



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

July 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in July 2010, as well as all outstanding complaints Service Providers as at July 31, 2010.

Status	Jul '09	July '10	Aug '09 - Jul '10		
Number of complaints received	392	194	5,462		
Number of complaints resolved	185	74	4,524		
Number of complaints unresolved	207	120	764		
Number of complaints withdrawn	0	0	170		
Resolution rate for complaints received	47%	38%	85%		
No. of outstanding complaints resolved	276	259	590		
Total number of complaints resolved	461	333	5,114		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$652,354	WASA	\$317
				T&TEC	\$335

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 Jun 30, '10	No & % of Complaints Received in Jul '10	No & % of July '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '10
Billing Query	289	7 (4%)	0 (0%)	4	292 (26%)
Inadequate Supply	759	114 (71%)	55 (34%)	173	645 (58%)
Leaks	49	27 (17%)	10 (6%)	23	43 (4%)
Request for Service	42	2 (1%)	1 (1%)	0	43 (4%)
Road Restoration	25	7 (4%)	1 (1%)	8	23 (2%)
Other	85	3 (2%)	1 (1%)	12	75 (7%)
Total	1249	160	68 (43%)	220	1121

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 Jun 30, '10	No & % of Complaints Received in Jul '10	No & % of July '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '10
Billing Query	27	4 (12%)	0 (0%)	5	26 (11%)
Damage Appliances	102	1 (3%)	0 (0%)	8	95 (41%)
High / Low Voltage	15	4 (12%)	0 (0%)	5	14 (6%)
Power Outages	9	10 (29%)	3 (9%)	3	13 (6%)
Request for Service	13	2 (6%)	0 (0%)	2	13 (6%)
Street Lights / Poles	49	7 (21%)	2 (6%)	12	42 (18%)
Other	29	6 (18%)	1 (3%)	4	30 (13%)
Total	244	34	6 (18%)	39	233

2.0 Complaints Analysis

Monthly	Jul '09	July '10	Jun '10
Number of complaints received	392	194	270
Number of complaints resolved	185	74	132
Number of complaints unresolved	207	120	138
Resolution rate for complaints received	47%	38%	49%
No. of outstanding complaints resolved	276	259	590
Total number of complaints resolved	461	333	722

The total number of complaints received in July 2010 decreased by 76 or 28% when compared to Jun '10. Using the same comparative period, the resolution rate for July 2010 decreased by 22%. The number of complaints resolved for the current month decreased by 58 or 44% and from a previous period (unresolved from Jan '03 to Jun '10) decreased by 331 or 56%. The total number of complaints resolved overall decreased by 389 or 54%.

Cumulative	Jan '09 - Jul '09	Jan '10 - Jul '10	Aug '09 - Jul '10
Number of complaints received	2,352	3,466	5,462
Number of complaints resolved	1,692	2,801	4,524
Number of complaints unresolved	660	552	764
Number of complaints withdrawn	40	113	170
Resolution rate	73%	84%	85%

The cumulative number of complaints received and resolved from Jan '10 - Jul '10 increased by 1114 or 44% and 1109 or 66% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 194 complaints recorded for July 2010 were reported by 160 customers of which 70 or 44% were new customers. Table 3 shows the frequency of complaints where 131 customers made only one complaint whilst cumulatively 29 or 67% of our customers made more than one complaint. For the period Jan '10 - Jul '10, 1744 customers made 3466 complaints to the RIC of which 1162 or 79% were new customers.

