



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report July 2003

This report provides an analysis of all complaints received in July 2003, as well as all outstanding complaints against Service Providers.

1.0 Complaints Analysis

Monthly	Jul 2002	Jun 2003	Jul 2003
Number of complaints received	36	59	43
Number of complaints resolved	21	35	20
Number of complaints unresolved	15	24	23
Resolution rate for complaints received in July	58%	59%	47%
No. of outstanding complaints resolved in July	43	21	20
Total number of complaints resolved in July	64	56	40

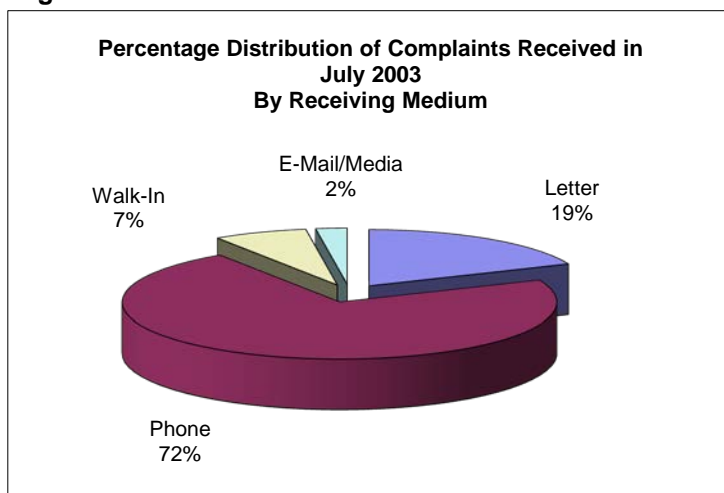
The number of complaints received in July '03, decreased by 16 or 27% when compared with June '03. The cumulative number of complaints received increased by 119 or 33% for Jan - Jul '03 when compared with the same period last year.

Cumulative	Jan - Jul 2002	Jan - Jul 2003
Number of complaints received	366	485
Number of complaints resolved	313	388
Number of complaints unresolved	53	97
Resolution rate	86%	80%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in July 2003 by receiving medium. Only one complaint was received by e-mail for July '03

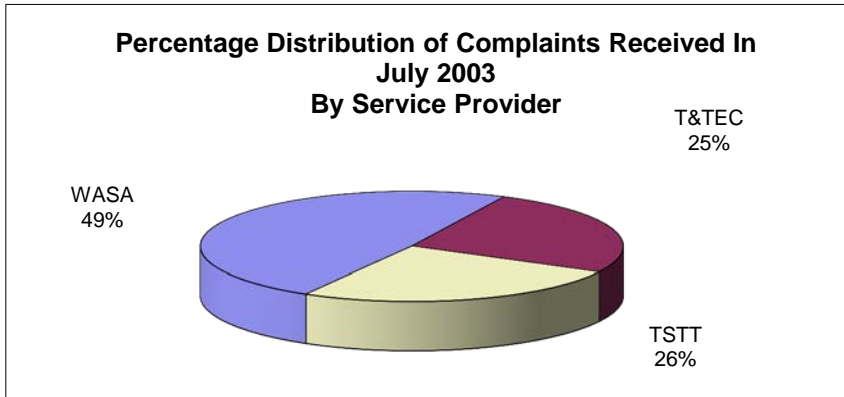
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2003 by Service Provider. There has been an increase in complaints received against T&TEC from 15% in June to 26% in July and conversely a decrease in complaints received from TSTT from 35% to 26% for the same period. There was no significant change with respect to complaints received with regards to WASA

