



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2006

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2006, as well as all outstanding complaints against Service Providers as at June 30, 2006.

Status	Jun '05	Jun '06	Jul '05 - Jun '06
Number of complaints received	280	289	3,878
Number of complaints resolved	140	174	3,176
Number of complaints unresolved	140	115	691
Number of complaints withdrawn	0	0	98
Resolution rate for complaints received	50%	60%	84%
No. of outstanding complaints resolved	59	224	39
Total number of complaints resolved	199	398	3,215
Rebate/compensation awarded to customers		TT\$0	TT\$655,958

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 '06	No & % of Jun '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '06
Billing Query	215	6 (3%)	2 (1%)	27	192 (36%)
Inadequate Supply	318	201 (89%)	155 (69%)	109	255 (48%)
Leaks	25	13 (6%)	9 (4%)	8	21 (4%)
Request for Service	23	1 (0%)	0 (0%)	3	21 (4%)
Road Restoration	8	1 (0%)	0 (0%)	2	7 (1%)
Other	35	4 (2%)	1 (0%)	4	34 (6%)
Total	624	226	167(74%)	153	530

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 '06	No & % of Jun '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '06
Billing Query	34	6 (10%)	1 (2%)	21	18 (5%)
Damage Appliances	134	5 (8%)	0 (0%)	6	133 (38%)
High / Low Voltage	34	9 (14%)	0 (0%)	11	32 (9%)
Power Outages	27	5 (8%)	1 (2%)	4	27 (8%)
Request for Service	19	7 (11%)	1 (2%)	6	19 (5%)
Street Lights / Poles	91	30 (48%)	4 (6%)	16	101 (29%)
Other	26	1 (2%)	0 (0%)	7	20 (6%)
Total	365	63	7 (11%)	71	350

2.0 Complaints Analysis

Monthly	Jun '05	Jun '06	May '06
Number of complaints received	280	289	363
Number of complaints resolved	140	174	217
Number of complaints unresolved	140	115	146
Resolution rate for complaints received	50%	60%	60%
No. of outstanding complaints resolved	59	224	152
Total number of complaints resolved	199	398	369

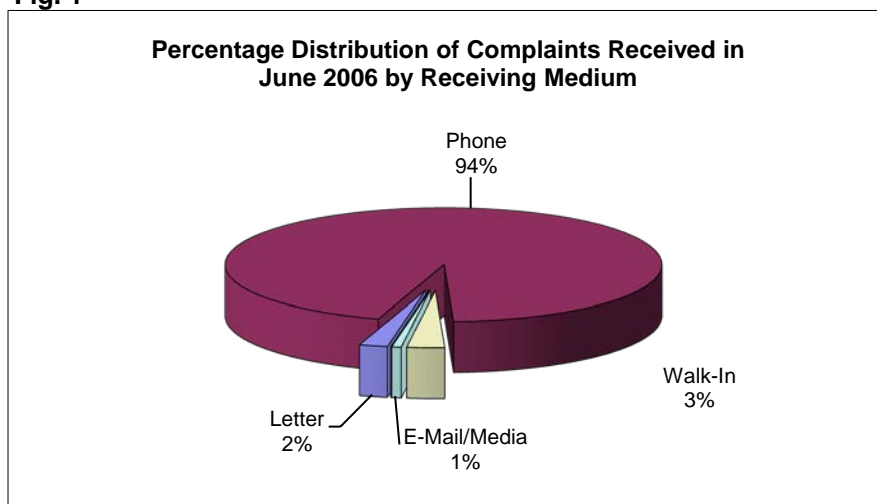
The total number of complaints received in June 2006 decreased by 74 or 20% when compared to May '06. Using the same comparative period, the resolution rate for June 2006 increased by 1%. The number of complaints resolved for the current month decreased by 43 or 20% and from a previous period (unresolved from Jan '03 to May '06) increased by 72 or 47%. The total number of complaints resolved overall increased by 29 or 8%. The cumulative number of complaints received and resolved from Jan - Jun '06 increased by 986 or 94% and 761 or 103% respectively when compared to Jan - Jun '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Jun '05	Jan - Jun '06	Jul '05 - Jun '06
Number of complaints received	1,044	2,030	3,878
Number of complaints resolved	737	1,498	3,176
Number of complaints unresolved	307	527	691
Number of complaints withdrawn	1	41	98
Resolution rate	71%	75%	84%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2006 by receiving medium. The number of complaints received by Telephone decreased by 76 or 22%, when compared to May '06. No other significant changes were recorded. In addition, no consumer outreach programme was conducted this month because the CSD had to focus on resolving the backlog of complaints.

