



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report July 2002

This report provides an analysis of all complaints received in July 2002, as well as all outstanding complaints by Service Provider.

1.0 Complaints Analysis

| Monthly | July 2001 | July 2002 |
|---|-----------|-----------|
| o Number of complaints received | 85 | 36 |
| o Number of complaints resolved | 67 | 21 |
| o Number of complaints unresolved | 18 | 12 |
| o Resolution rate for complaints received in July | 79% | 58% |
| o No. of previous outstanding complaints resolved in July | 14 | 43 |
| o Total number of complaints resolved in July | 81 | 64 |

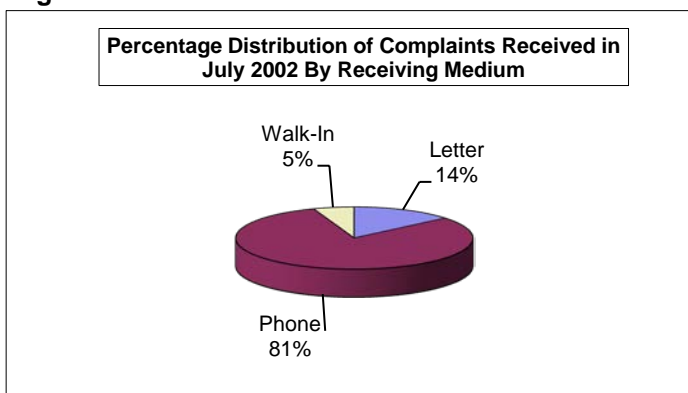
The comparative resolution rate for July 2002 is lower than that of July 2001 and this can be attributed to the number of complaints being received closer to the end of the month leaving less time for the resolution of same within the month. In addition, the nature of some complaints require investigation and reporting by service providers and this requires additional time to complete.

| Cumulative | Jan '01 - Jul '01 | Jan '02 - Jul '02 |
|-----------------------------------|-------------------|-------------------|
| o Number of complaints received | 505 | 366 |
| o Number of complaints resolved | 427 | 313 |
| o Number of complaints unresolved | 78 | 53 |
| o Resolution rate | 85% | 86% |

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in July 2002 by receiving medium

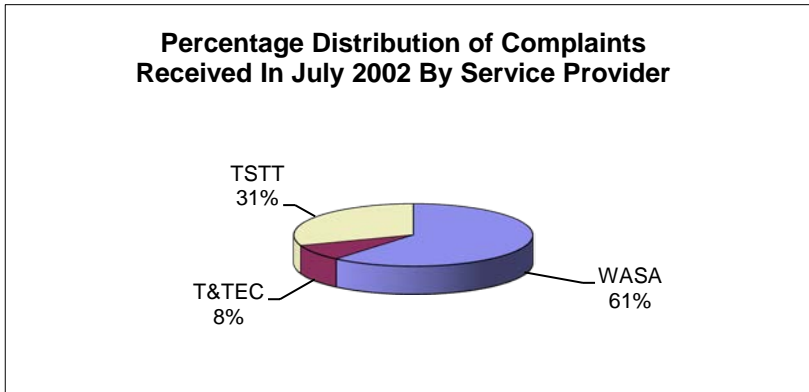
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2002 by service provider

Fig: 2



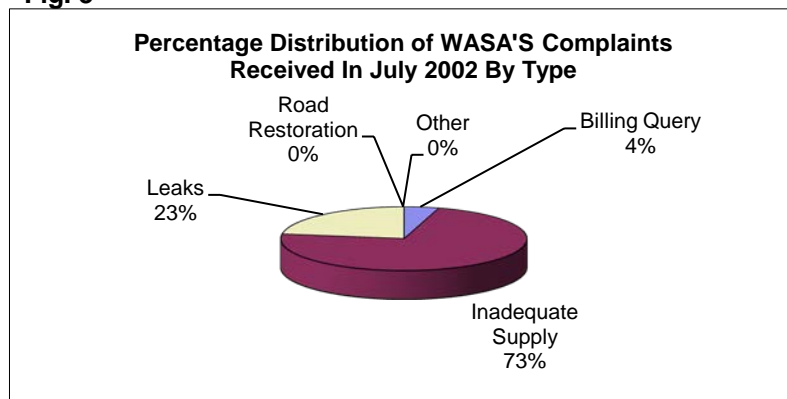
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in July 2002 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2002. **Figure 3** shows the percentage distribution of the complaints received in July 2002 by type.

