



REGULATED INDUSTRIES COMMISSION
Monthly Complaints Report
July 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in July 2005, as well as all outstanding complaints against Service Providers as at July 31, 2005.

Status	Jul '04	Jul '05	Aug '04 - Jul '05
Number of complaints received	111	315	1,884
Number of complaints resolved	54	150	1,376
Number of complaints unresolved	57	165	491
Number of complaints withdrawn	0	0	17
Resolution rate for complaints received	49%	48%	74%
No. of outstanding complaints resolved	52	82	39
Total number of complaints resolved	106	232	1,415
Rebate/compensation awarded to customers		TT\$121,533	TT\$544,590

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 June 30, 2005	No & % of Complaints Received in Jul '05	No & % of Jul '05 Complaints Resolved	No of Complaints Resolved From Previous	No & % of Unresolved Complaints as at Jul 31, '05
Billing Query	104	42 (18%)	5 (2%)	10	131 (41%)
Inadequate Supply	107	154 (66%)	113 (48%)	26	122 (38%)
Leaks	10	22 (9%)	10 (4%)	6	16 (5%)
Request for Service	11	11 (5%)	2 (1%)	1	19 (6%)
Road Restoration	5	3 (1%)	1 (0%)	2	5 (2%)
Other	27	3 (1%)	0 (0%)	6	24 (8%)
Total	264	235	131(56%)	51	317

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 June 30, 2005	No & % of Complaints Received in Jul '05	No & % of Jul '05 Complaints Resolved	No of Complaints Resolved From Previous	No & % of Unresolved Complaints as at Jul 31, '05
Billing Query	37	11 (14%)	7 (9%)	10	31 (11%)
Damage Appliances	77	17 (21%)	0 (0%)	1	93 (33%)
High / Low Voltage	39	5 (6%)	0 (0%)	4	40 (14%)
Power Outages	22	7 (9%)	3 (4%)	4	22 (8%)
Request for Service	13	10 (13%)	2 (3%)	3	18 (6%)
Street Lights / Poles	44	27 (34%)	7 (9%)	8	56 (20%)
Other	17	3 (4%)	0 (0%)	1	19 (7%)
Total	249	80	19(24%)	31	279

2.0 Complaints Analysis

Monthly	Jul '04	Jul '05	Jun '05
Number of complaints received	111	315	280
Number of complaints resolved	54	150	140
Number of complaints unresolved	57	165	140
Resolution rate for complaints received	49%	48%	50%
No. of outstanding complaints resolved	52	82	59
Total number of complaints resolved	106	232	199

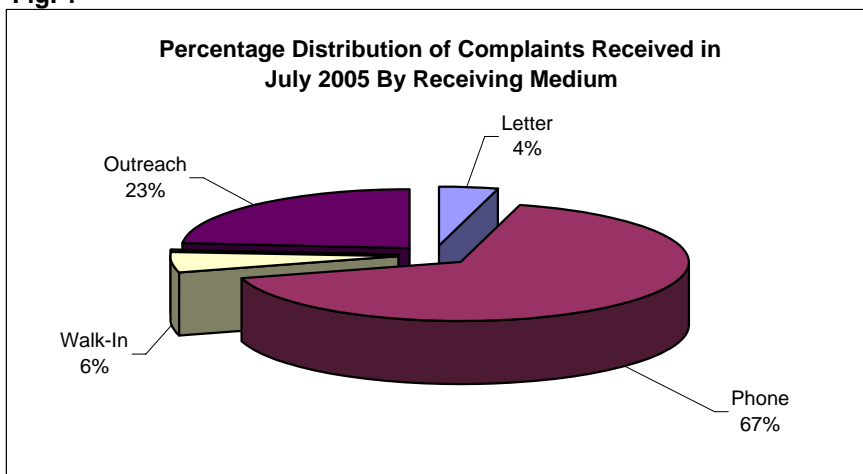
Another new record in terms of the total number of complaints received in a single month was established in July 2005 where 315 complaints were received. The total number of complaints received in July 2005 increased by 35 or 13% when compared to Jun '05. Using the same comparative period, the resolution rate for July 2005 decreased by 5%. The number of complaints resolved for the current month increased by 10 or 7% and from a previous period (unresolved from Jan '03 to June '05) increased by 23 or 39%. **This was another record in terms of the highest amount of complaints being resolved (150) within a month.** The total number of complaints resolved overall increased by 33 or 17%. The cumulative number of complaints received and resolved from Jan - Jul '05 increased by 322 or 31% and increased by 207 or 28% respectively when compared to Jan - Jul '04. **Again another record in terms of the total number of complaints (232) being resolved in a single month.**