Fig. 1



4.0 **Complaints Received by Service Provider**

Figure 2 shows the percentage distribution of complaints received in June 2006 by Service Provider. The number of complaints filed against WASA have decreased by 105 or 32% and those filed against T&TEC increased by 31 or 97% when compared to May '06.

Fig. 2

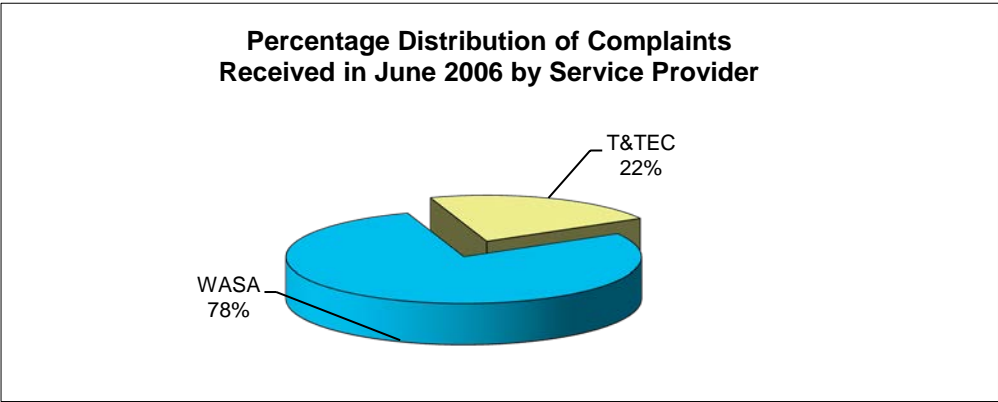
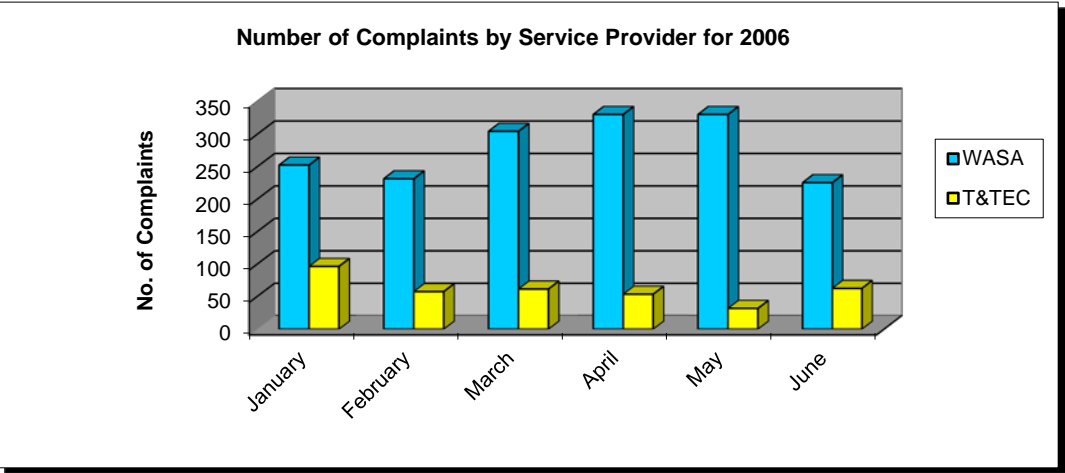


