



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

January 2008

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in January 2008, as well as all outstanding con Service Providers as at January 31, 2008.

Status	Jan '07	Jan '08	Feb '07 - Jan '08	
Number of complaints received	311	328	4,415	
Number of complaints resolved	177	155	3,675	
Number of complaints unresolved	134	173	618	
Number of complaints withdrawn	0	0	121	
<b>Resolution rate for complaints received</b>	<b>57%</b>	<b>47%</b>	<b>86%</b>	
No. of outstanding complaints resolved	95	33	39	
Total number of complaints resolved	<b>272</b>	<b>188</b>	<b>3,714</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$448,343</b>	WASA T&TEC

**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, 2007	No & % of Complaints Received in Jan '08	No & % of Jan '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '08
Billing Query	266	18 (6%)	0 (0%)	0	284 (38%)
Inadequate Supply	261	253 (85%)	138 (46%)	29	347 (46%)
Leaks	17	24 (8%)	6 (2%)	0	35 (5%)
Request for Service	29	0 (0%)	0 (0%)	1	28 (4%)
Road Restoration	16	1 (0%)	0 (0%)	0	17 (2%)
Other	39	1 (0%)	0 (0%)	0	40 (5%)
<b>Total</b>	<b>628</b>	<b>297</b>	<b>144(48%)</b>	<b>30</b>	<b>751</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 Dec 31, 2007	No & % of Complaints Received in Jan '08	No & % of Jan '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '08
Billing Query	26	3 (10%)	1 (3%)	1	27 (10%)
Damage Appliances	117	4 (13%)	1 (3%)	1	119 (43%)
High / Low Voltage	13	4 (13%)	0 (0%)	0	17 (6%)
Power Outages	10	1 (3%)	0 (0%)	1	10 (4%)
Request for Service	10	1 (3%)	0 (0%)	0	11 (4%)
Street Lights / Poles	64	16 (52%)	8 (26%)	0	72 (26%)
Other	17	2 (6%)	1 (3%)	0	18 (7%)
<b>Total</b>	<b>257</b>	<b>31</b>	<b>11 (35%)</b>	<b>3</b>	<b>274</b>

## 2.0 Complaints Analysis

Monthly	Jan '07	Jan '08	Dec '07
Number of complaints received	311	328	229
Number of complaints resolved	177	155	138
Number of complaints unresolved	134	173	91
<b>Resolution rate for complaints received</b>	<b>57%</b>	<b>47%</b>	<b>60%</b>
No. of outstanding complaints resolved	95	33	414
Total number of complaints resolved	272	188	552

The total number of complaints received in January 2008 increased by 99 or 43% when compared to Dec '07. Using the same comparative period, the resolution rate for January 2008 decreased by 22%. The number of complaints resolved for the current month increased by 17 or 12% and from a previous period (unresolved from Mar '07 to Dec '07) decreased by 381 or 92%. The total number of complaints resolved overall decreased by 364 or 66%.

Cumulative	Jan - '07	Jan - '08	Feb '07 - Jan '08
Number of complaints received	311	328	4415
Number of complaints resolved	177	155	3675
Number of complaints unresolved	134	173	618
Number of complaints withdrawn	0	0	121
Resolution rate	57%	47%	86%

The cumulative number of complaints received and resolved from Jan '08 increased by 17 or 42% and decreased by 22 or 12% respectively when compared to Jan '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 328 complaints recorded for Jan '08 were reported by 239 customers of which 101 or 42% were new customers. Table 3 shows the frequency of complaints where 159 customers made only one complaint whilst cumulatively 80 or 34% of our customers made more than one complaint.