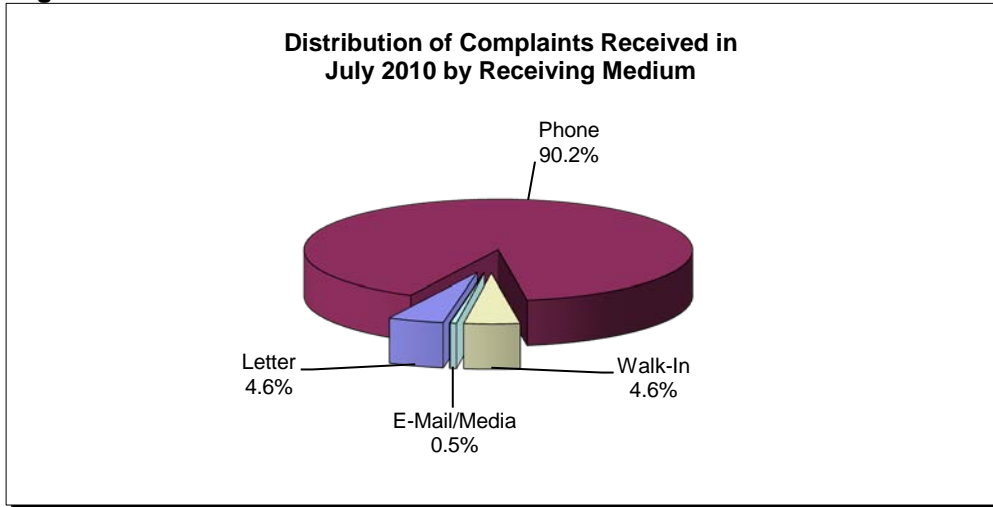
Table 3: Frequency of Complaints

No. of Complaints	No. of July '10 Customers	% of Repeat Customers for July '10	No. of Customers from Jan '10 - Jul '10	% of Repeat Customers from Jan '10 - Jul '10
1	131	0	869	0
2	26	16	514	29
3	1	1	155	9
4	2	1	92	5
5	0	0	48	3
>6	0	0	66	4
	160		1744	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2010 by receiving medium. The number of complaints received by Letter increased by 1 or 13%, Telephone decreased by 79 or 31%, Walk in increased by 3 or 50%, and e-mail/Media decreased by 1 or 50% when compared to Jun '10.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2010 by Service Provider. The number of complaints filed against WASA have decreased by 63 or 28% and those filed against T&TEC have decreased by 13 or 28% when compared to Jun '10.

Fig. 2

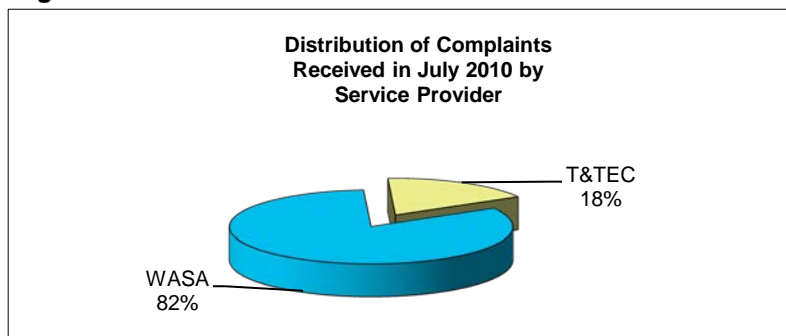
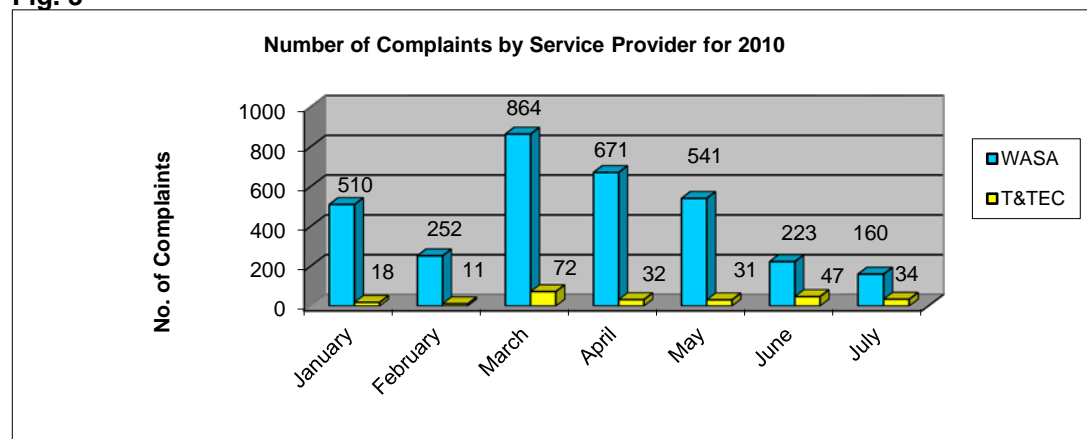


