



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

January 2013

1.0 Overview of Complaints

This report provides an analysis of all complaints received in January 2013, as well as all outstanding complaints against Service Providers as at January 31, 2013.

Status	Jan'12	Jan '13	Feb '12 - Jan '12
Number of complaints received	219	168	3,207
Number of complaints resolved	124	95	2,789
Number of complaints unresolved	94	73	353
Number of complaints withdrawn	1	0	65
Resolution rate for complaints received	56.9%	56.5%	88.8%
No. of outstanding complaints resolved	91	182	0
Total number of complaints resolved	215	277	2,789
Rebate/compensation awarded to customers	TT\$243	TT\$0	TT\$1,846,364

WASA \$1162437
T&TEC \$683927

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, '12	No & % of Complaints Received in Dec '12	No & % of Total Jan '13 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '13
Billing Query	243	9 6.6%	1 0.7%	22	229 51.3%
Inadequate Supply	171	101 74.3%	76 55.9%	103	93 20.9%
Leaks	30	16 11.8%	11 8.1%	12	23 5.2%
Request for Service	30	2 1.5%	0 0.0%	0	32 7.2%
Road Restoration	16	6 4.4%	1 0.7%	4	17 3.8%
Other	55	2 1.5%	1 0.7%	4	52 11.7%
Total	545	136	90 66.2%	145	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, '12	No & % of Complaints Received in Dec '12	No & % of Total Jan '13 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '13
Billing Query	11	5 15.6%	1 3.1%	3	12 8.5%
Damage Appliances	41	7 21.9%	0 0.0%	9	39 27.5%
High / Low Voltage	7	2 6.3%	0 0.0%	5	4 2.8%
Power Outages	8	2 6.3%	0 0.0%	5	5 3.5%
Request for Service	13	3 9.4%	2 6.3%	4	10 7.0%
Street Lights / Poles	49	11 34.4%	2 6.3%	9	49 34.5%
Other	23	2 6.3%	0 0.0%	2	23 16.2%
Total	152	32	5 15.6%	37	142

2.0 Complaints Analysis

Monthly	Jan'12	Jan '13	Dec '12
Number of complaints received	219	168	153
Number of complaints resolved	124	95	79
Number of complaints unresolved	94	73	72
Resolution rate for complaints received	56.9%	56.5%	52.3%
No. of outstanding complaints resolved	91	182	146
Total number of complaints resolved	215	277	225

The total number of complaints received in January 2013 increased by 15 or 10% when compared to December 2012. Using the same comparative period, the resolution rate for January 2013 increased by 8% percentage points. The number of complaints resolved for the current month increased by 16 or 20% and from a previous period (unresolved from July '05 to Dec '12) increased by 36 or 25%. The total number of complaints resolved overall increased by 52 or 23%.

Cumulative	Jan '12	Jan '13	Feb '12 - Jan '12
Number of complaints received	219	168	3,207
Number of complaints resolved	124	95	2,789
Number of complaints unresolved	94	73	353
Number of complaints withdrawn	1	0	65
Resolution rate	56.9%	56.5%	88.8%

When compared to the same period last year, the number of complaints received and resolved in January 2013 increased by 51 or 23% and by 29 or 23% respectively .

3.0 Customer Analysis

The 168 complaints recorded for January 2013 were reported by 130 customers of which 58 or 45% were new customers. Table 3 shows the frequency of complaints where 97 customers made only one complaint whilst cumulatively 33 or 25% of our customers made more than one complaint.