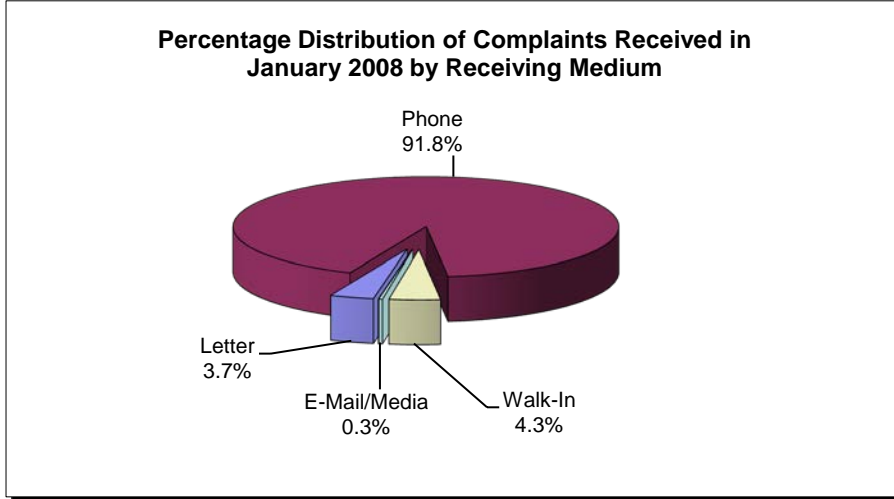
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Jan '08 Customers	% of Repeated Customers Jan '08
1	159	0
2	71	30
3	9	4
4	0	0
5	0	0
>6	0	0
0	239	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2008 by receiving medium. The number of complaints received by Letter increased by 7 or 140%, Telephone increased by 82 or 37% and Walk in increased by 10 or 250%.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2008 by Service Provider. The number of complaints filed against WASA have increased by 91 or 44% and those filed against T&TEC increased by 8 or 35% when compared to Dec '07.

Fig. 2

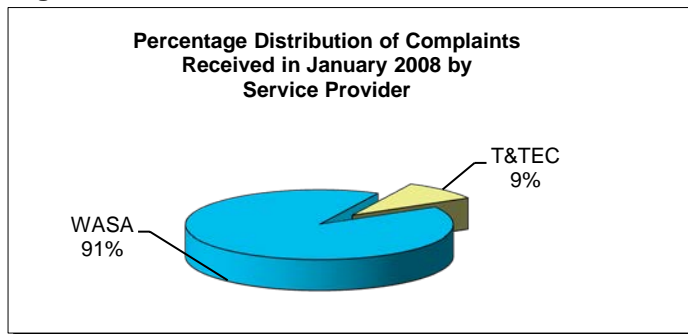
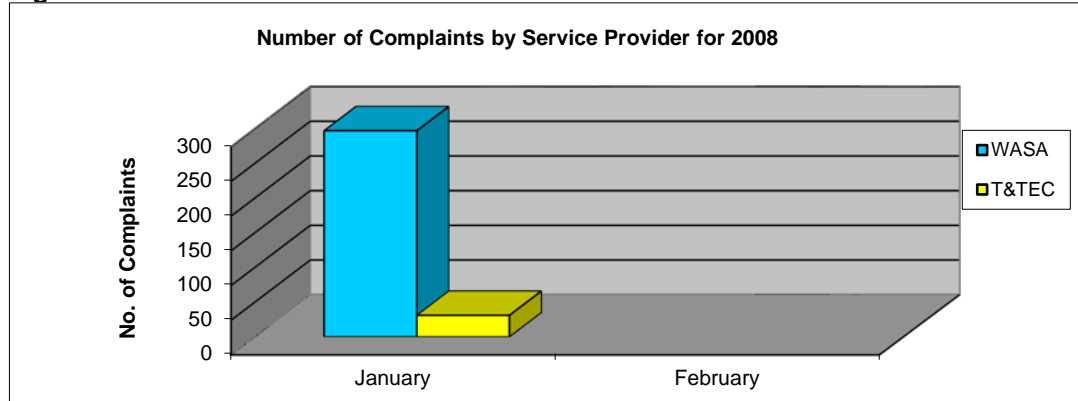


