



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2004 as well as all outstanding complaints against Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	54	9 (26%)	0	3	60 (47%)
Inadequate Supply	23	15 (44%)	10	1	27 (21%)
Leaks	3	6 (18%)	4	1	4 (3%)
Road Restoration	4	0 (0%)	0	1	3 (2%)
Other	31	4 (12%)	0	1	34 (27%)
Total	115	34	14	7	128

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	20	12 (18%)	4	3	25 (17%)
Power Outages	5	5 (8%)	3	0	7 (5%)
Volt. Fluct /Damages	38	22 (33%)	1	6	53 (37%)
Street Lights/Poles	8	17 (26%)	1	1	23 (16%)
Request for Supply	11	4 (6%)	2	2	11 (8%)
Other	23	6 (9%)	1	3	25 (17%)
Total	105	66	12	15	144

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

Table 3

Complaint Type	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	24	22 (29%)	5	6	35
Out of Service	10	48 (63%)	24	8	26
Request for Service	7	1 (1%)	0	0	8
Other	6	5 (7%)	3	0	8
Total	47	76	32	14	77

2.0 Complaints Analysis

Monthly	Jun 2003	May 2004	Jun 2004
Number of complaints received	59	116	176
Number of complaints resolved	35	48	58
Number of complaints unresolved	24	68	118
Resolution rate for complaints received	59%	41%	33%
No. of outstanding complaints resolved	21	42	36
Total number of complaints resolved	56	90	94

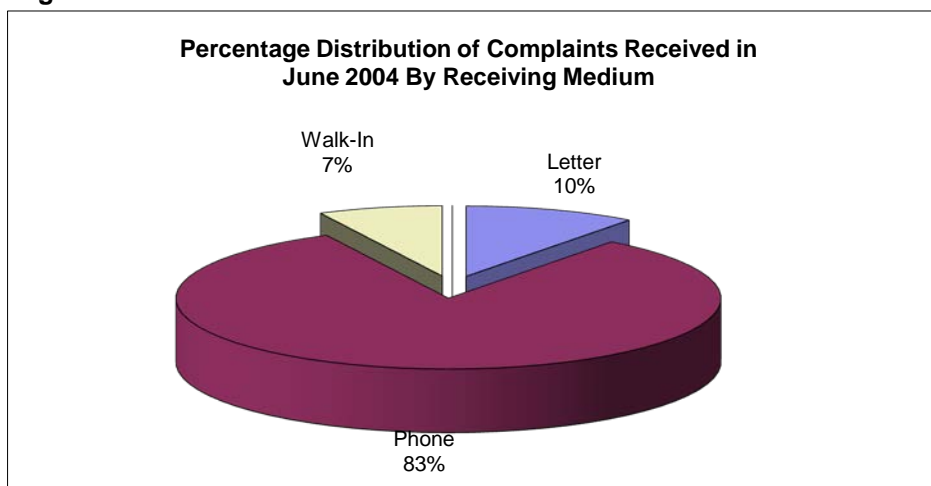
The total number of complaints received in June 2004 reached a record number of 176 which represents an increase of 60 or 52% when compared to May 2004. Using the same comparative period, the resolution rate for June 2004 decreased by 20%, this is primarily because of the huge increase in the number of complaints and the insufficient amount of time to treat with them. The cumulative number of complaints received from Jan - Jun '04 increased by 166 or 31% when compared to the same period last year. Since the RIC no longer regulate TSTT all (77) unresolved complaint filed against TSTT were recorded as closed-unresolved on our database.

Cumulative	Jan - Jun '03	Jan - Jun '04	Jul '03 - Jun '04
Number of complaints received	439	695	1,183
Number of complaints resolved	327	424	855
Number of complaints unresolved	112	202	251
Number of complaints closed unresolved		69	77
Resolution rate	74%	61%	72%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2004 by receiving medium. The number of complaints received Telephone increased by 73 or 101% while those received by Letter, Walk in and e-mail/Media decreased by 3 or 14%, 3 or 19% and 7 or 100% respectively when compared to May 2004.

