



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2005, as well as all outstanding complaints against Service Providers as at June 30, 2005.

Status	Jun '04	Jun '05	Jul '04 - Jun '05
Number of complaints received	176	280	1,679
Number of complaints resolved	58	140	1,257
Number of complaints unresolved	118	140	408
Number of complaints withdrawn	0	0	14
Resolution rate for complaints received	33%	50%	75%
No. of outstanding complaints resolved	36	59	39
Total number of complaints resolved	94	199	1,296
<i>Rebate awarded to customers</i>	TT\$0	TT\$381,758	TT\$420,657

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 May 31, 2005	No & % of Complaints Received in Jun '05	No & % of Jun '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '05
Billing Query	94	21 (10%)	2 (1%)	9	104 (39%)
Inadequate Supply	81	152 (75%)	117 (57%)	9	107 (41%)
Leaks	10	19 (9%)	12 (6%)	7	10 (4%)
Request for Service	7	6 (3%)	0 (0%)	2	11 (4%)
Road Restoration	3	2 (1%)	0 (0%)	0	5 (2%)
Other	25	4 (2%)	0 (0%)	2	27 (10%)
Total	220	204	131(64%)	29	264

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 May 31, 2005	No & % of Complaints Received in Jun '05	No & % of Jun '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '05
Billing Query	40	10 (13%)	3 (4%)	10	37 (15%)
Damage Appliances	71	8 (11%)	0 (0%)	2	77 (31%)
High / Low Voltage	28	16 (21%)	1 (1%)	4	39 (16%)
Power Outages	16	7 (9%)	1 (1%)	0	22 (9%)
Request for Service	8	10 (13%)	2 (3%)	3	13 (5%)
Street Lights / Poles	33	22 (29%)	1 (1%)	10	44 (18%)
Other	16	3 (4%)	1 (1%)	1	17 (7%)
Total	212	76	9(12%)	30	249

2.0 Complaints Analysis

Monthly	Jun '04	Jun '05	May '05
Number of complaints received	176	280	147
Number of complaints resolved	58	140	76
Number of complaints unresolved	118	140	71
Resolution rate for complaints received	33%	50%	52%
No. of outstanding complaints resolved	36	59	70
Total number of complaints resolved	94	199	146
Rebate awarded to customers	TT\$0	TT\$381,758	TT\$4,573

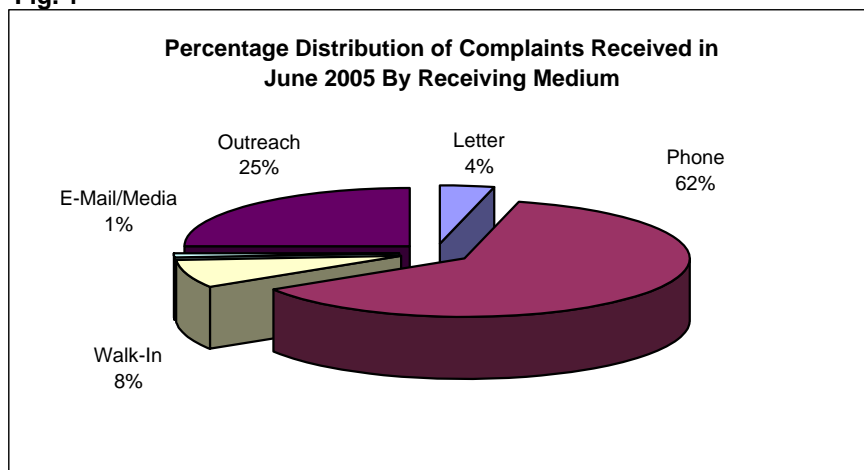
A new record in terms of the total number of complaints received in a single month was established in June 2005 where 280 complaints were received. This represented an increase of 133 complaints or 90% when compared to May '05. This has been primarily due to the increasing success of our Customer Services Outreach Programme, in which 70 complaints were received. Using the same comparative period, the number of complaints resolved for June 2005 increased by 64 or 84%. **This was another record in terms of the highest amount of complaints being resolved (140) within a month.** The number of complaints resolved from a previous period (unresolved from Jan '03 to May '05) decreased by 11 or 16% and the total number of complaints resolved overall increased by 53 or 36%. The cumulative number of complaints received and resolved from Jan - Jun '05 increased by 281 or 37% and increased by 184 or 33% respectively when compared to Jan - Jun '04. **Again another record in terms of the total number of complaints (199) being resolved in a single month.**