Fig. 3





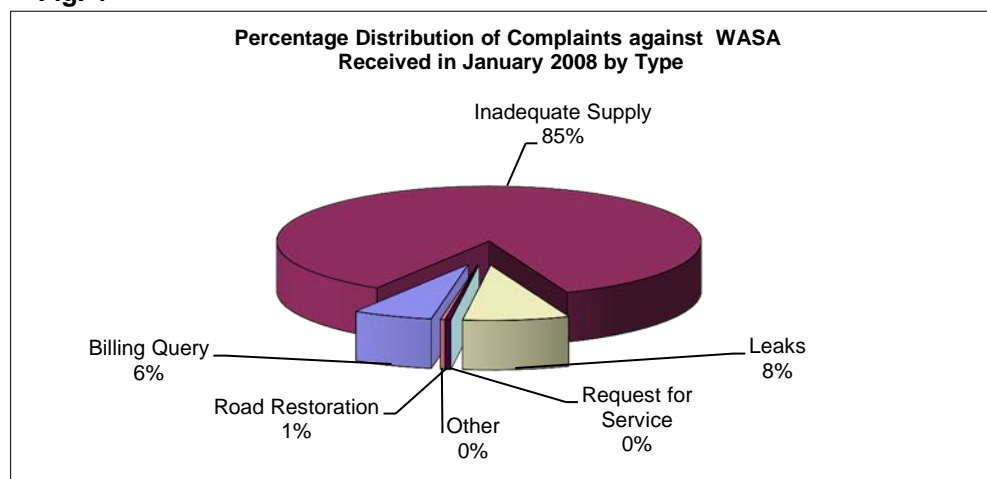
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2008 by type. When compared to Dec '07 the number of complaints related to Billing Queries increased by 17 or 1700%, Inadequate Supply increased by 77 or 44%, Leaks increased by 2 or 9%, Road Restoration decreased by 3 or 100%, and the category Other decreased by 1 or 50%.

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

Complaint Category	Total Unresolved Complaints as at Dec 31, 2007	No of Complaints Received in Jan '08	No of Jan '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '08
Billing Query	266	18	0	0	284 (38%)
Inadequate Supply	261	253	138	29	347 (46%)
Leaks	17	24	6	0	35 (5%)
Request for Service	29	0	0	1	28 (4%)
Road Restoration	16	1	0	0	17 (2%)
Other	39	1	0	0	40 (5%)
<b>Total</b>	<b>628</b>	<b>297</b>	<b>144</b>	<b>30</b>	<b>751</b>