Fig. 3



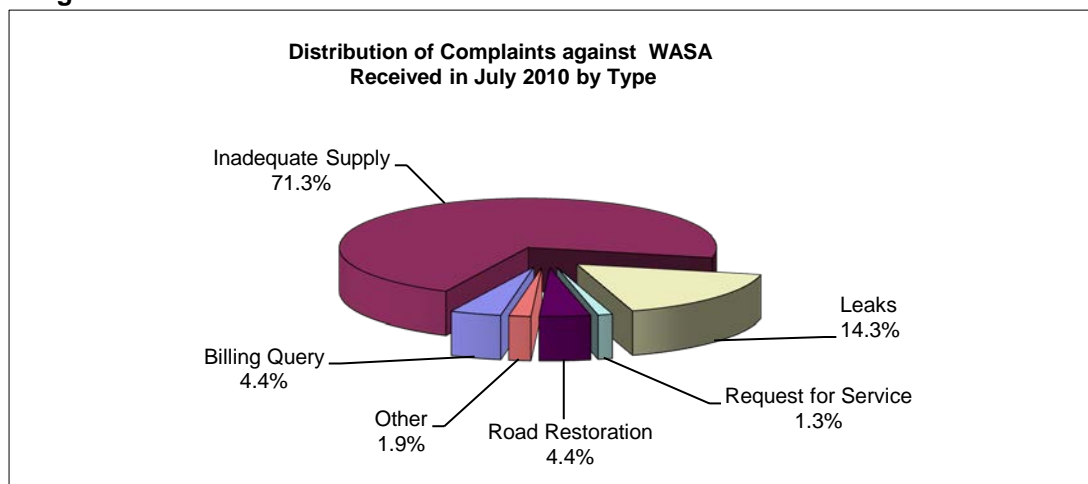
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in July 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2010 by type. When compared to Jun '10 the number of complaints related to Inadequate Supply decreased by 64 or 36%, Request for Service increased by 1 or 100%, Road Restoration increased by 4 or 133%, and the category Other decreased by 3 or 50%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Jun 30, '10	No of Complaints Received in July '10	No of July '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '10
Billing Query	289	7	0	4	292 (26%)
Inadequate Supply	759	114	55	173	645 (58%)
Leaks	49	27	10	23	43 (4%)
Request for Service	42	2	1	0	43 (4%)
Road Restoration	25	7	1	8	23 (2%)
Other	85	3	1	12	75 (7%)
Total	1249	160	68	220	1121

Fig. 4



Cumulative	Jan '10 - Jul '10	Aug '09 - Jul '10
Number of complaints received	3,221	5,097
Number of complaints resolved	2,649	4,270
Number of complaints unresolved	460	653
Number of complaints withdrawn	112	170
Resolution rate	85%	87%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