Cumulative	Jan - Jun '04	Jan - Jun '05	Jul '04 - Jun '05
Number of complaints received	695	1,044	1,679
Number of complaints resolved	424	737	1,257
Number of complaints unresolved	271	306	408
Number of complaints withdrawn	0	1	14
Resolution rate	61%	71%	75%
Rebate awarded to customers	TT\$0	TT\$420,657	TT\$420,657

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2005 by receiving medium. The number of complaints received by our Customer Services Outreach Programme increased by 58 or 483%. Those received by Letter decreased by 3 or 21%, Telephone increased by 73 or 72% and Walk in increased by 5 or 29% when compared to May '05.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2005 by Service Provider. The number of complaints filed against WASA have increased by 99 or 94% and those filed against T&TEC increased by 34 or 81% when compared to May '05.

Fig. 2

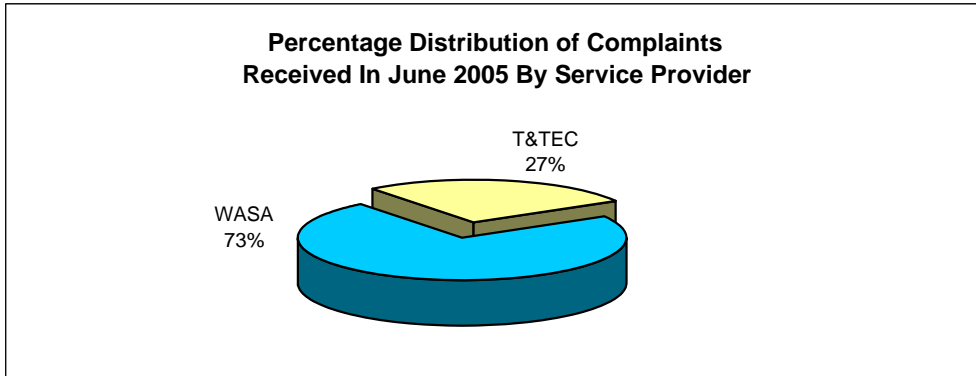
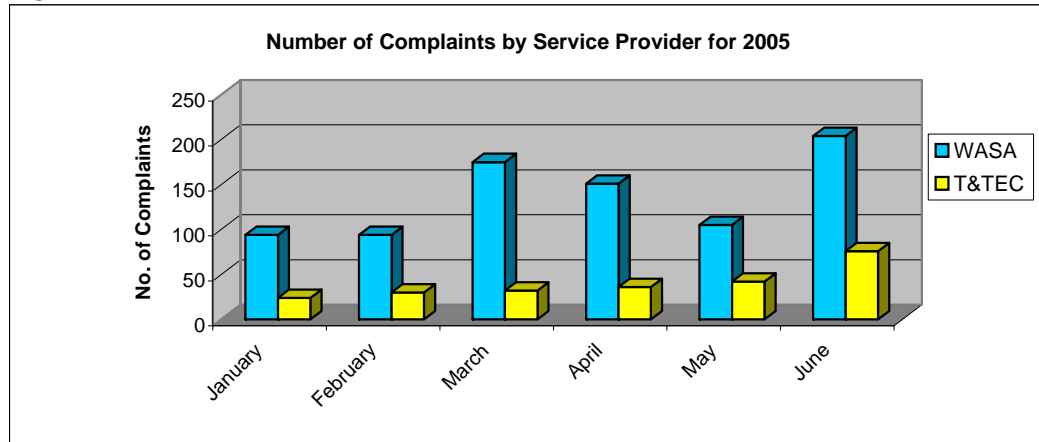