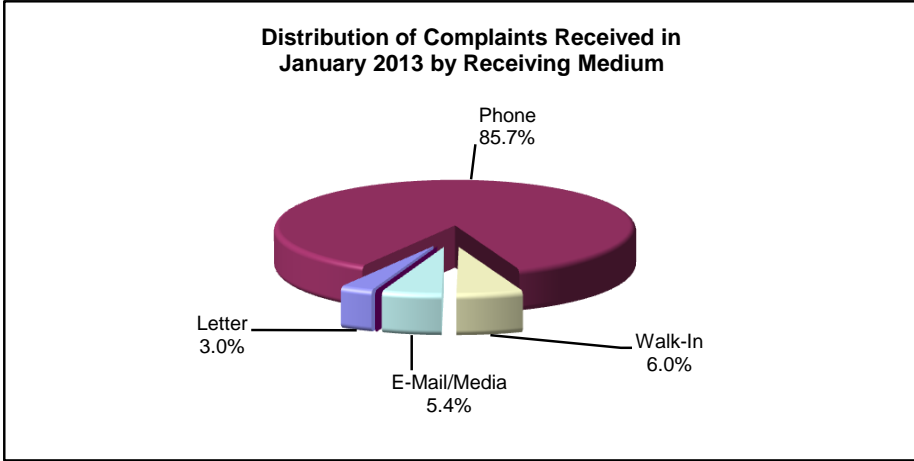
Table 3: Frequency of Complaints

No. of Complaints	No. of Jan '13 Customers	% of Repeat Customers for Jan '13
1	97	0
2	28	22
3	5	4
4	0	0
5	0	0
>6	0	0
	130	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in January 2013 by receiving medium. The number of complaints received by Letter increased by 2 or 67%, Telephone increased by 5 or 4%, Walk in increased by 6 or 150%, and e-mail/Media increased by 2 or 29% when compared to December 2012. No Outreach programme was conducted in January 2013.

Fig. 1



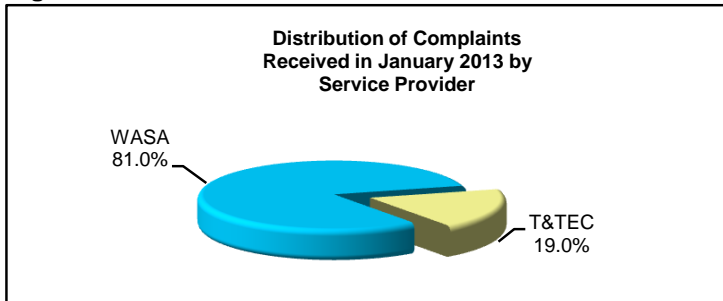
Receiving Medium

	Dec '12	Jan '13
Letter	3	5
Telephone	139	144
Walk-In	4	10
Email/Media	7	9
Outreach	0	0

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in January 2013 by Service Provider. The number of complaints filed against WASA have increased by 5 or 4% and those filed against T&TEC have increased by 10 or 45% when compared to December 2012. Figure 3 shows the number of complaints by Service Providers relative to each other for 2013.