Fig. 3

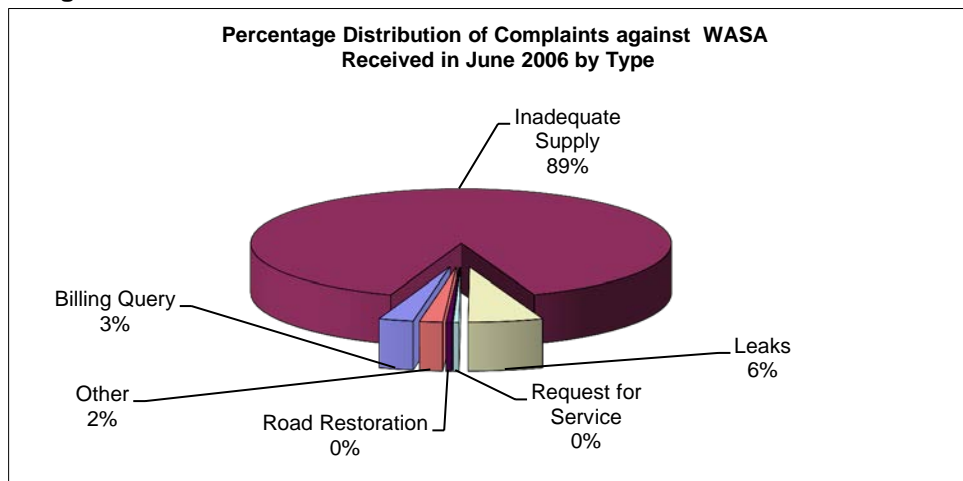


4.1 **Complaints Filed Against The Water and Sewerage Authority**

Table 3 shows the number and category of complaints received against WASA in June 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2006 by type. When compared to May '06 the number of complaints related to Billing Queries decreased by 5 or 45%, Inadequate Supply decreased by 89 or 31%, Leaks decreased by 13 or 50%. No other significant changes were recorded.

Table 3: Summary of Complaints Filed Against WASA

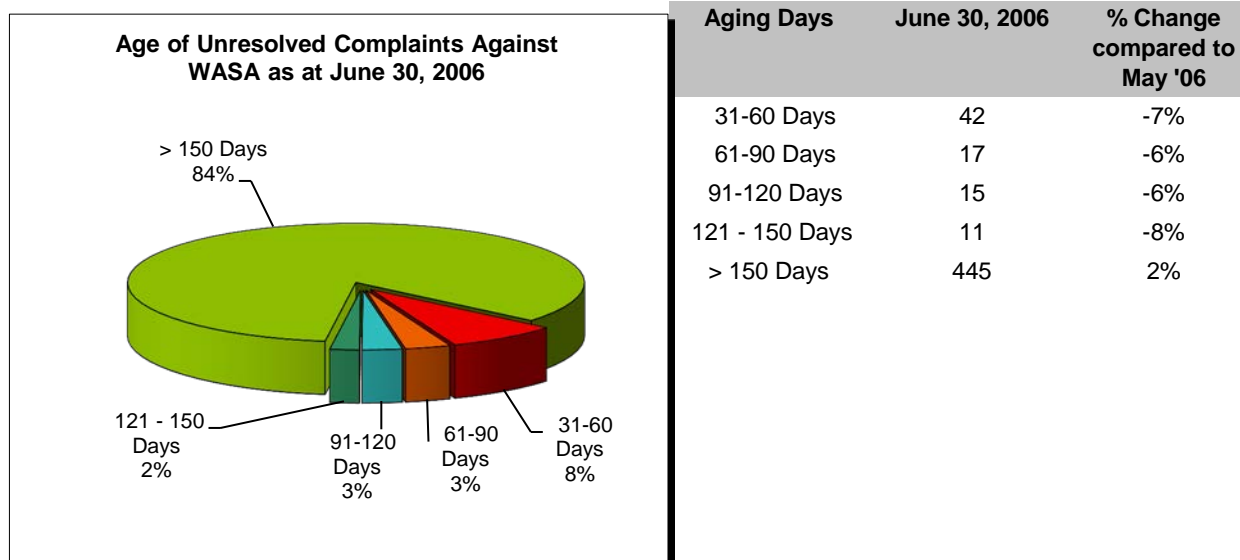
Complaint Category	Total Unresolved Complaints as at May 31, 2005	No of Complaints Received in Jun '06	No of Jun '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '06
Billing Query	215	6	2	27	192 (36%)
Inadequate Supply	318	201	155	109	255 (48%)
Leaks	25	13	9	8	21 (4%)
Request for Service	23	1	0	3	21 (4%)
Road Restoration	8	1	0	2	7 (1%)
Other	35	4	1	4	34 (6%)
Total	624	226	167	153	530