Table:1

| Complaint Type | Complaints Received | Complaints Resolved | Complaints Resolved From Previous Period | Outstanding Unresolved Complaints as at July |
|-------------------|---------------------|---------------------|--|--|
| Billing Query | 1 | 0 | 2 | 12 |
| Inadequate Supply | 16 | 15 | 3 | 1 |
| Leaks | 5 | 2 | 1 | 4 |
| Road Restoration | 0 | 0 | 0 | 1 |
| Other | 0 | 0 | 3 | 4 |
| Total | 22 | 17 | 9 | 22 |

Fig. 3



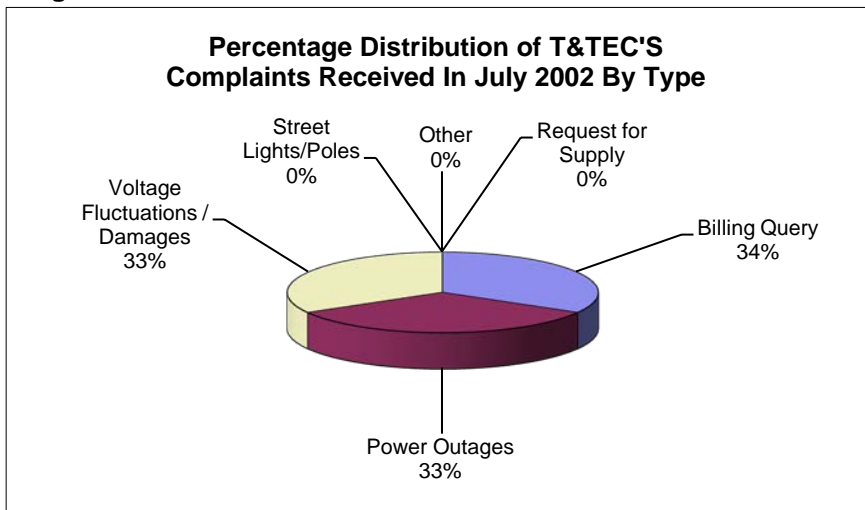
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in July 2002 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2002. **Figure 4** shows the percentage distribution of the complaints received in July 2002 by type.

Table:2

| Complaint Type | Complaints Received | Complaints Resolved | Complaints Resolved From Previous Period | Outstanding Unresolved Complaints as at July |
|---------------------|---------------------|---------------------|--|--|
| Billing Query | 1 | 1 | 0 | 0 |
| Power Outages | 1 | 1 | 0 | 0 |
| Volt.Fluct /Damages | 1 | 0 | 1 | 0 |
| Street Lights/Poles | 0 | 0 | 0 | 0 |
| Req. for Supply | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 1 |
| Total | 3 | 2 | 1 | 1 |

Fig. 4



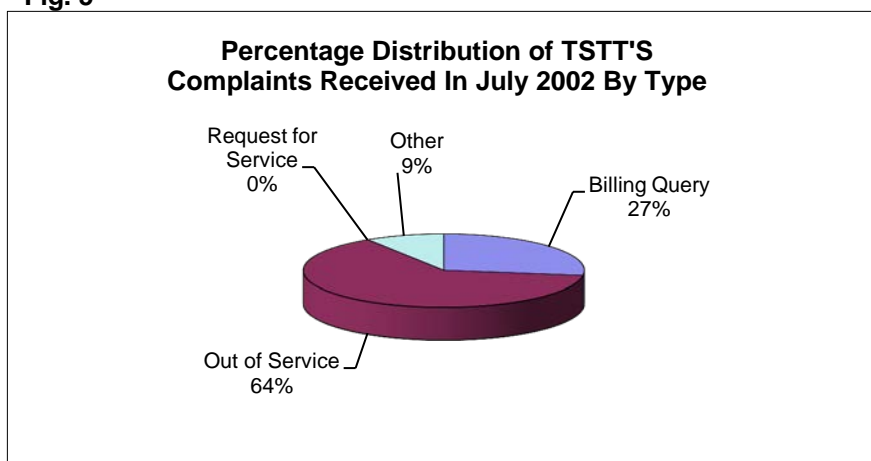
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in July 2002 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2002. **Figure 5** shows the percentage distribution of the complaints received in July 2002 by type.