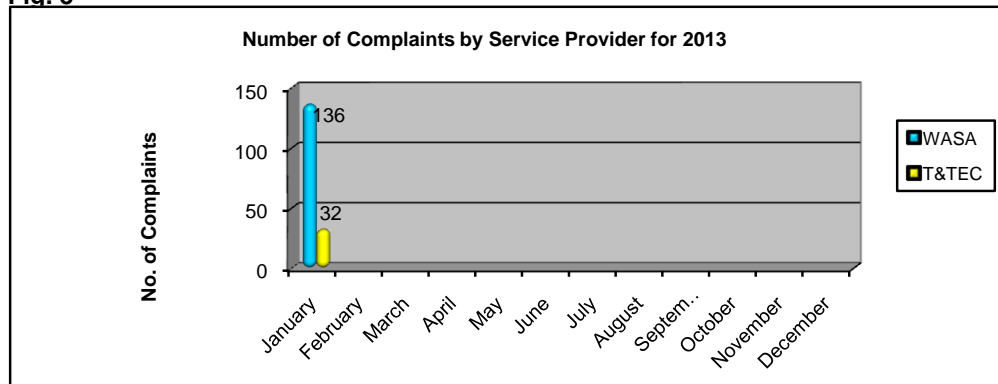
Fig. 2



Service Providers

	Dec '12	Jan '13
WASA	131	136
T&TEC	22	32

Fig. 3



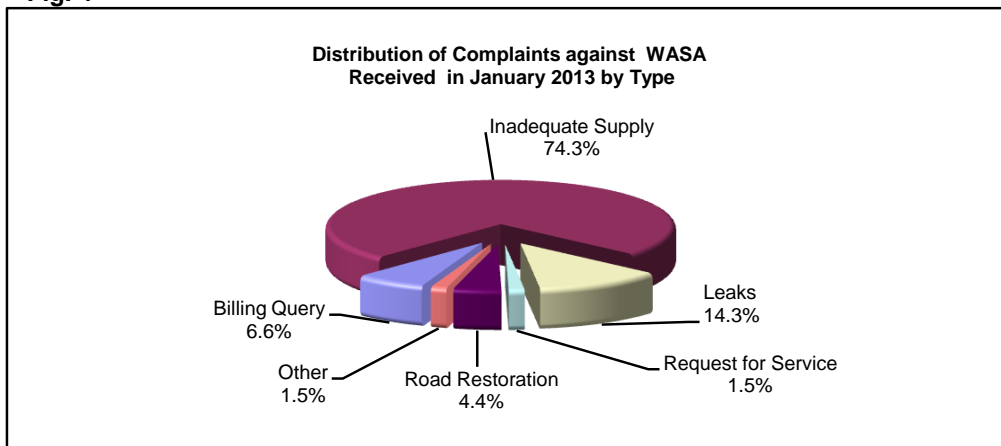
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in January 2013 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in January 2013 by type. When compared to December 2012 the number of complaints related to Billing Queries increased by 9 or 900%, Inadequate Supply decreased by 9 or 8%, and Road Restoration increased by 4 or 200%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Dec 31, '12	No of Complaints Received		No of Jan '13 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '13
		Dec '12	Jan '13			
Billing Query	243	0	9	1	22	229 51.3%
Inadequate Supply	171	110	101	76	103	93 20.9%
Leaks	30	16	16	11	12	23 5.2%
Request for Service	30	1	2	0	0	32 7.2%
Road Restoration	16	2	6	1	4	17 3.8%
Other	55	2	2	1	4	52 11.7%
Total	545	131	136	90	145	446

Fig. 4



Cumulative	Jan '13	Feb '12 - Jan '13
Number of complaints received	136	2,719
Number of complaints resolved	90	2,407
Number of complaints unresolved	46	254
Number of complaints withdrawn	0	57
Resolution rate	66.2%	90.4%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. Although there was a planned two weeks shut down of Desalcott for planned maintenance, the number of complaints for January 2013 were relatively lower than January 2012.

