	South	Moruga	5
	"	South	Debe	5
	Leaks	North East	St. Helena	5
	Billing Query	South	Barrackpore	29
	Billing Query	South	Princes Town	3
T&TEC	Street Lights / Poles	North East	Tunapuna	14
	Street Lights / Poles	Tobago	Tobago	10
	Other	Tobago	Tobago	5
	High / Low Voltage	Tobago	Tobago	5

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in January 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '06