Fig: 2



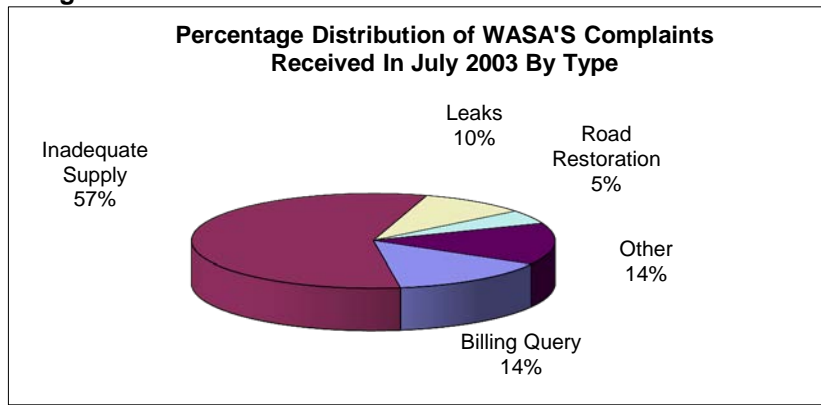
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in July 2003 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2003. Figure 3 shows the percentage distribution of the complaints received in July 2003 by type. The number of complaints related to Inadequate Supply decreased by 11 or 48% when compared to June '03

Table:1

Complaint Category	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At July 31, 2003
Billing Query	3	0	3	7	34
Inadequate Supply	12	8	4	2	13
Leaks	2	1	1	1	1
Road Restoration	1	1	0	0	2
Other	3	1	2	1	11
Total	21	11	10	11	61

Fig. 3

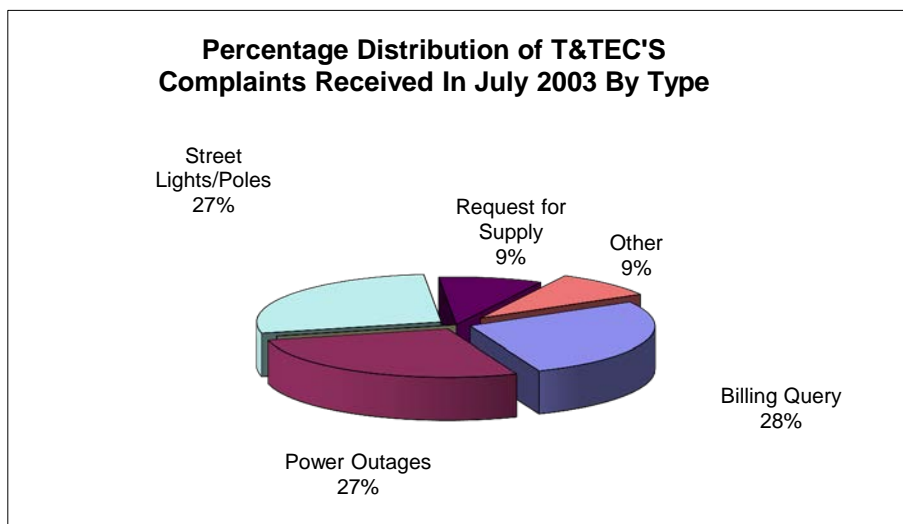


3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in July 2003 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2003. Figure 4 shows the percentage distribution of the complaints received in July 2003 by type. There has been no significant change in complaints when compared with June '03.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At July 31, 2003
Billing Query	3	0	3	1	10
Power Outages	3	1	2	0	5
Volt. Fluct /Damages	0	0	0	1	11
Street Lights/Poles	3	0	3	0	4
Request for Supply	1	0	1	1	8
Other	1	1	0	0	4
Total	11	2	9	3	42