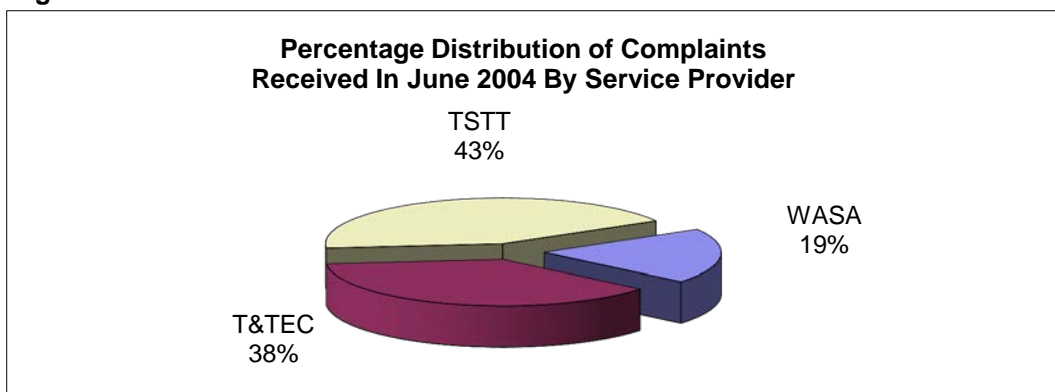
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2004 by Service Provider. The number of complaints filed against WASA have decreased by 13 or 28%, While those filed against T&TEC and TSTT increased by 39 or 144% and 34 or 81% respectively when compared to May 2004. The increase in complaints filed against T&TEC is attributed to customers taking action on the information contained in RIC Standards brochures which were received by customers over the last seven weeks. The Increase against TSTT is primarily due to Industrial Action at TSTT's South Office.

Fig. 2



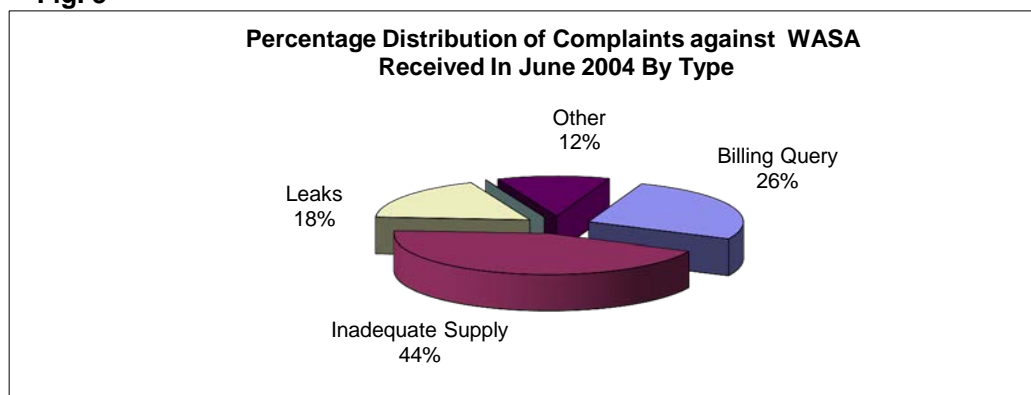
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2004 and their status, as well as, the number and percentage by type. Figure 3 shows the percentage distribution of the complaints received in June 2004 by type. The Number of Billing Query decreased by 5 or 36%, and Inadequate Supply decreased by 4 or 21%. The other categories showed insignificant changes when compared to May 2004.

Table 4

Complaint Category	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	54	9	0	3	60 (47%)
Inadequate Supply	23	15	10	1	27 (21%)
Leaks	3	6	4	1	4 (3%)
Road Restoration	4	0	0	1	3 (2%)
Other	31	4	0	1	34 (27%)
Total	115	34	14	7	128