Table:3

| Complaint Type | Complaints Received | Complaints Resolved | Complaints Resolved From Previous Period | Outstanding Unresolved Complaints as at July |
|---------------------|---------------------|---------------------|--|--|
| Billing Query | 3 | 0 | 1 | 9 |
| Out of Service | 7 | 2 | 1 | 5 |
| Request for Service | 0 | 0 | 0 | 3 |
| Other | 1 | 0 | 0 | 3 |
| Total | 11 | 2 | 2 | 20 |

Fig. 5



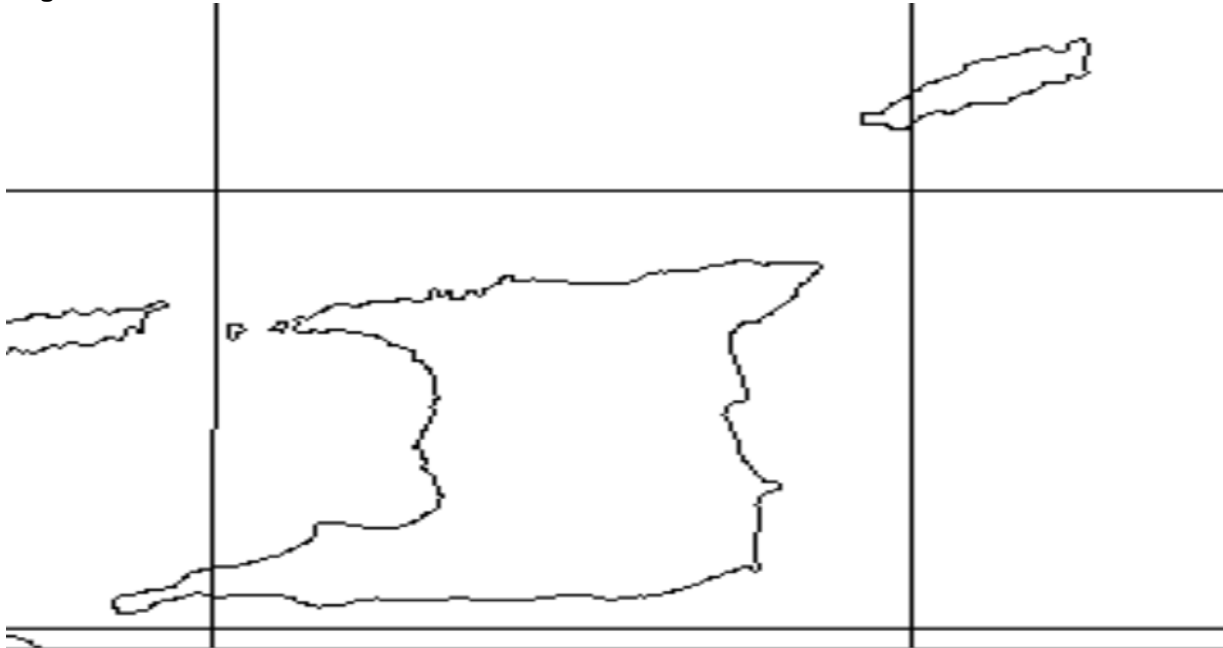
4.0 Regional Summary: Complaints Received by Region Per Service Provider

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 July 2002 by geographic regions.

Table:4

| Region | WASA | T&TEC | TSTT | Total |
|--------------|-----------|----------|-----------|-----------|
| North East | 2 | 1 | 2 | 5 |
| North West | 9 | 1 | 1 | 11 |
| Central | 1 | 0 | 1 | 2 |
| South | 10 | 1 | 7 | 18 |
| Tobago | 0 | 0 | 0 | 0 |
| Total | 22 | 3 | 11 | 36 |

Fig. 5



5.0 Frequency Distribution of Complaints Received

Figure 6 shows the frequency distribution of the complaints received in July 2002.

Fig. 6