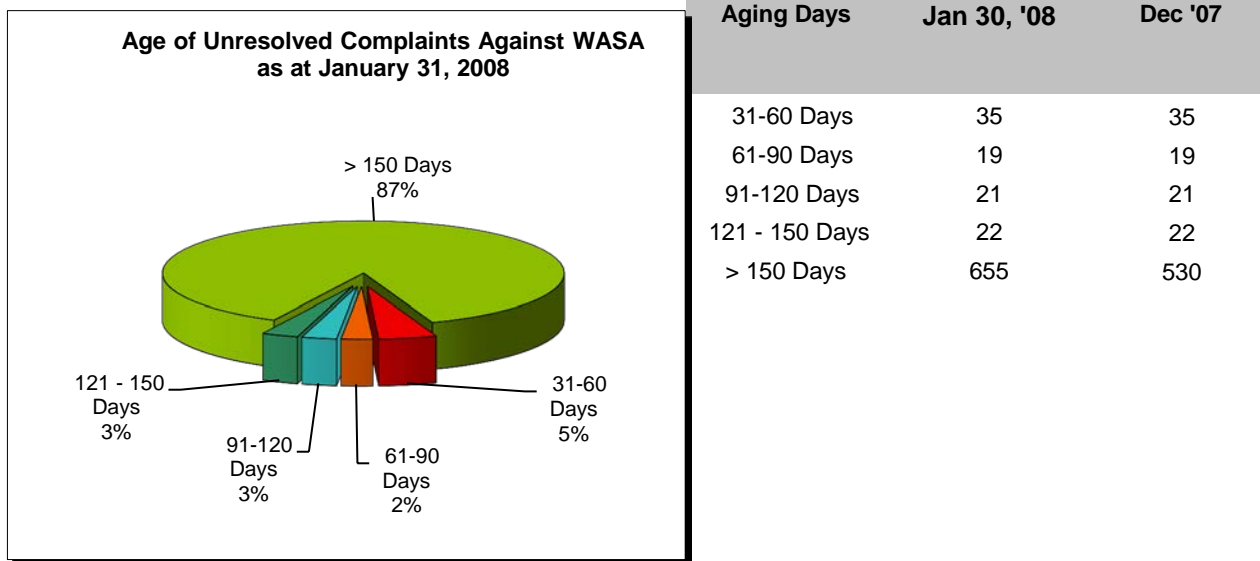
**Fig. 4**



Cumulative	Jan '08	Feb '07 - Jan '08
Number of complaints received	297	3,900
Number of complaints resolved	144	3,323
Number of complaints unresolved	145	462
Number of complaints withdrawn	7	114
Resolution rate	50%	88%

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**



Aging Days	Jan 30, '08	Dec '07
31-60 Days	35	35
61-90 Days	19	19
91-120 Days	21	21
121 - 150 Days	22	22
> 150 Days	655	530

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as show

**Table 5: Analysis of Complaints Against WASA by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	7 (20%)	9 (47%)	8 (38%)	13 (59%)	247 (38%)
Inadequate Supply	20 (57%)	6 (32%)	10 (48%)	5 (23%)	306 (47%)
Leaks	2 (6%)	1 (5%)	1 (5%)	(0%)	31 (5%)
Other	2 (6%)	1 (5%)	1 (5%)	2 (9%)	35 (5%)
Request for Service	2 (6%)	1 (5%)	(0%)	1 (5%)	24 (4%)
Road Restoration	2 (6%)	1 (5%)	1 (5%)	1 (5%)	12 (2%)
	<b>35</b>	<b>19</b>	<b>21</b>	<b>22</b>	<b>655</b>

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

Complaint Type	Feb '07 - Jan '08	Jan '08
Billing Classification	23,293.00	-
Billing Query	314,111.00	-
Damage to Property	550.00	-
Disconnection / Reconnection	73.00	-
Retroactive Billing Adjustment	2,300.00	-
	<b>\$ 340,327.00</b>	<b>\$ -</b>

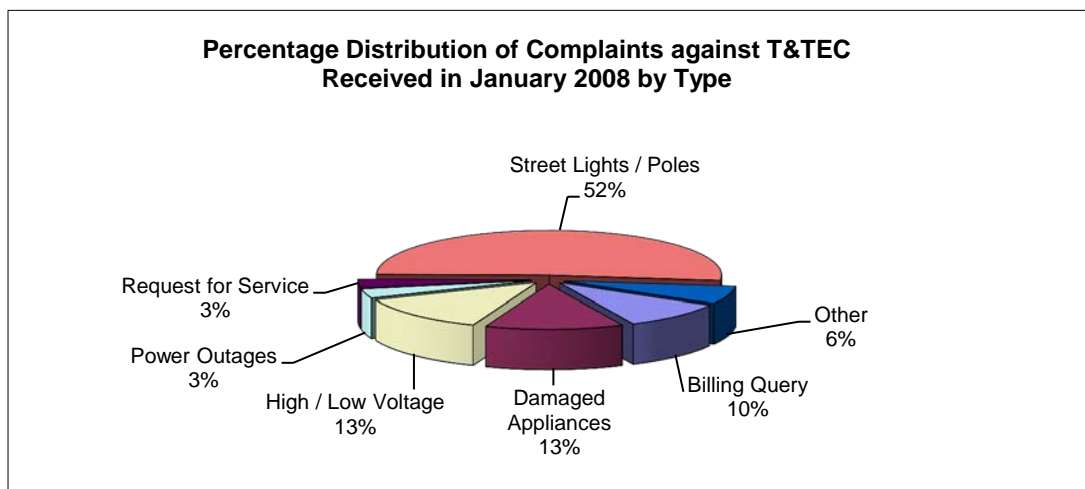
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in January 2008 by type. When compared to Dec '07, the number of complaints related to Billing Queries decreased by 1 or 25%, Damage Appliances increased by 1 or 33%, High/ Low Voltage increased by 1 or 33%, and Street Lights/Poles increased by 7 or 78%.