Fig. 3



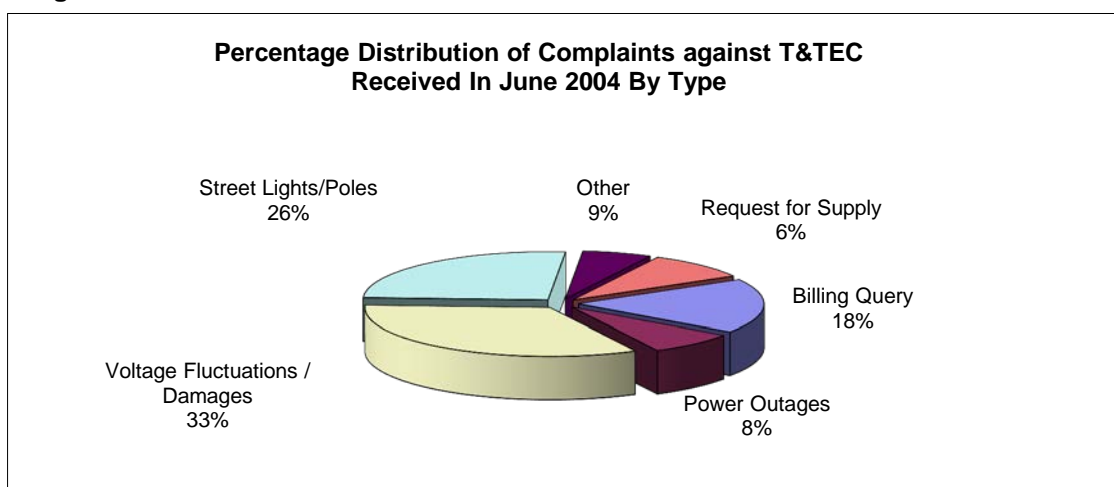
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in June 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2004 by type. The Number of Voltage Fluctuations/Damages increased by 14 or 175%, Billing Query, Power Outages and Street Lights/Poles also increased by 12 or 1200%, 3 or 150%, and by 12 or 240% respectively when compared to May 2004.

Table 5

Complaint Type	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	20	12 (18%)	4	3	25 (17%)
Power Outages	5	5 (8%)	3	0	7 (5%)
Volt. Fluct /Damages	38	22 (33%)	1	6	53 (37%)
Street Lights/Poles	8	17 (26%)	1	1	23 (16%)
Request for Supply	11	4 (6%)	2	2	11 (8%)
Other	23	6 (9%)	1	3	25 (17%)
Total	105	66	12	15	144

Fig. 4



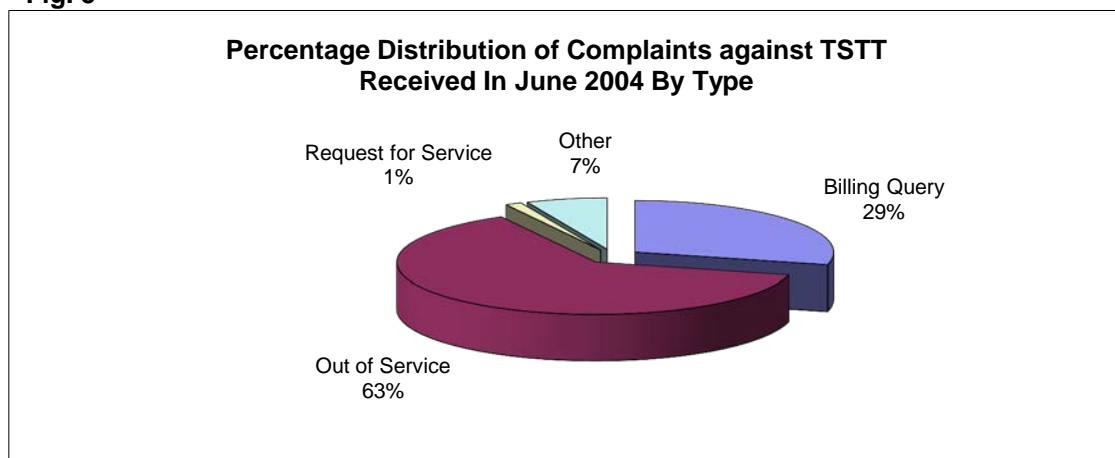
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in June 2004 and their status, as well as, the number and percentage by type. Figure 5 shows the percentage distribution of the complaints received in June 2004 by type. The Number of Billing Query and Out of Service increased by 10 or 83%, and by 26 or 118% respectively. The other category of complaints showed insignificant changes when compared to May 2004. As indicated earlier, all unresolved complaints filed against TSTT were recorded as closed-unresolved on our database, and forwarded to the Telecom Authority.