Fig. 5

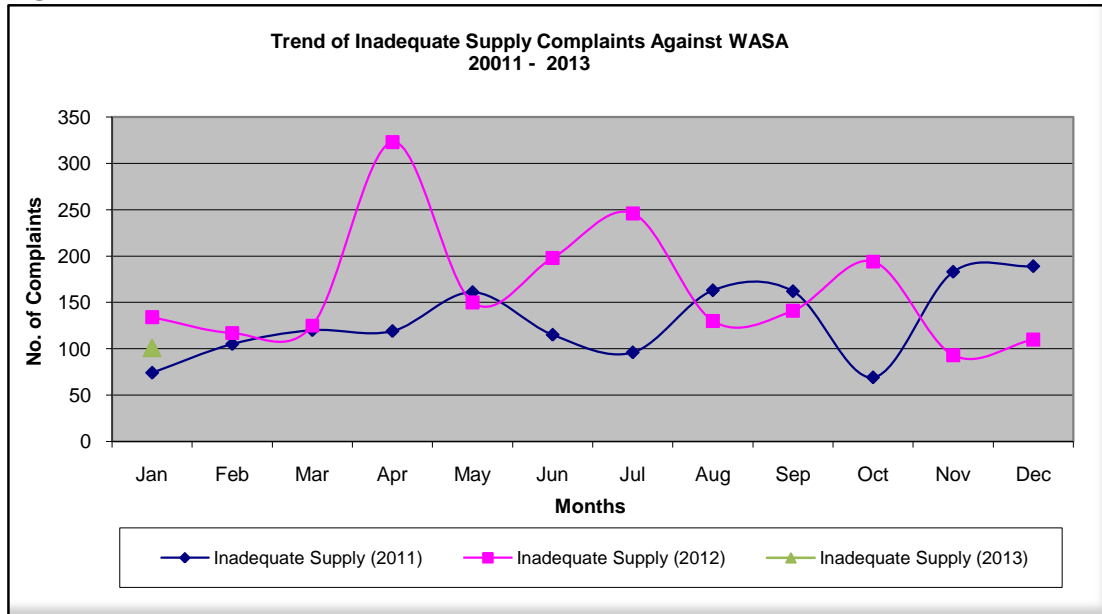
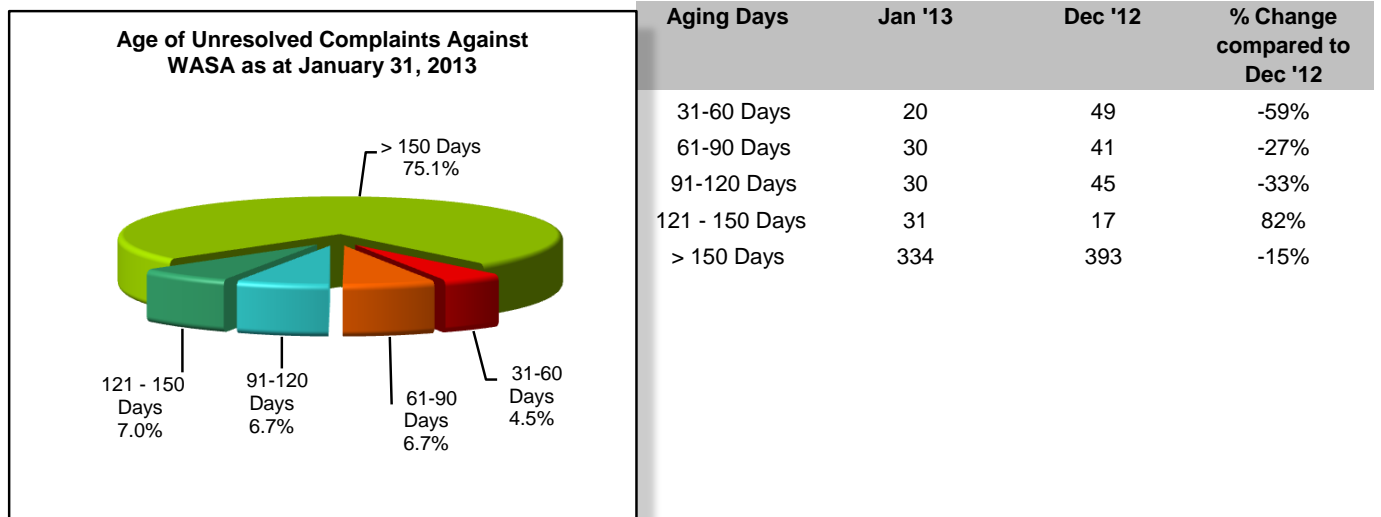


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jan '13	Dec '12	% Change compared to Dec '12
31-60 Days	20	49	-59%
61-90 Days	30	41	-27%
91-120 Days	30	45	-33%
121 - 150 Days	31	17	82%
> 150 Days	334	393	-15%