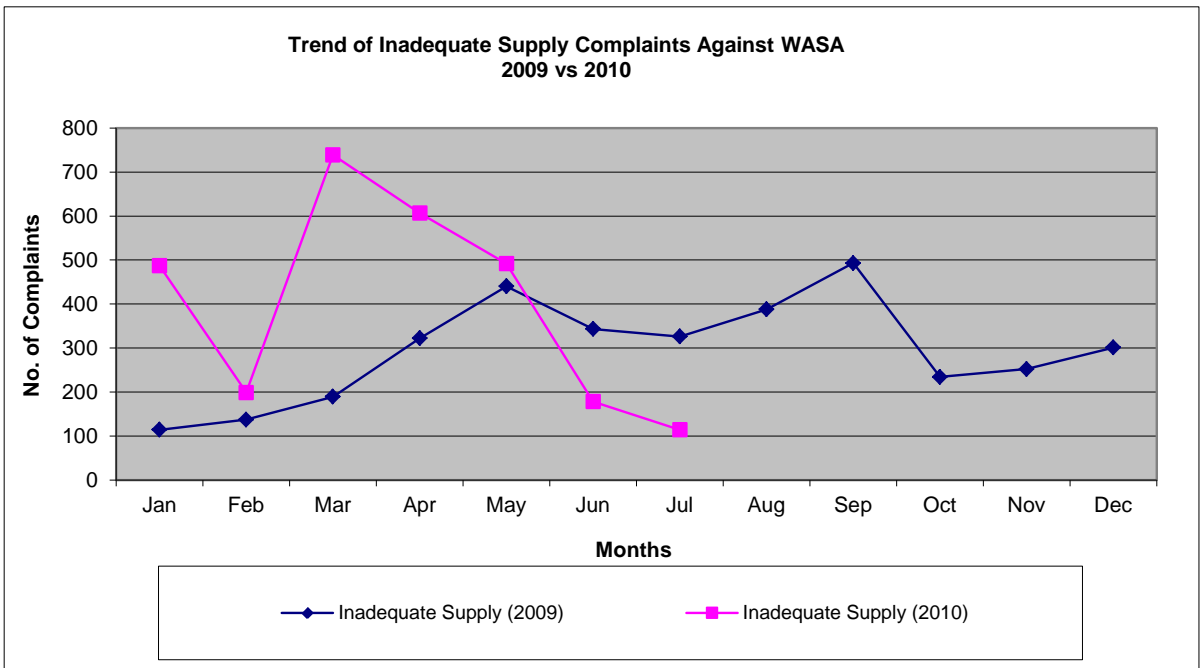
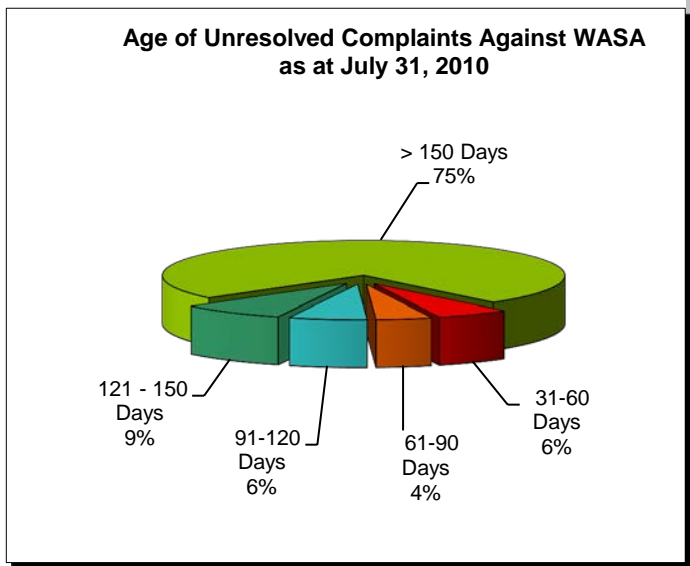


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	July '10	Jun '10	% Change Jun
31-60 Days	66	77	-14
61-90 Days	50	79	-37
91-120 Days	70	104	-33
121 - 150 Days	95	29	228
> 150 Days	840	948	-11

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	6 (9%)	12 (24%)	11 (16%)	5 (5%)	258 (31%)	292
Inadequate Supply	43 (65%)	29 (58%)	51 (73%)	78 (82%)	443 (53%)	644
Leaks	9 (14%)	4 (8%)	4 (6%)	6 (6%)	20 (2%)	43
Other	5 (8%)	2 (4%)	2 (3%)	3 (3%)	63 (8%)	75
Request for Service	1 (2%)	1 (2%)	0 (0%)	3 (3%)	39 (5%)	44
Road Restoration	2 (3%)	2 (4%)	2 (3%)	0 (0%)	17 (2%)	23
	66	50	70	95	840	1121

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

Complaint Type	Aug '09 - Jul '10	Jan '10 - Jul '10	July '10
Billing Classification	55,864.00	-	-
Billing Query	241,319.00	74,858.00	-
Damage to Property	20,000.00	20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	-	-	-
	\$ 317,183.00	\$ 94,858.00	\$ -