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Dec 31, 2007	No of Complaints Received in Jan '08	No of Jan '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '08
Billing Query	26	3	1	1	27 (10%)
Damaged Appliances	117	4	1	1	119 (43%)
High / Low Voltage	13	4	0	0	17 (6%)
Power Outages	10	1	0	1	10 (4%)
Request for Service	10	1	0	0	11 (4%)
Street Lights / Poles	64	16	8	0	72 (26%)
Other	17	2	1	0	18 (7%)
<b>Total</b>	<b>257</b>	<b>31</b>	<b>11</b>	<b>3</b>	<b>274</b>

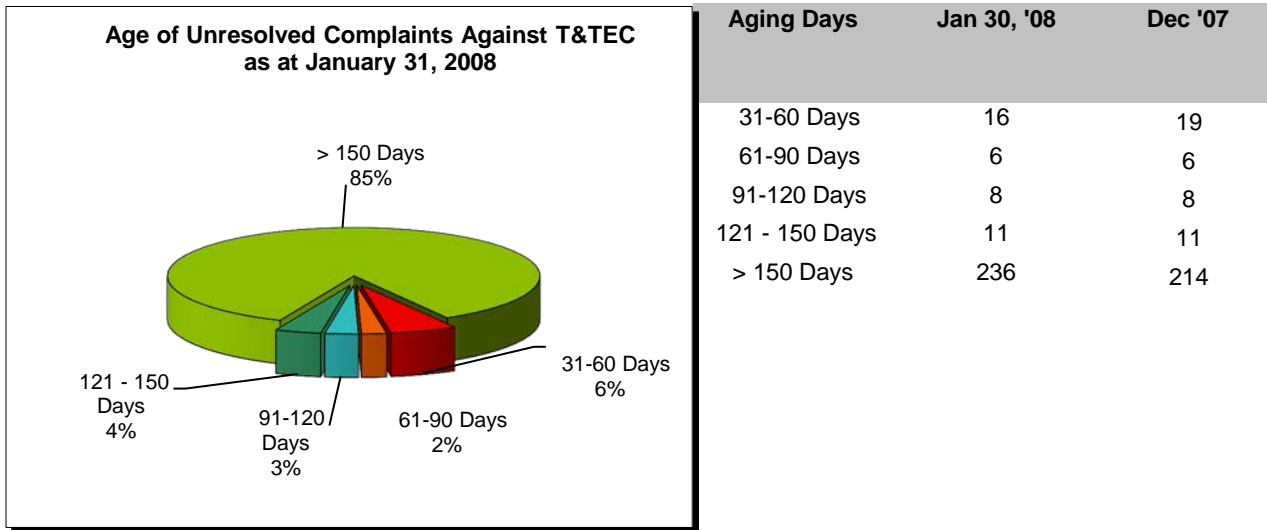
**Fig. 6**



Cumulative	Jan '08	Feb '07 - Jan '08
Number of complaints received	31	515
Number of complaints resolved	11	352
Number of complaints unresolved	20	156
Number of complaints withdrawn	0	7
Resolution rate	35%	69%

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**



Aging Days	Jan 30, '08	Dec '07
31-60 Days	16	19
61-90 Days	6	6
91-120 Days	8	8
121 - 150 Days	11	11
> 150 Days	236	214

The majority of complaints that are over 150 days relates to Damaged Appliances and Street Lights/Poles as shown in Table 7.

**Table 7: Analysis of Complaints Against T&TEC by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	3 (19%)	(0%)	2 (25%)	1 (9%)	21 (9%)
Damaged Appliances	4 (25%)	2 (33%)	2 (25%)	6 (55%)	105 (44%)
High / Low Voltage	1 (6%)	(0%)	(0%)	2 (18%)	14 (6%)
Other	2 (13%)	2 (33%)	1 (13%)	(0%)	13 (6%)
Power Outages	2 (13%)	1 (17%)	(0%)	(0%)	7 (3%)
Request for Service	1 (6%)	(0%)	1 (13%)	1 (9%)	8 (3%)
Street Lights / Poles	3 (19%)	1 (17%)	2 (25%)	1 (9%)	68 (29%)
<b>Totals</b>	<b>16</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>236</b>