Cumulative	Jan - Jul '04	Jan - Jul '05	Aug '04 - Jul '05
Number of complaints received	815	1,366	1,884
Number of complaints resolved	522	944	1,376
Number of complaints unresolved	293	413	491
Number of complaints withdrawn	0	9	17
Resolution rate	64%	70%	74%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2005 by receiving medium. The number of complaints received by Letter increased by only 2 or 18%, Telephone increased by 35 or 20% and Walk in decreased by 4 or 18% when compared to Jun '05. No other significant changes were recorded

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2005 by Service Provider. The number of complaints filed against WASA have increased by 31 or 15% and those filed against T&TEC increased by 4 or 5% when compared to Jun '05.

Fig. 2

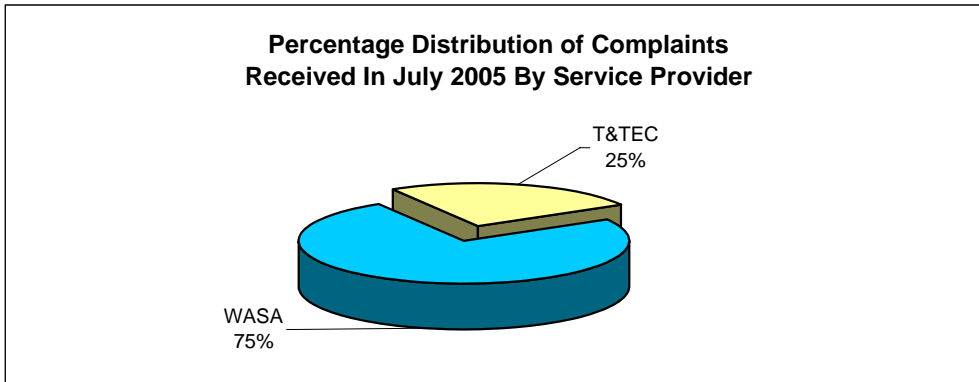
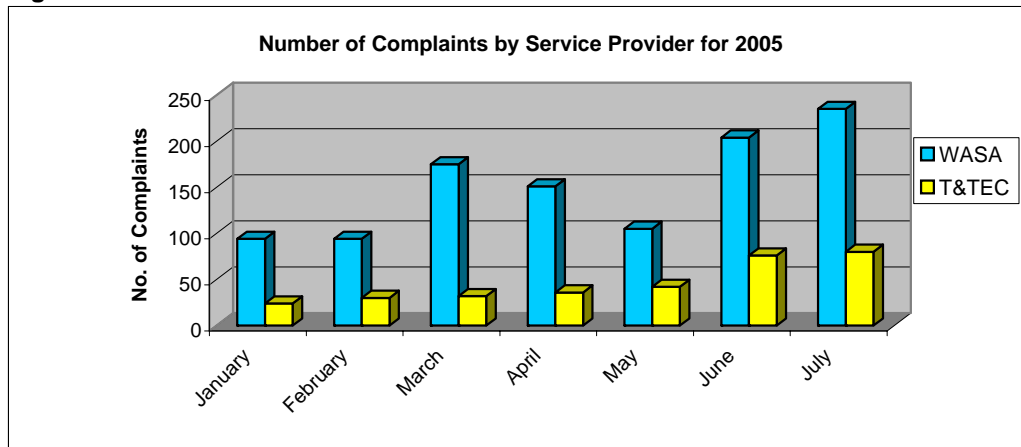


Fig. 3



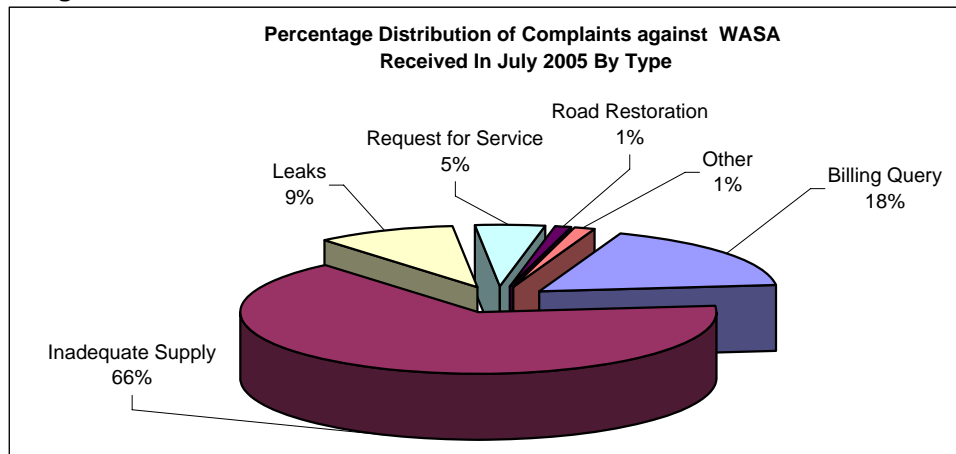
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in July 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2005 by type. When compared to Jun '05 the number of complaints related to Billing Queries increased by 21 or 100% and Road Restoration increased by 5 or 83%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at June 30, 2005	No of Complaints Received in Jul '05	No of Jul '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '05
Billing Query	104	42	5	10	131 (41%)
Inadequate Supply	107	154	113	26	122 (38%)
Leaks	10	22	10	6	16 (5%)
Request for Service	11	11	2	1	19 (6%)
Road Restoration	5	3	1	2	5 (2%)
Other	27	3	0	6	24 (8%)
Total	264	235	131	51	317