Table 6

Complaint Type	Total Unresolved Complaints as at May 31, 2004	No & % of Complaints Received in June. '04	June. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at June 30, '04
Billing Query	24	22 (29%)	5	6	35
Out of Service	10	48 (63%)	24	8	26
Request for Service	7	1 (1%)	0	0	8
Other	6	5 (7%)	3	0	8
Total	47	76	32	14	77

Fig. 5



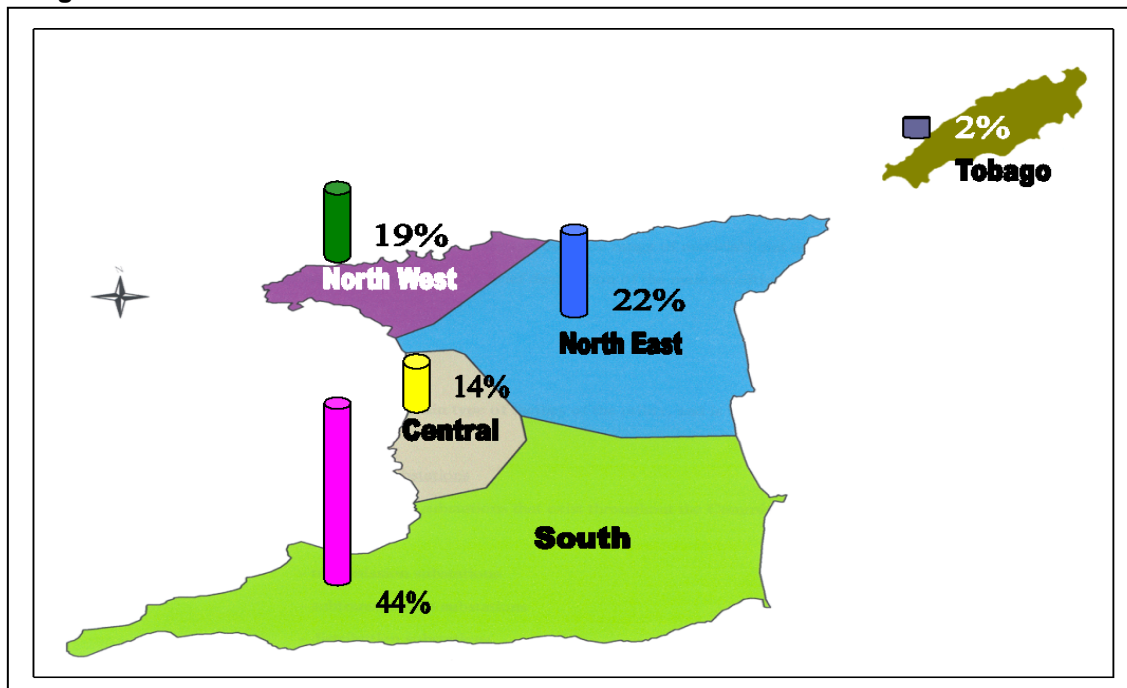
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in June 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	1 (3%)	17 (26%)	20 (26%)	38 (22%)
North West	8 (24%)	17 (26%)	8 (11%)	33 (19%)
Central	4 (12%)	14 (21%)	6 (8%)	24 (14%)
South	21 (62%)	14 (21%)	42 (55%)	77 (44%)
Tobago	0 (0%)	4 (6%)	0 (0%)	4 (2%)
Total	34	66	76	176

Fig. 6



The number of complaints from the Central region increased by 6 or 33%, North East increased by 14 or 58%, North West increased by 11 or 50%, complaints from the South region increased by 30 or 64% while those from Tobago decreased by 1 or 20% when compared to May 2004.

Table 8 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Jun '04 .

Table 8

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	19
	Supply	South	Williamsville	14
	"	South	Penal	11
	"	North West	Port of Spain	10
	"	North West	St. James	8
	"	North East	Arima	6
	"	Central	Chaguanas	6
	"	South	Gasparillo	5
	Leaks	North East	Arima	5
	Other	South	San Fernando	4
	Billing Query	South	Williamsville	4
	Billing Query	North West	Port of Spain	4
	T&TEC	Fluctuations /	Central	Chaguanas
	"	Tobago		7
TSTT	Out of Service	South	San Fernando	28
	Out of Service	South	Princes Town	21
	Out of Service	South	Williamsville	10
	Out of Service	South	Gasparillo	7
	Billing Query	Central	Chaguanas	5

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in June 2004

Fig. 7