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

Complaint Type	Feb '07 - Jan '08	Jan '08
Billing Query	91,138.00	-
Damaged Appliance	16,878.00	-
Request for Service	-	-
	<b>\$ 108,016.00</b>	<b>\$ -</b>



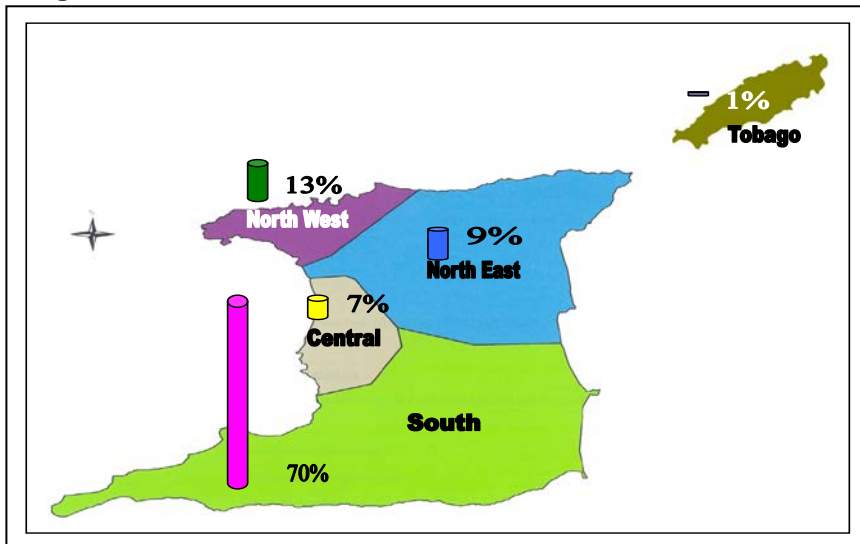
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in January 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	27 (9%)	4 (13%)	31 (9%)
North West	36 (12%)	5 (16%)	41 (13%)
Central	17 (6%)	7 (23%)	24 (7%)
South	214 (72%)	15 (48%)	229 (70%)
Tobago	3 (1%)	0 (0%)	3 (1%)
<b>Total</b>	<b>297</b>	<b>31</b>	<b>328</b>

**Fig. 8**



When compared to Dec '07, the number of complaints from the Central region decreased by 9 or 27%, from the North East decreased by 18 or 37%, from the North West decreased by 12 or 23%, complaints from the South region increased by 135 or 144% while those from Tobago increased by 3 or 300%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the month of January 2008.