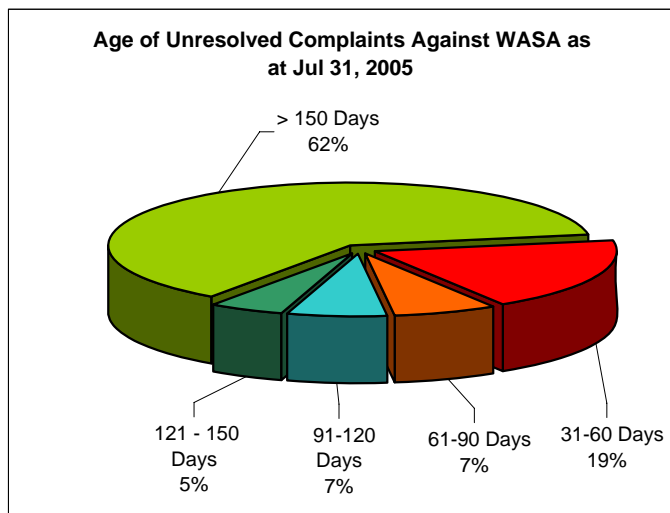
Fig. 4



Cumulative	Jan '05 - Jul '05	Aug '04 - Jul '05
Number of complaints received	1,047	1,341
Number of complaints resolved	815	1,079
Number of complaints unresolved	232	262
Number of complaints withdrawn	7	10
Resolution rate	78%	81%

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	July 31, 2005	% Change compared to June, 2005
31-60 Days	60	122%
61-90 Days	22	10%
91-120 Days	21	11%
121 - 150 Days	16	-16%
> 150 Days	198	11%

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	18	8	8	5	92
Inadequate Supply	24	13	10	10	65
Leaks	3	0	0	0	13
Other	5	1	2	0	16
Request for Service	9	0	1	1	8
Road Restoration	1	0	0	0	4

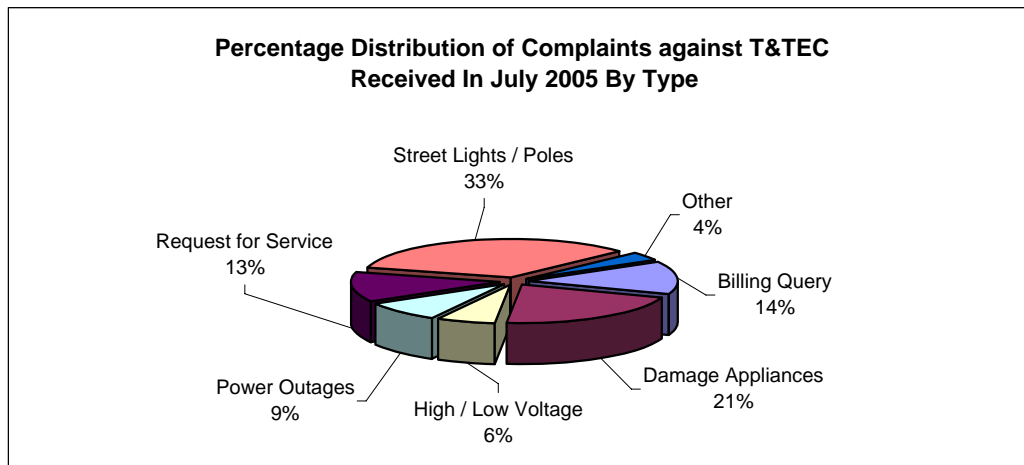
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in July 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in July 2005 by type. When compared to Jun '05, the number of complaints related to Power Outages increased by 9 or 113%, Voltage Fluctuations/Damages decreased by 11 or 69% and the category Other increased by 5 or 23%. No other significant changes were recorded.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at June 30, 2005	No of Complaints Received in Jul '05	No of Jul '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '05
Billing Query	37	11	7	10	31 (11%)
Damage Appliances	77	17	0	1	93 (33%)
High / Low Voltage	39	5	0	4	40 (14%)
Power Outages	22	7	3	4	22 (8%)
Request for Service	13	10	2	3	18 (6%)
Street Lights / Poles	44	27	7	8	56 (20%)
Other	17	3	0	1	19 (7%)
Total	249	80	19	31	279