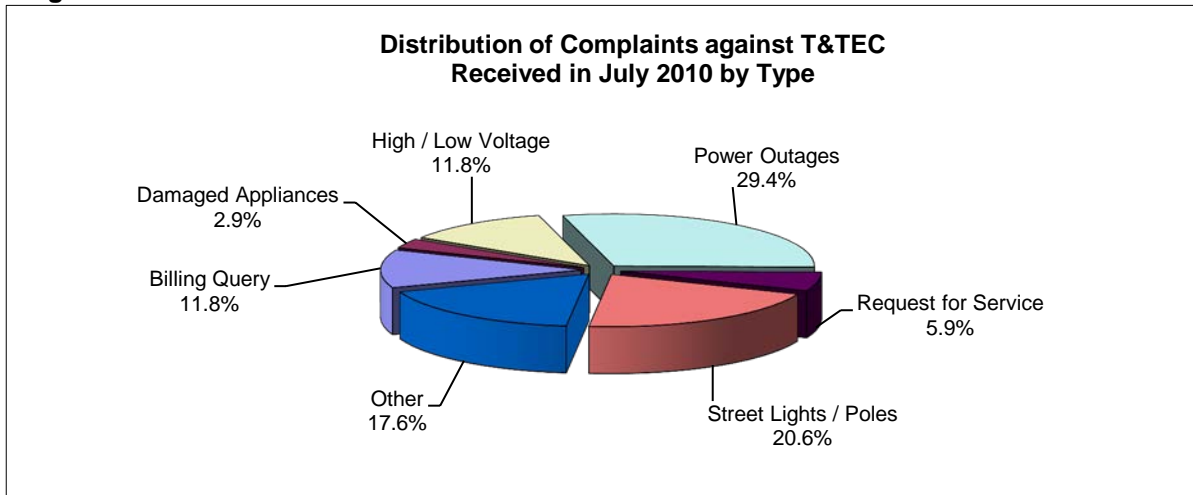
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in July 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in July 2010 by type. When compared to Jun '10, the number of complaints related to Billing Queries decreased by 4 or 50%, Damage Appliances decreased by 5 or 83%, High/ Low Voltage decreased by 4 or 50%, Power Outages increased by 8 or 400%, Request for Service decreased by 2 or 50%, Street Lights/Poles decreased by 9 or 56%, and the category Other increased by 3 or 100% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Jun 30, '10	No of Complaints Received in July '10	No of July '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jul 31, '10
Billing Query	27	4	0	5	26 (11%)
Damaged Appliances	102	1	0	8	95 (41%)
High / Low Voltage	15	4	0	5	14 (6%)
Power Outages	9	10	3	3	13 (6%)
Request for Service	13	2	0	2	13 (6%)
Street Lights / Poles	49	7	2	12	42 (18%)
Other	29	6	1	4	30 (13%)
Total	244	34	6	39	233

Fig. 7



Cumulative	Jan '10 - Jul '10	Aug '09 - Jul '10
Number of complaints received	245	365
Number of complaints resolved	152	254
Number of complaints unresolved	92	111
Number of complaints withdrawn	1	0
Resolution rate	62%	70%