Fig. 4

Cumulative	Jan - Jun '06	Jul '05 - Jun '06
Number of complaints received	1,658	3,159
Number of complaints resolved	1,317	2,730
Number of complaints unresolved	341	429
Number of complaints withdrawn	36	87
Resolution rate	81%	89%

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



The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

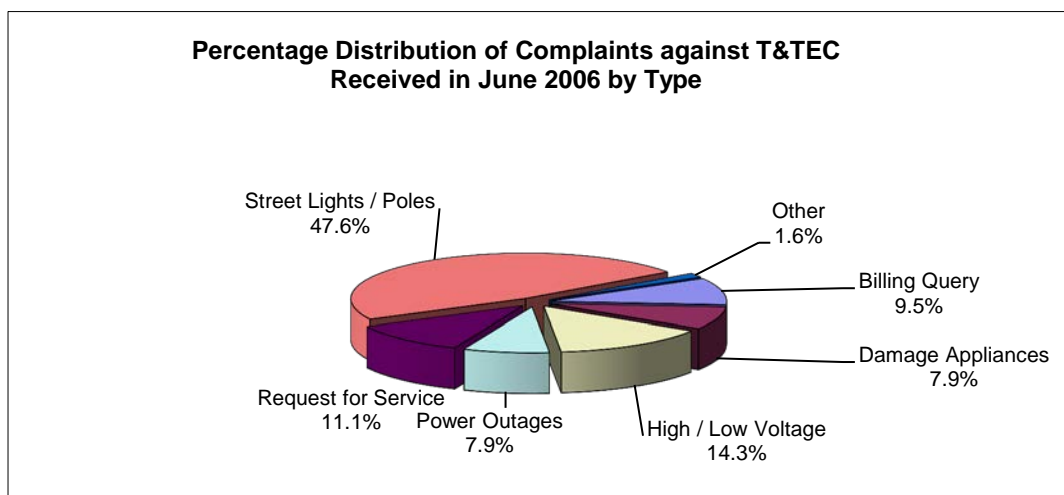
Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	23 (55%)	3 (18%)	4 (27%)	0 (0%)	163 (37%)	193
Inadequate Supply	17 (40%)	8 (47%)	7 (47%)	10 (91%)	213 (48%)	255
Leaks	0 (0%)	2 (12%)	3 (20%)	0 (0%)	15 (3%)	20
Other	2 (5%)	2 (12%)	0 (0%)	1 (9%)	29 (7%)	34
Request for Service	0 (0%)	0 (0%)	1 (7%)	0 (0%)	20 (4%)	21
Road Restoration	0 (0%)	2 (12%)	0 (0%)	0 (0%)	5 (1%)	7
	42	17	15	11	445	530

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 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in June 2006 by type. When compared to May '06, the number of complaints related to Billing Queries increased by 2 or 50%, Damage Appliances decreased by 1 or 17%, High/ Low Voltage increased by 5 or 125%, Power Outages increased by 4 or 400%, Request for Service increased by 3 or 75%, and Street Lights/Poles increased by 19 or 173%.