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											
	31-60		61-90		91-120		121-150		> 150		Total	
Billing Query	0	0.0%	11	36.7%	14	46.7%	8	25.8%	194	58.1%	227	51.0%
Inadequate Supply	11	55.0%	14	46.7%	5	16.7%	14	45.2%	49	14.7%	93	20.9%
Leaks	4	20.0%	2	6.7%	0	0.0%	3	9.7%	14	4.2%	23	5.2%
Other	2	10.0%	3	10.0%	6	20.0%	2	6.5%	39	11.7%	52	11.7%
Request for Service	2	10.0%	0	0.0%	3	10.0%	2	6.5%	26	7.8%	33	7.4%
Road Restoration	1	5.0%	0	0.0%	2	6.7%	2	6.5%	12	3.6%	17	3.8%
	20		30		30		31		334		445	

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

Complaint Type	Feb '12 - Jan '13	Jan '13
Billing Classification	16,592.00	-
Billing Query	584,837.00	-
Damage to Property	560,000.00	-
Disconnection / Reconnection	1,008.00	-
Other Claims	-	-
	\$ 1,162,437.00	\$ -

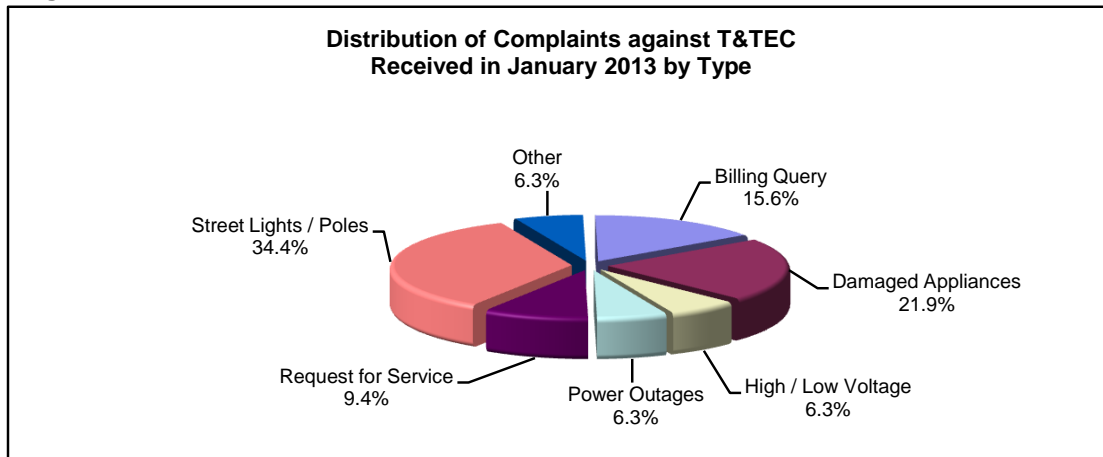
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in January 2013 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in January 2013 by type. When compared to December 2012, the number of complaints related to Billing Queries increased by 1 or 25%, Damaged Appliances increased by 7 or 700%, Request for Service decreased by 2 or 40%, Street Lights/Poles increased by 3 or 38%, and the category Other increased by 1 or 100% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Dec 31, '12	No of Complaints Received		No of Jan '13 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jan 31, '13	
		Dec '12	Jan '13				
Billing Query	11	4	5	1	3	12	8.5%
Damaged Appliances	41	0	7	0	9	39	27.5%
High / Low Voltage	7	2	2	0	5	4	2.8%
Power Outages	8	2	2	0	5	5	3.5%
Request for Service	13	5	3	2	4	10	7.0%
Street Lights / Poles	49	8	11	2	9	49	34.5%
Other	23	1	2	0	2	23	16.2%
Total	152	22	32	5	37	142	

Fig. 7



Cumulative	Jan '13	Feb '12 - Jan '13
Number of complaints received	32	488
Number of complaints resolved	5	382
Number of complaints unresolved	27	98
Number of complaints withdrawn	0	8
Resolution rate	15.6%	79.6%