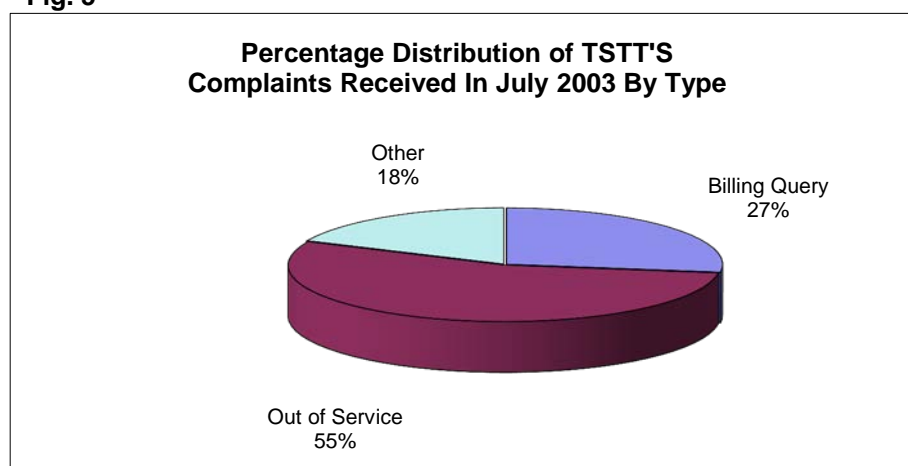
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in July 2003 by type and their status, as well as, the type and number of all unresolved complaints as at July 31, 2003. Figure 5 shows the percentage distribution of the complaints received in July 2003 by type. There was no Request for Service and the number of complaints received for Billing Queries decreased slightly. However, there has been no other significant change when compared with June '03.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At July 31, 2003
Billing Query	3	0	3	2	18
Out of Service	6	6	0	2	0
Request for Service	0	0	0	1	2
Other	2	1	1	1	6
Total	11	7	4	6	26

Fig. 5



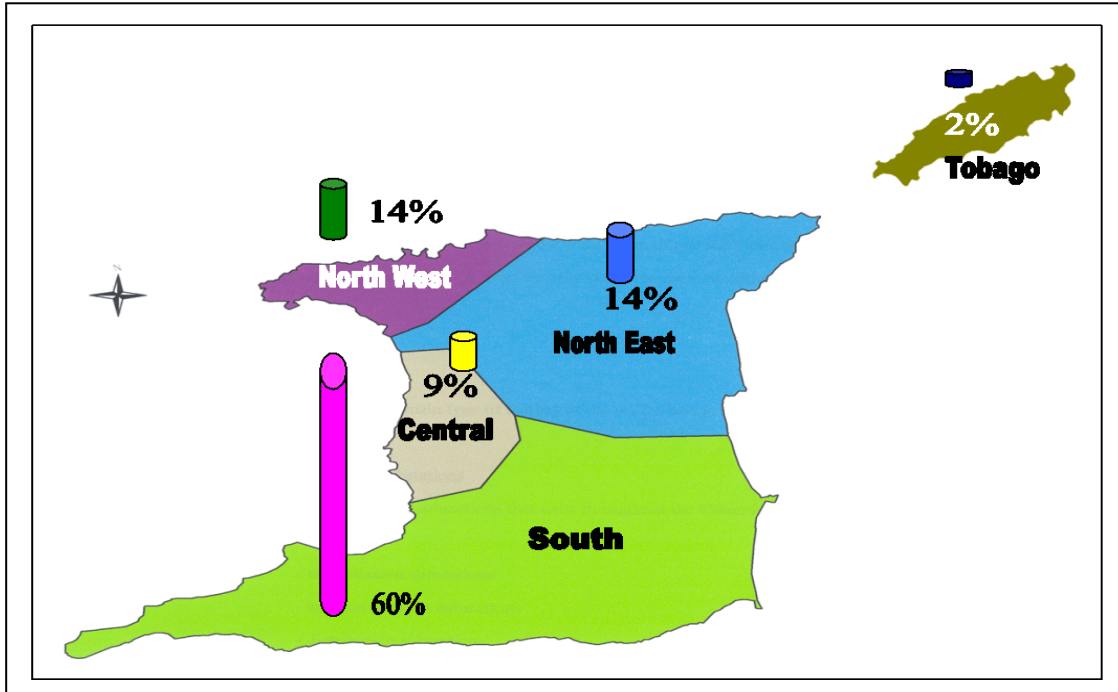
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in July 2003 by geographic regions.

Table:4

REGION	WASA	T&TEC	TSTT	Total
North East	3	2	1	6
North West	3	3	0	6
Central	2	1	1	4
South	12	5	9	26
Tobago	1	0	0	1
Total	21	11	11	43

Fig. 6



The South Region represents 60% of all complaints received and continues to be the region with the highest number of complaints across all three Service Providers. Given the relatively small number of complaints received for July '03, no significant relationship was reflected between the number of complaints and location with respect to the other Service Providers.

5.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in July 2003.

Fig. 7