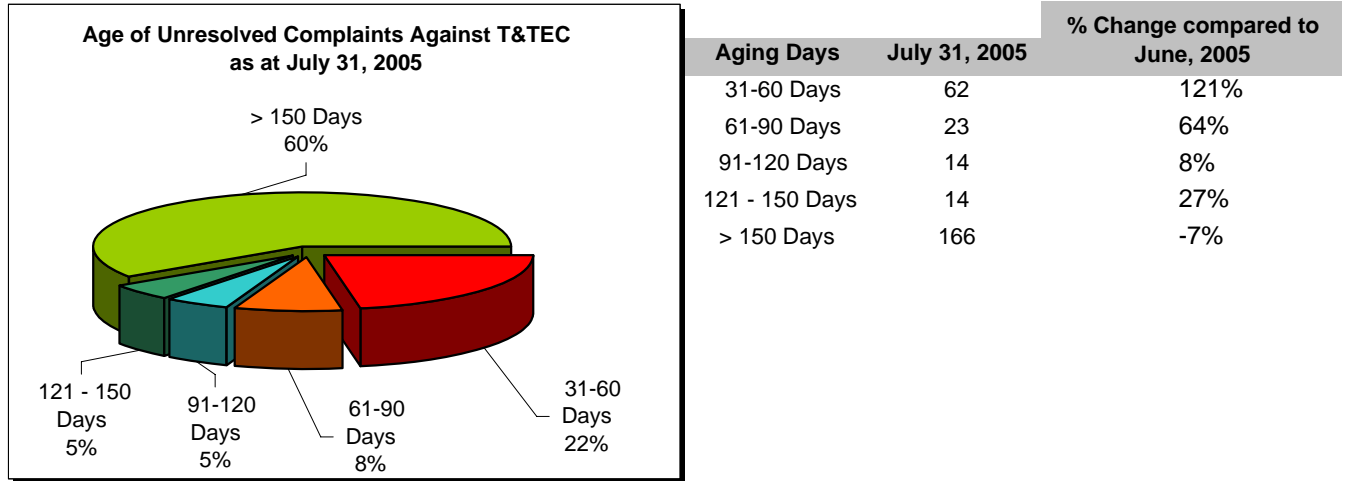
Fig. 6



Cumulative	Jan '05 - Jul '05	Aug '04 - Jul '05
Number of complaints received	310	533
Number of complaints resolved	129	297
Number of complaints unresolved	181	229
Number of complaints withdrawn	2	7
Resolution rate	42%	56%

Figure 7 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. 7



Aging Days	July 31, 2005	% Change compared to June, 2005
31-60 Days	62	121%
61-90 Days	23	64%
91-120 Days	14	8%
121 - 150 Days	14	27%
> 150 Days	166	-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	5 (8%)	3 (13%)	4 (29%)	3 (21%)	16 (10%)	31
Damage Appliances	12 (19%)	10 (43%)	3 (21%)	6 (43%)	62 (37%)	93
High / Low Voltage	12 (19%)	6 (26%)	1 (7%)	2 (14%)	19 (11%)	40
Other	1 (2%)	2 (9%)	0 (0%)	1 (7%)	15 (9%)	19
Power Outages	4 (6%)	2 (8%)	(0%)	2 (14%)	14 (8%)	22
Request for Service	7 (11%)	(0%)	1 (7%)	(0%)	10 (6%)	18
Street Lights / Poles	21 (34%)	(0%)	5 (36%)	(0%)	30 (18%)	56
Totals	62	23	14	14	166	279