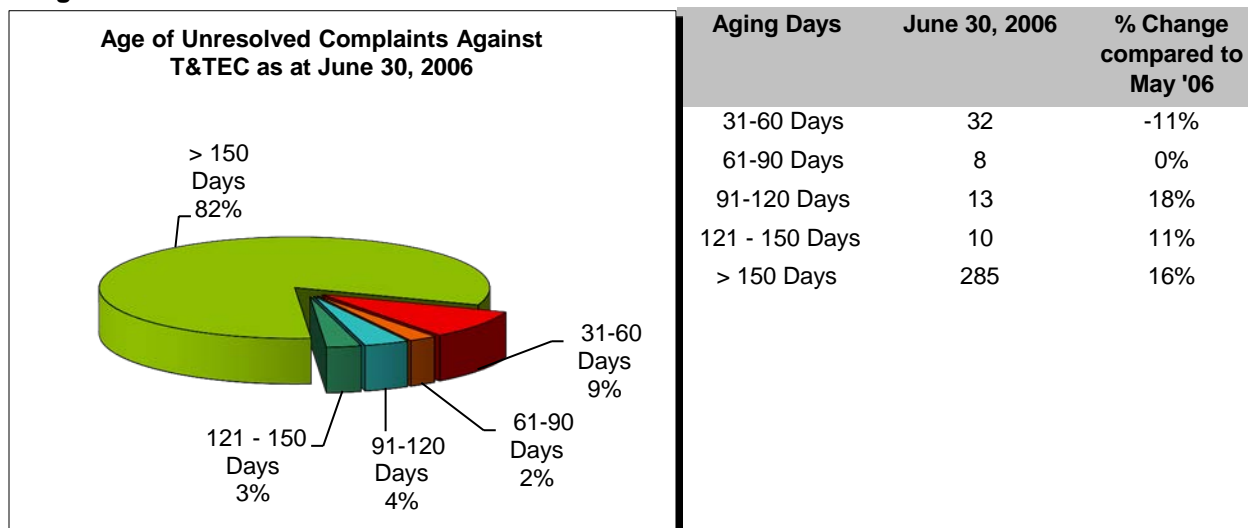
Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at May 31, 2005	No of Complaints Received in Jun '06	No of Jun '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '06
Billing Query	34	6	1	21	18 (5%)
Damage Appliances	134	5	0	6	133 (38%)
High / Low Voltage	34	9	0	11	32 (9%)
Power Outages	27	5	1	4	27 (8%)
Request for Service	19	7	1	6	19 (5%)
Street Lights / Poles	91	30	4	16	101 (29%)
Other	26	1	0	7	20 (6%)
Total	365	63	7	71	350

Fig. 6

Cumulative	Jan - Jun '06	Jul '05 - Jun '06
Number of complaints received	372	719
Number of complaints resolved	181	446
Number of complaints unresolved	186	262
Number of complaints withdrawn	5	11
Resolution rate	49%	63%

Figure 7 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. 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	0 (0%)	0 (0%)	3 (23%)	1 (10%)	14 (5%)	18
Damage Appliances	10 (31%)	4 (50%)	4 (31%)	2 (20%)	113 (40%)	133
High / Low Voltage	4 (13%)	1 (13%)	1 (8%)	0 (0%)	26 (9%)	32
Other	1 (3%)	0 (0%)	1 (8%)	1 (10%)	17 (6%)	20
Power Outages	4 (13%)	1 (13%)	2 (15%)	3 (30%)	17 (6%)	27
Request for Service	0 (0%)	0 (0%)	0 (0%)	1 (10%)	17 (6%)	18
Street Lights / Poles	13 (41%)	2 (25%)	2 (15%)	2 (20%)	81 (28%)	100
Totals	32	8	13	10	285	348