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

Fig. 8

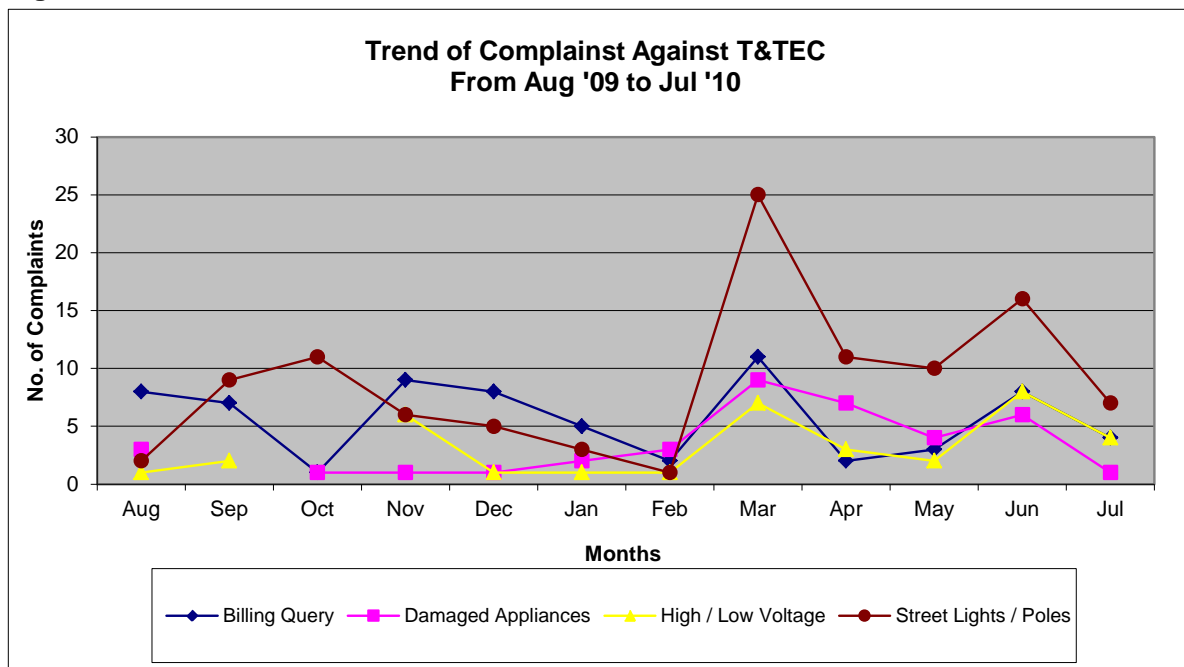
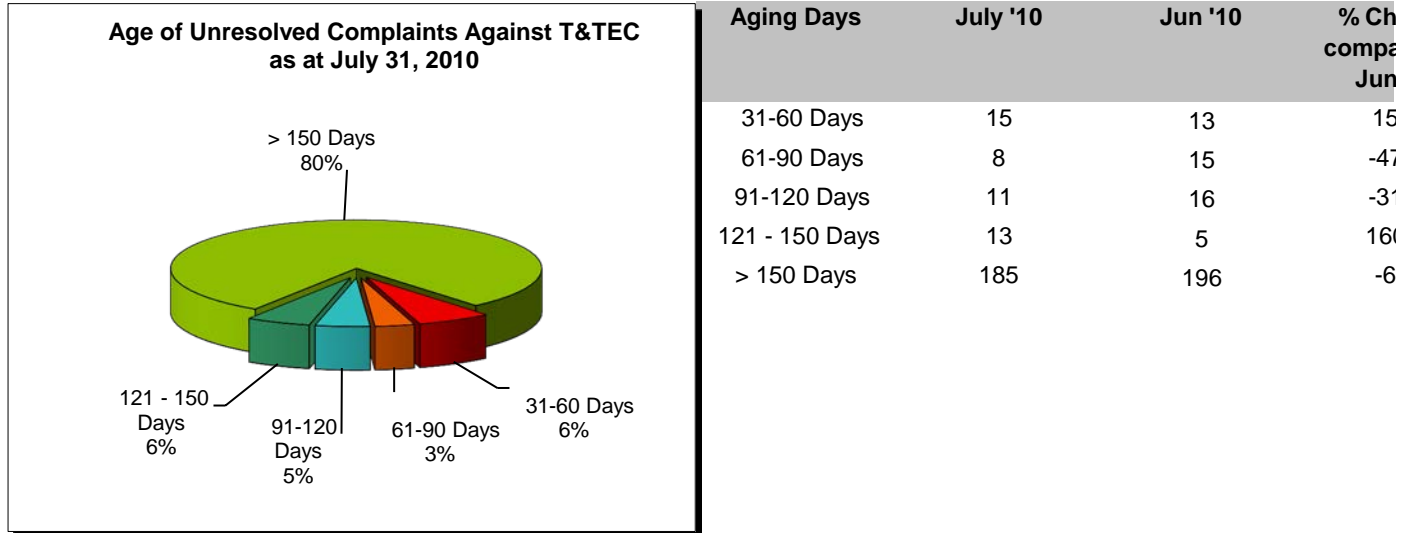