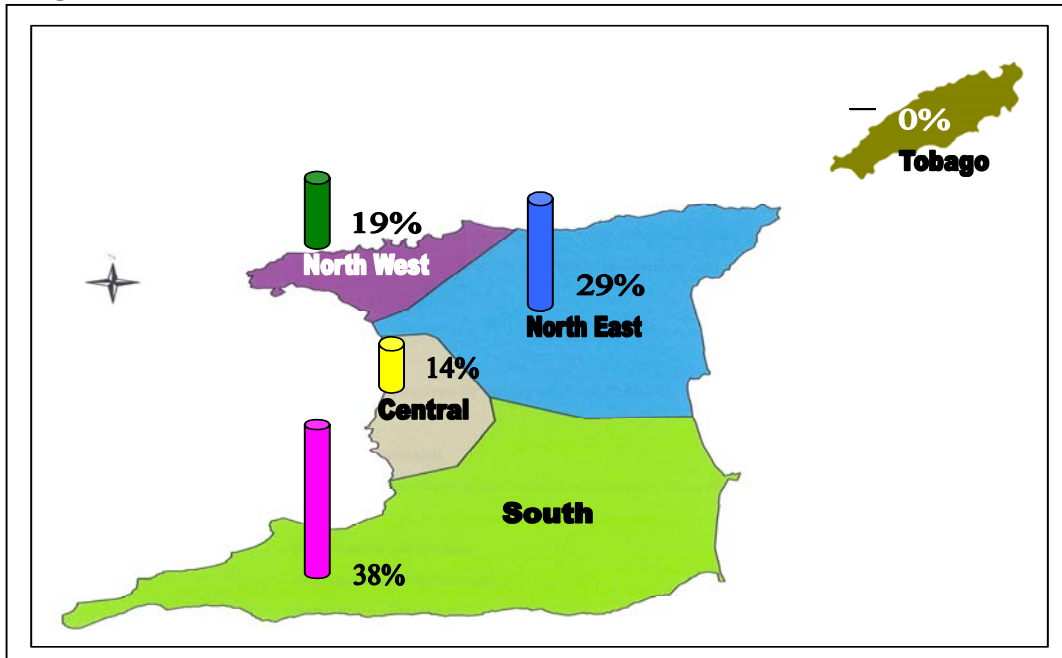
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 July 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	52 (22%)	39 (49%)	91 (29%)
North West	50 (21%)	9 (11%)	59 (19%)
Central	34 (14%)	9 (11%)	43 (14%)
South	99 (42%)	22 (28%)	121 (38%)
Tobago	0 (0%)	1 (1%)	1 (0%)
Total	235	80	315

Fig. 8



When compared to Jun '05, the number of complaints from the Central region increased by 21 or 95%, from the North East increased by 40 or 78%, from the North West increased by 25 or 74%, complaints from the South region decreased by 52 or 30% while those from Tobago increased by 1 or 100%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Jul '05 .

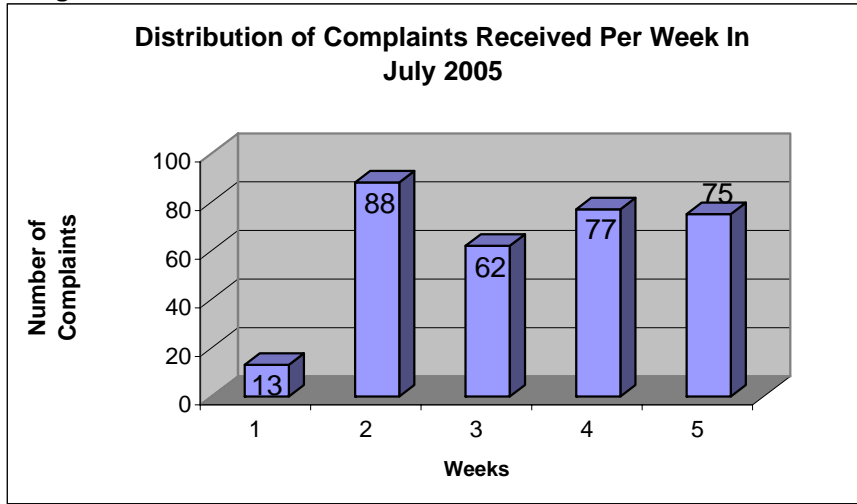
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	114
	"	South	Penal	94
	"	South	Barrackpore	87
	"	South	Williamsville	48
	"	South	San Fernando	36
	"	South	Moruga	32
	"	South	Gasparillo	22
	"	North West	Belmont	21
	Leaks	North East	Arima	12
	Billing Query	South	Point-a-Pierre	9
	Billing Query	South	Siparia	8
	T&TEC	Street Lights / Poles	North East	Sangre Grande
Street Lights / Poles		South	Penal	10
Damage Appliances		North East	Arima	7
Billing Query		North East	Arima	6

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in July 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05 - July '05