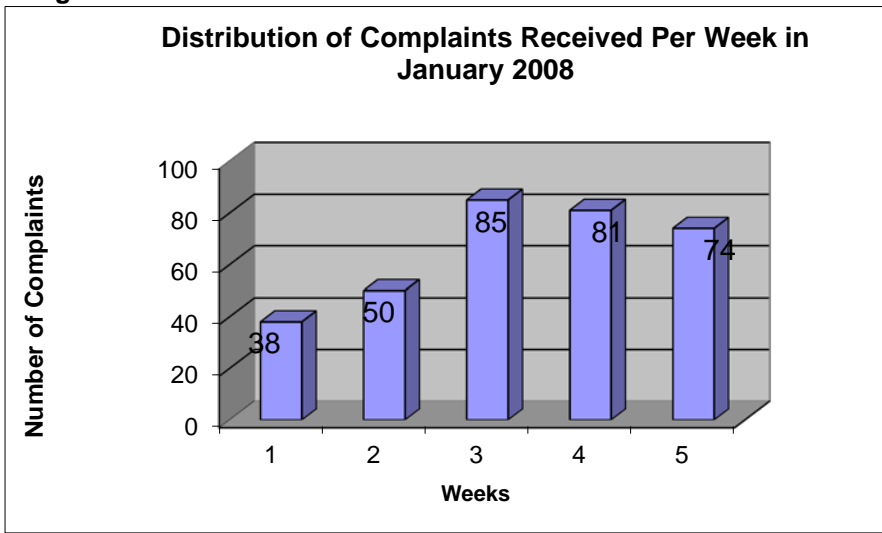
**Table 9: Problematic Areas**

<b>Service Provider</b>	<b>Complaint Category</b>	<b>Region</b>	<b>Area</b>	<b>No of Complaints</b>
WASA	Inadequate Supply	South	Penal	57
		South	Barrackpore	56
		South	Siparia	16
		South	Princes Town	15
		South	Los Bajos	10
		South	San Fernando	10
		North West	Diego Martin	6
		South	Debe	6
		North West	Glencoe	5
		South	San Francique	5
	Leaks	North East	Arima	4
T&TEC	Street Lights / Poles	South	San Fernando	2
	High / Low Voltage	South	Marabella	2
	Street Lights / Poles	Central	Freeport	2
	Billing Query	South	Gaspaillo	1

## 7.0 Distribution of Complaints Received Per Week

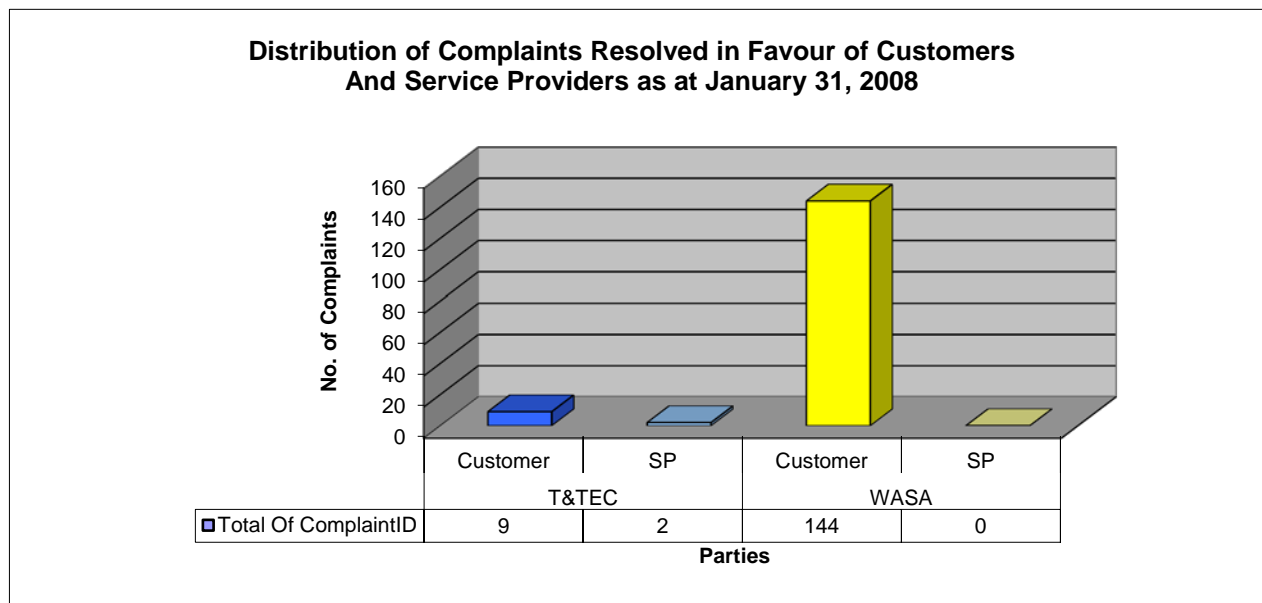
Figure 9 shows the distribution of the complaints received in January 2008

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers for January 2008.



complaints against

\$340327  
\$108016











**% Change  
compared to  
Dec '07**

- 0%
- 0%
- 0%
- 0%
- 24%

in Table 5.

<b>Total</b>
266 (38%)
259 (46%)
17 (5%)
40 (5%)
29 (4%)
16 (2%)
<b>627</b>



**% Change  
compared to  
Dec '07**

-16%  
0%  
0%  
0%  
10%

<b>Total</b>
27 (10%)
119 (43%)
17 (6%)
18 (6%)
10 (4%)
11 (4%)
75 (27%)
<b>277</b>