Fig. 3



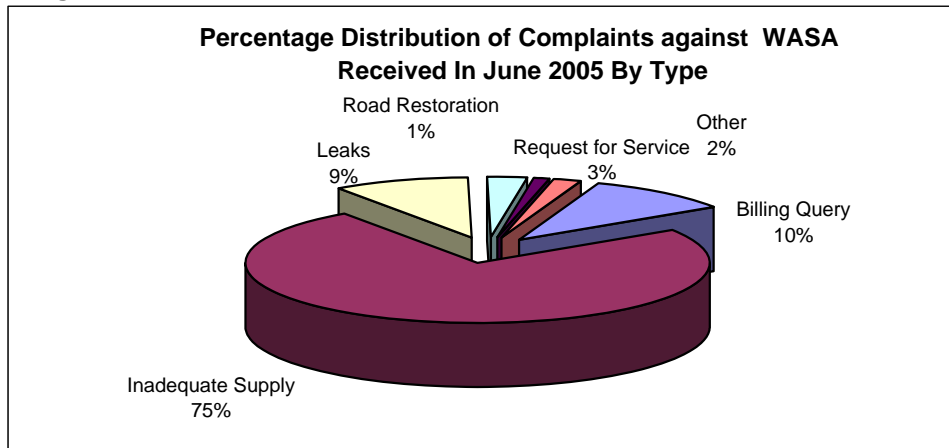
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in June 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2005 by type. When compared to May '05 the number of complaints related to Billing Queries increased by 11 or 110%, Inadequate Supply increased by 69 or 83%, Leaks increased by 12 or 171%, Road Restoration increased by 6 or 600%. No other significant changes were observed.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at May 31, 2005	No of Complaints Received in Jun '05	No of Jun '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '05
Billing Query	94	21	2	9	104 (39%)
Inadequate Supply	81	152	117	9	107 (41%)
Leaks	10	19	12	7	10 (4%)
Request for Service	7	6	0	2	11 (4%)
Road Restoration	3	2	0	0	5 (2%)
Other	25	4	0	2	27 (10%)
Total	220	204	131	29	264

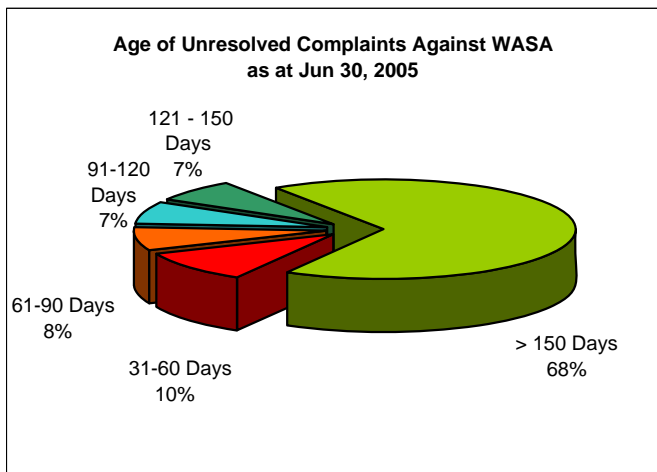
Fig. 4



Cumulative	Jan '05 - Jun '05	Jul '04 - Jun '05
Number of complaints received	814	1,167
Number of complaints resolved	647	961
Number of complaints unresolved	167	206
Number of complaints withdrawn	0	3
Resolution rate	79%	83%

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	June 30, 2005	% Change
31-60 Days	27	17%
61-90 Days	20	11%
91-120 Days	19	-30%
121 - 150 Days	19	73%
> 150 Days	179	28%

The majority of complaints that are over 150 days relates to billing queries and inadequate supply 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	10	8	6	8	72
Inadequate Supply	15	9	12	10	61
Leaks	0	0	0	0	10
Other	1	2	0	0	24
Request for Service	0	1	1	1	8
Road Restoration	1	0	0	0	4