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

Fig. 8

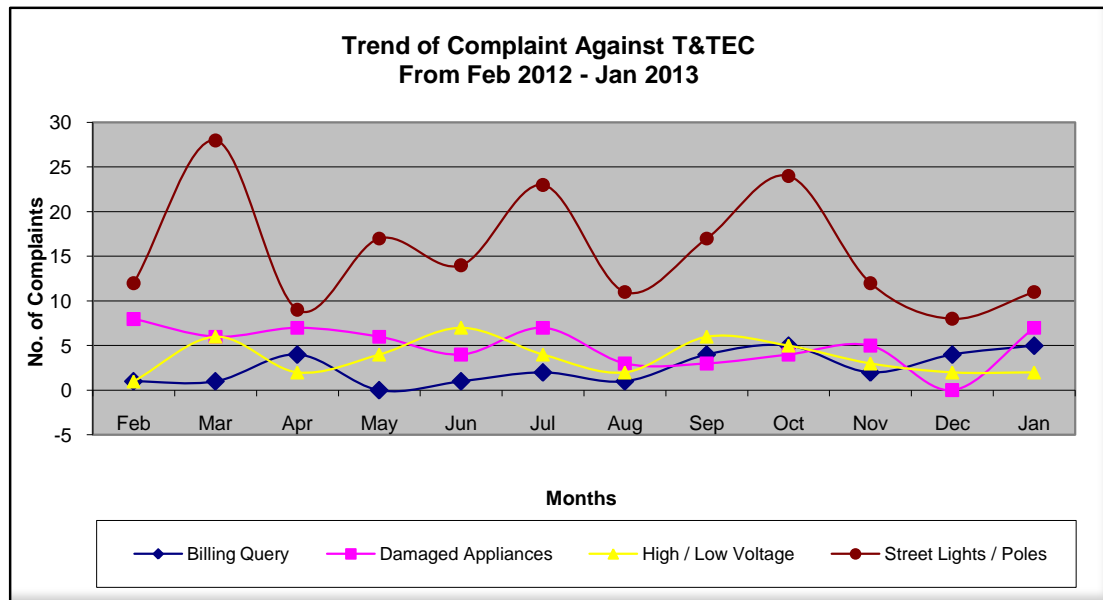
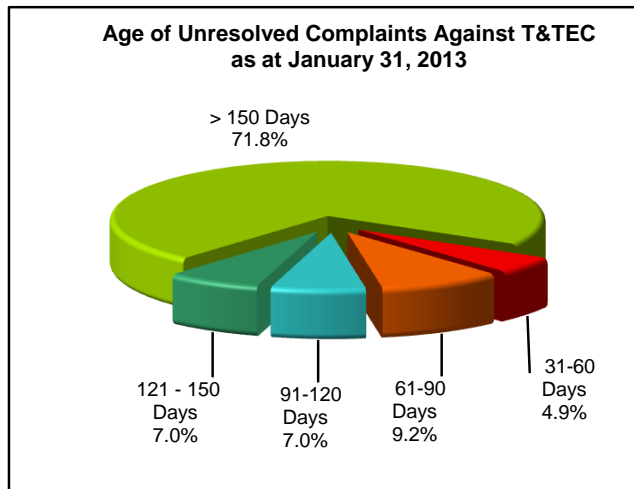


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Jan '13	Dec '12	% Change compared to Dec '12
31-60 Days	7	17	-59%
61-90 Days	13	19	-32%
91-120 Days	10	15	-33%
121 - 150 Days	10	7	43%
> 150 Days	102	94	9%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7.

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	2	28.6%	1	7.7%	0	0.0%	1	10.0%	7	6.9%	11	7.7%
Damaged Appliances	0	0.0%	3	23.1%	1	10.0%	1	10.0%	34	33.3%	39	27.5%
High / Low Voltage	0	0.0%	1	7.7%	1	10.0%	0	0.0%	2	2.0%	4	2.8%
Other	0	0.0%	1	7.7%	1	10.0%	3	30.0%	18	17.6%	23	16.2%
Power Outages	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	4.9%	5	3.5%
Request for Service	1	14.3%	2	15.4%	0	0.0%	0	0.0%	7	6.9%	10	7.0%
Street Lights / Poles	4	57.1%	5	38.5%	7	70.0%	5	50.0%	29	28.4%	50	35.2%
Totals	7		13		10		10		102		142	