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	July '10	Jun '10	% Change Jun
31-60 Days	15	13	15
61-90 Days	8	15	-47
91-120 Days	11	16	-31
121 - 150 Days	13	5	160
> 150 Days	185	196	-6

The majority 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					Totals
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	3 (20%)	0 (0%)	1 (9%)	2 (15%)	20 (11%)	26
Damaged Appliances	5 (33%)	3 (38%)	3 (27%)	5 (38%)	79 (43%)	95
High / Low Voltage	1 (7%)	1 (13%)	1 (9%)	2 (15%)	9 (5%)	14
Other	0 (0%)	2 (25%)	1 (9%)	0 (0%)	27 (15%)	30
Power Outages	1 (7%)	0 (0%)	0 (0%)	1 (8%)	11 (6%)	13
Request for Service	2 (13%)	1 (13%)	2 (18%)	0 (0%)	7 (4%)	12
Street Lights / Poles	3 (20%)	1 (13%)	3 (27%)	3 (23%)	32 (17%)	42
Totals	15	8	11	13	185	232

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

Complaint Type	Aug '09 - Jul '10	Jan '10 - Jul '10	July '10
Billing Query	171,742.00	73,281.00	-
Damaged Appliance	43,701.00	8,330.00	-
KVA Reduction	-	-	-
Other Claims	119,728.00	5,536.00	-
Totals	\$ 335,171.00	\$ 87,147.00	\$ -

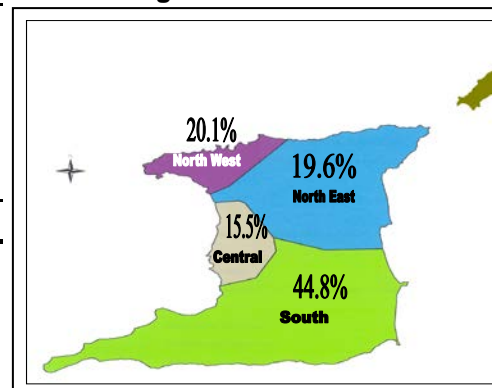
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 July 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	23 (14%)	15 (44%)	38 (20%)
North West	35 (22%)	4 (12%)	39 (20%)
Central	22 (14%)	8 (24%)	30 (15%)
South	80 (50%)	7 (21%)	87 (45%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	160	34	194

Fig. 10



When compared to Jun '10, the number of complaints received in July 2010 from the Central region increased by 13 or 76%, from the North East decreased by 10 or 21%, from the North West decreased by 11 or 22%, complaints from the South region decreased by 64 or 42% while those from Tobago decreased by 4 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '10 - Jul '10 .