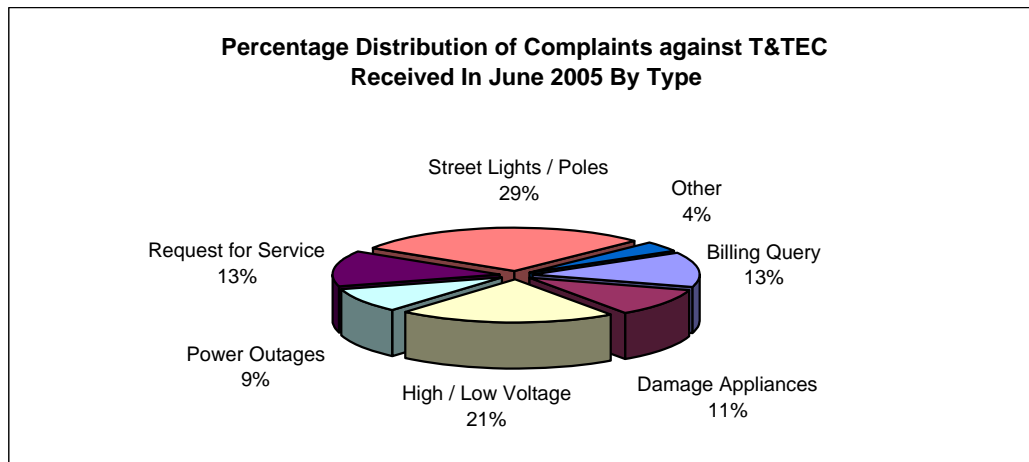
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in June 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in June 2005 by type. When compared to May '05, the number of complaints related to Billing Queries increased by 5 or 100%, Power Outages decreased by 3 or 27%, Voltage Fluctuations/Damages increased by 8 or 100%, Street Lights/Poles increased by 3 or 75%, Request for Service increased by 9 or 900% and the category Other increased by 11 or 100% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at May 31, 2005	No of Complaints Received in Jun '05	No of Jun '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '05
Billing Query	40	10	3	10	37 (15%)
Damage Appliances	71	8	0	2	77 (31%)
High / Low Voltage	28	16	1	4	39 (16%)
Power Outages	16	7	1	0	22 (9%)
Request for Service	8	10	2	3	13 (5%)
Street Lights / Poles	33	22	1	10	44 (18%)
Other	16	3	1	1	17 (7%)
Total	212	76	9	30	249

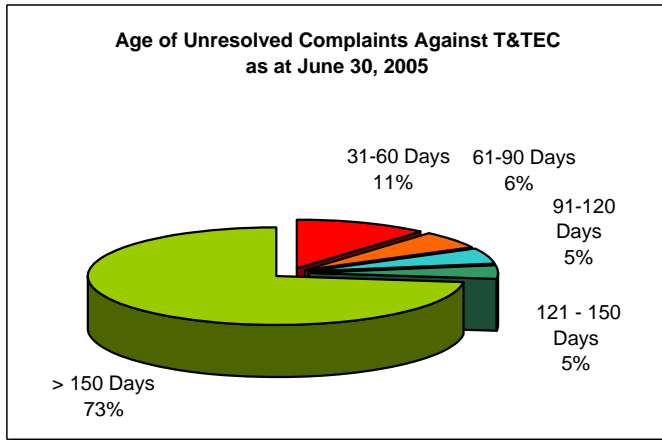
Fig. 6



Cumulative	Jan '05 - Jun '05	Jul '04 - Jun '05
Number of complaints received	228	502
Number of complaints resolved	88	291
Number of complaints unresolved	140	203
Number of complaints withdrawn	1	8
Resolution rate	39%	59%

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	June 30, 2005	% Change
31-60 Days	28	56%
61-90 Days	14	-26%
91-120 Days	13	-24%
121 - 150 Days	11	10%
> 150 Days	178	22%

The majority of complaints that are over 150 days relates to damaged appliances, street lights/poles, billing queries and high/low voltage as shown in Table 6. Further for the month of June, there has been no significant improvement.

Table 6: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	4	4	3	1	25
Damage Appliances	10	3	6	3	52
High / Low Voltage	7	1	2	4	25
Other	3	0	0	0	13
Power Outages	3	0	2	1	16
Request for Service	0	1	0	0	12
Street Lights / Poles	1	5	0	2	35