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

Complaint Type	Feb '12 - Jan '13	Jan '13
Billing Query	15,052.00	-
Damaged Appliance	56,808.00	-
KVA Reduction	-	-
Other Claims	612,067.00	-
Totals	\$ 683,927.00	\$ -

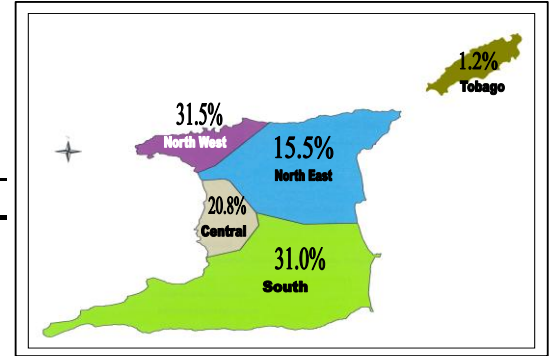
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 January 2013 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	18	13.2%	8	25.0%	26	15.5%
North West	47	34.6%	6	18.8%	53	31.5%
Central	27	19.9%	8	25.0%	35	20.8%
South	44	32.4%	8	25.0%	52	31.0%
Tobago	0	0.0%	2	6.3%	2	1.2%
Total	136		32		168	

Fig. 10



When compared to Dec '12, the number of complaints received in January 2013 from the Central region increased by 11 or 46%, from the North East decreased by 6 or 19%, from the North West increased by 10 or 23%, complaints from the South region increased by 1 or 2% while those from Tobago decreased by 1 or 33%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '13 .

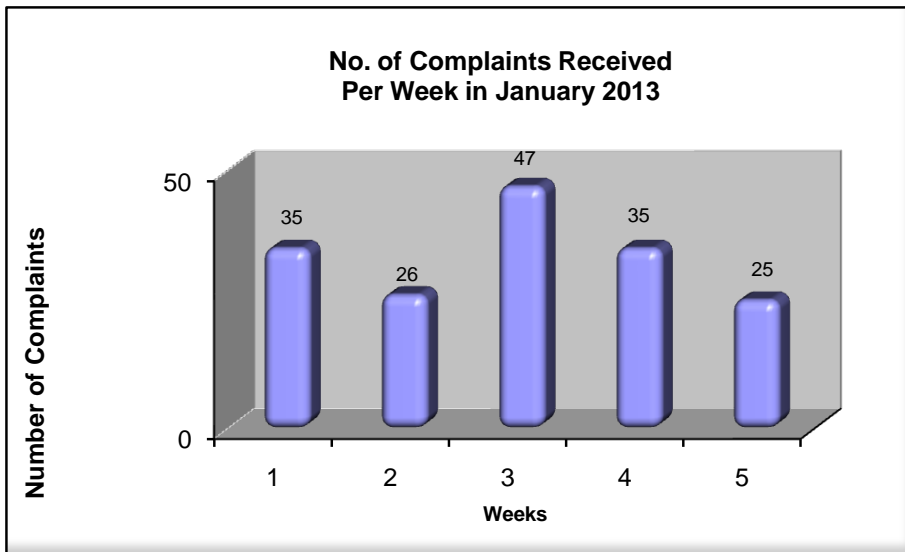
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	5
			Las Lomas No.	4
			Cunupia	3
		North East	Talparo	7
			Arima	1
			Cumuto	1
		North West	Glencoe	10
			Diego Martin	6
			Carenage	3
			South	Barrackpore
		Penal		7
		Debe		6
		Princes Town		6
		T&TEC	Damaged Appliances	North East
North West	Maraval			1
North West	Maraval			1
South	Barrackpore			1

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in January 2013

Fig. 11



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

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2 to January 31, 2013.

Fig. 12