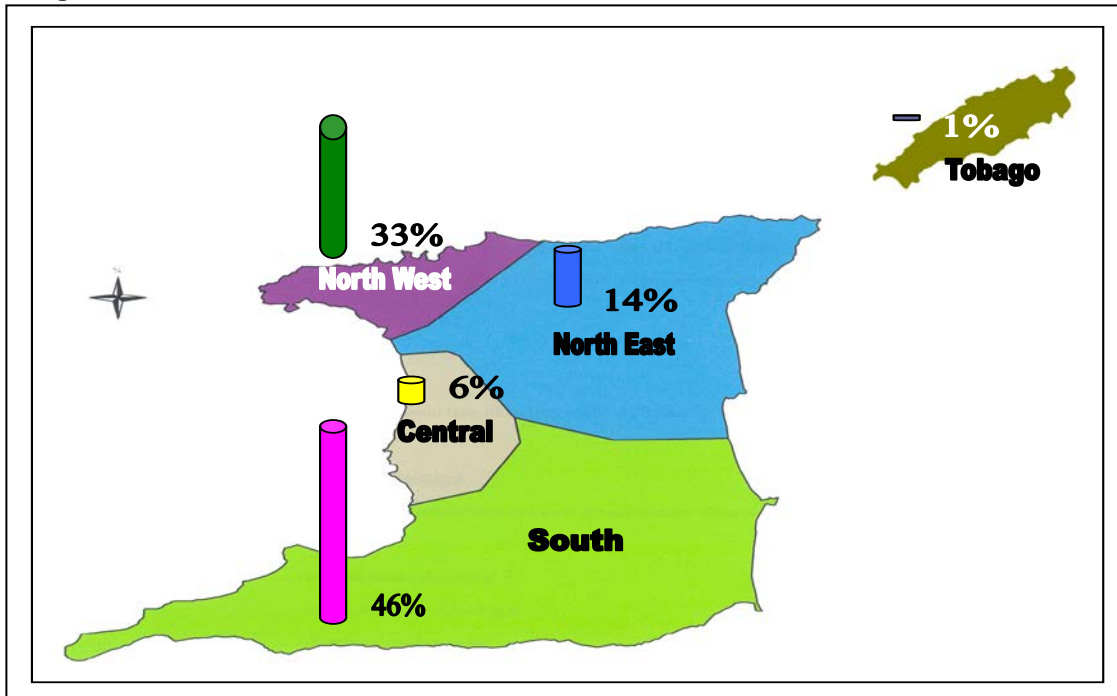
5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	22 (10%)	18 (29%)	40 (14%)
North West	74 (33%)	21 (33%)	95 (33%)
Central	12 (5%)	5 (8%)	17 (6%)
South	118 (52%)	16 (25%)	134 (46%)
Tobago	0 (0%)	3 (5%)	3 (1%)
Total	226	63	289

Fig. 8



When compared to May '06, the number of complaints from the Central region decreased by 21 or 55%, from the North East increased by 6 or 18%, from the North West increased by 34 or 56%, complaints from the South region decreased by 96 or 42% while those from Tobago increased by 3 or 300%.

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 '06 .

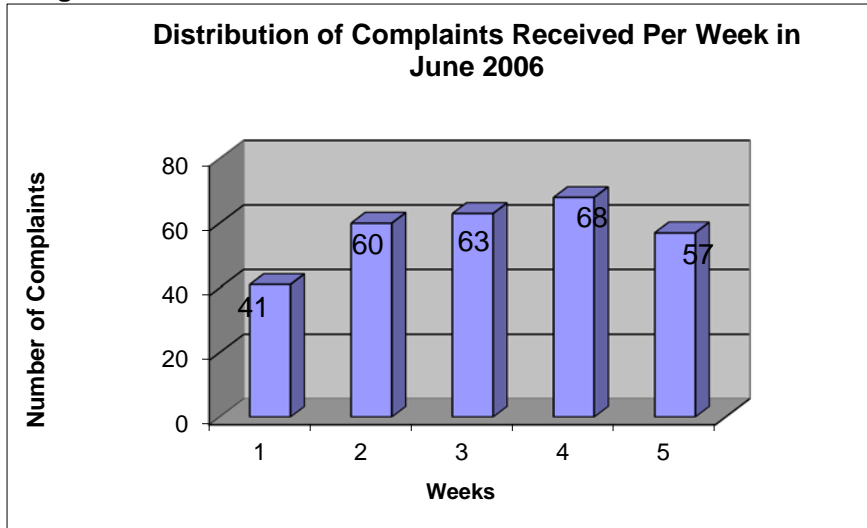
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	280
	"	South	Barrackpore	168
	"	South	Princes Town	155
	"	South	San Fernando	68
	"	North West	St. James	40
	"	North West	Diego Martin	33
	"	South	Williamsville	32
	"	North West	Belmont	30
	Billing Query	South	Debe	29
	Billing Query	South	Barrackpore	53
	Leaks	South	San Fernando	17
T&TEC	Street Lights / Poles	South	Barrackpore	22
	Street Lights / Poles	Tobago	Tobago	18
	Damage Appliances	Tobago	Tobago	7
	High / Low Voltage	Tobago	Tobago	7

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in June 2006

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Jun '06.