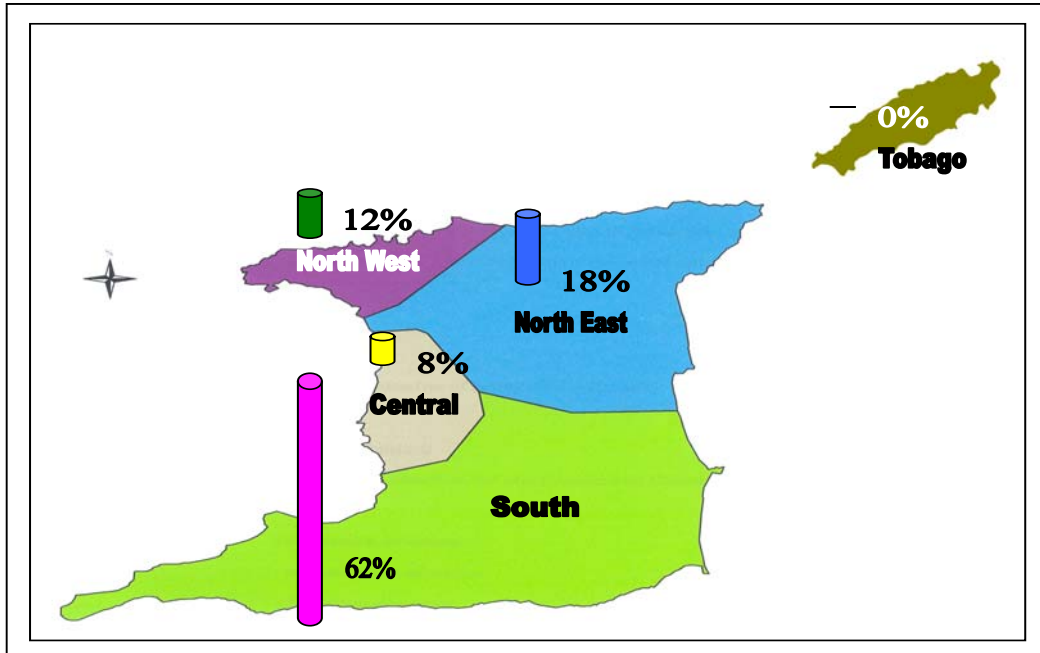
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 June 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	24 (12%)	27 (36%)	51 (18%)
North West	22 (11%)	12 (16%)	34 (12%)
Central	17 (8%)	5 (7%)	22 (8%)
South	141 (69%)	32 (42%)	173 (62%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	204	76	280

Fig. 8



When compared to May '05, the number of complaints from the Central region increased by 2 or 10%, those from the North East increased by 34 or 200%, those from the North West increased by 12 or 55% and complaints from the South region increased by 94 or 119%. There no complaints recorded for Tobago.

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 - Jun '05 .

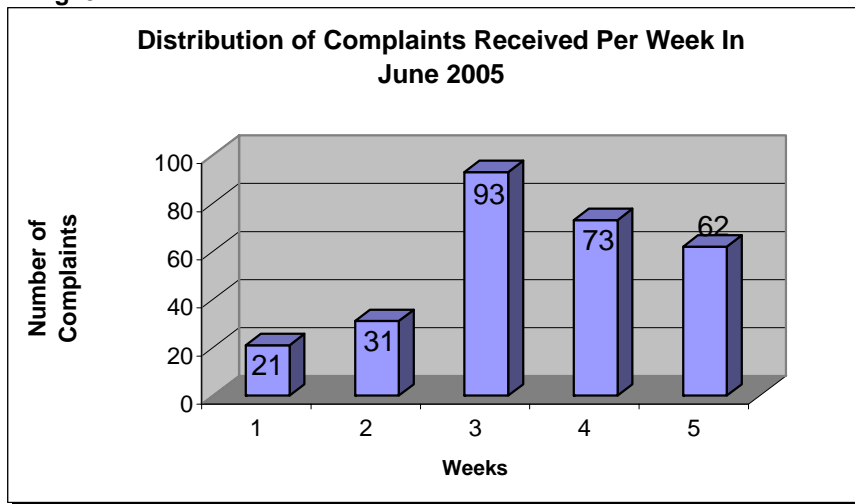
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Princes Town	99	
		South	Penal	82	
		South	Barrackpore	80	
		South	Williamsville	43	
		South	San Fernando	29	
		South	Moruga	28	
		South	Gasparillo	18	
		North West	Diego Martin	16	
	Leaks	South	Barrackpore	9	
	Billing Query	South	Penal	8	
	Billing Query	South	Moruga	6	
	T&TEC	Street Lights / Poles	South	Penal	8
		Street Lights / Poles	North East	Sangre Grande	5
High / Low Voltage		Central	Carapichaima	5	
Damage Appliances		Tobago	Tobago	5	

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in June 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 - Jun '05