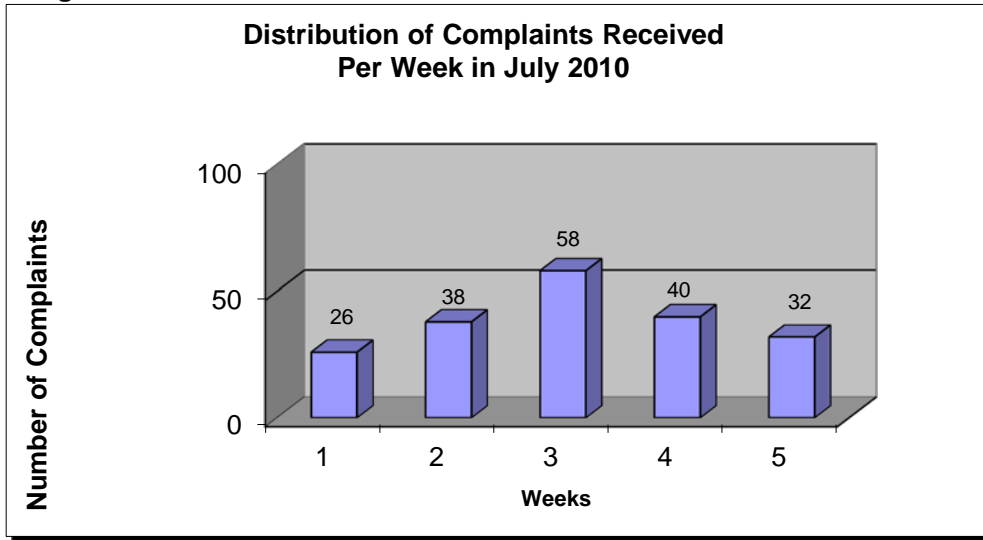
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	137		
			Claxton Bay	72		
			Cunupia	34		
		North East	Arima	147		
			Talparo	55		
			D'Abadie	27		
		North West	San Juan	50		
			Santa Cruz	28		
			Barataria	21		
			South	Penal	437	
					Barrackpore	263
					Princes Town	226
					Siparia	112
T&TEC	Street Lights / Poles	South	San Fernando	5		
		North West	Port of Spain	5		
		Central	Couva	4		
		South	Princes Town	4		

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in July 2010

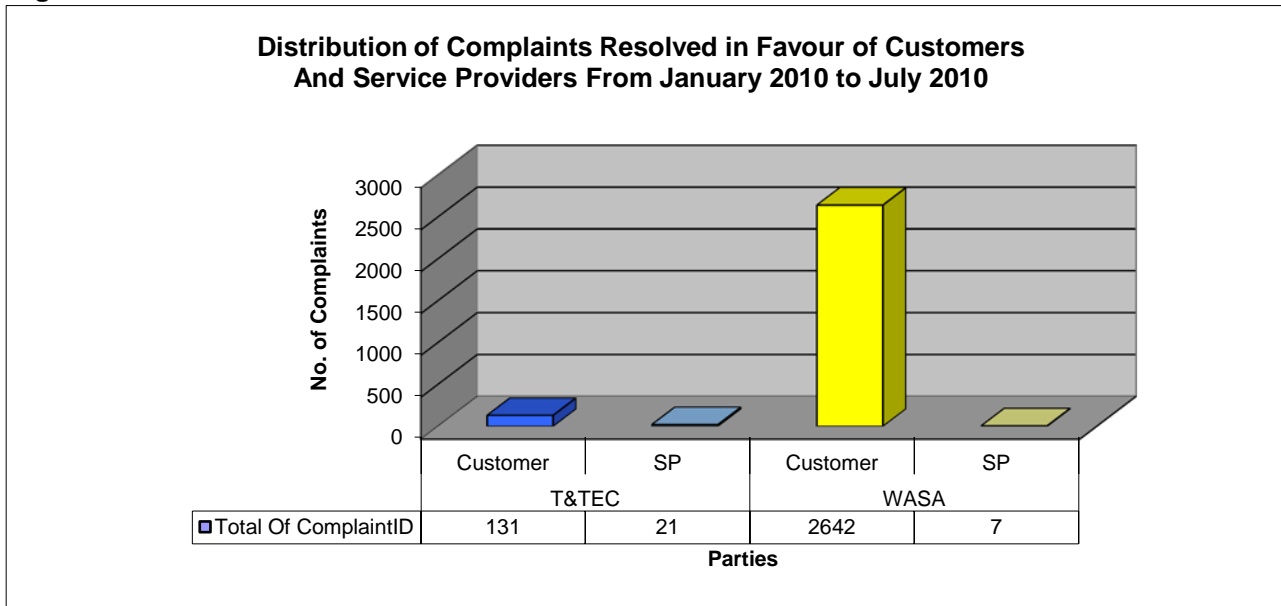
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Jul '10

Fig. 12



against

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5171

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(57%)
(4%)
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Change
Compared to
'10

3%
7%
1%
0%
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Total
(11%)
(41%)
(6%)
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(6%)
(5%)
(18%)

