



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

June 2007

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in June 2007, as well as all outstanding con Service Providers as at June 30, 2007.

Status	Jun '06	Jun '07	Jul '06 - Jun '07	
Number of complaints received	289	346	4,552	
Number of complaints resolved	174	169	3,799	
Number of complaints unresolved	115	177	744	
Number of complaints withdrawn	0	0	101	
Resolution rate for complaints received	<b>60%</b>	<b>49%</b>	<b>85%</b>	
No. of outstanding complaints resolved	224	218	39	
Total number of complaints resolved	<b>398</b>	<b>387</b>	<b>3,838</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$401,450</b>	WASA T&TEC

**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, 2007	No & % of Complaints Received in Jun '07	No & % of Jun '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '07
Billing Query	242	35 (12%)	0 (0%)	40	237 (35%)
Inadequate Supply	338	236 (79%)	154 (52%)	96	324 (49%)
Leaks	25	20 (7%)	8 (3%)	17	20 (3%)
Request for Service	27	0 (0%)	0 (0%)	0	27 (4%)
Road Restoration	20	4 (1%)	0 (0%)	4	20 (3%)
Other	42	3 (1%)	0 (0%)	5	40 (6%)
<b>Total</b>	<b>694</b>	<b>298</b>	<b>162(54%)</b>	<b>162</b>	<b>668</b>

**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, 2007	No & % of Complaints Received in Jun '07	No & % of Jun '07 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '07
Billing Query	30	10 (21%)	2 (4%)	9	29 (10%)
Damage Appliances	121	3 (6%)	0 (0%)	4	120 (40%)
High / Low Voltage	16	7 (15%)	0 (0%)	8	15 (5%)
Power Outages	9	4 (8%)	2 (4%)	1	10 (3%)
Request for Service	10	3 (6%)	0 (0%)	4	9 (3%)
Street Lights / Poles	108	13 (27%)	2 (4%)	23	96 (32%)
Other	18	8 (17%)	1 (2%)	7	18 (6%)
<b>Total</b>	<b>312</b>	<b>48</b>	<b>7 (15%)</b>	<b>56</b>	<b>297</b>

## 2.0 Complaints Analysis

Monthly	Jun '06	Jun '07	May '07
Number of complaints received	289	346	515
Number of complaints resolved	174	169	304
Number of complaints unresolved	115	177	211
Resolution rate for complaints received	60%	49%	59%
No. of outstanding complaints resolved	224	218	280
Total number of complaints resolved	398	387	584

The total number of complaints received in June 2007 decreased by 169 or 33% when compared to May '07. Using the same comparative period, the resolution rate for June 2007 decreased by 17%. The number of complaints resolved for the current month decreased by 135 or 44% and from a previous period (unresolved from Jan '03 to May '07) decreased by 62 or 22%. The total number of complaints resolved overall decreased by 197 or 34%.

Cumulative	Jan - Jun '06	Jan - Jun '07	Jul '06 - Jun '07
Number of complaints received	2,030	2,677	4,552
Number of complaints resolved	1,498	2,098	3,799
Number of complaints unresolved	532	577	744
Number of complaints withdrawn	41	76	101
Resolution rate	75%	81%	85%

The cumulative number of complaints received and resolved from Jan - Jun '07 increased by 647 or 42% and increased by 600 or 40% respectively when compared to Jan - Jun '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 346 complaints recorded for Jun '07 were reported by 248 customers of which 104 or 42% were new customers. Table 3 shows the frequency of complaints where 173 customers made only one complaint whilst cumulatively 75 or 65% of our customers made more than one complaint. For the period Jan - Jun '07, 1145 customers made 2677 complaints to the RIC of which 744 or 79% were new customers.

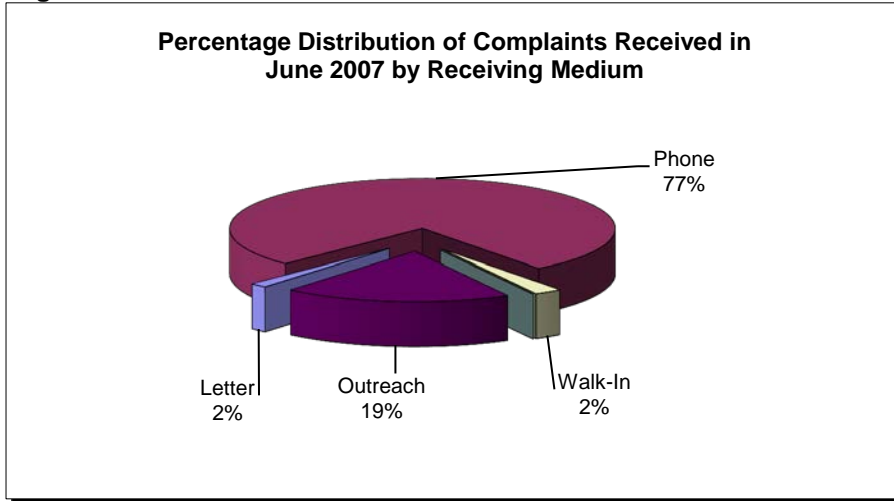
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Jun '07 Customers	% of Repeated Customers Jun '07	No. of Customers Jan - Jun '07	% of Repeated Customers Jan - Jun '07
1	173	0	541	47
2	57	23	281	25
3	14	6	95	8
4	3	1	80	7
5	1	0	44	4
>6	0	0	104	9
0	248		1145	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2007 by receiving medium. The number of complaints received by Letter decreased by 15 or 75%, Telephone decreased by 207 or 44%, and Outreach increased by 53 or 408% when compared to May '07.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2007 by Service Provider. The number of complaints filed against WASA have decreased by 152 or 34% and those filed against T&TEC decreased by 17 or 26% when compared to May '07.

Fig. 2

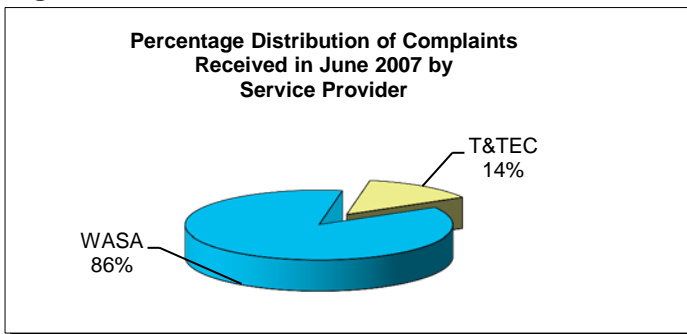
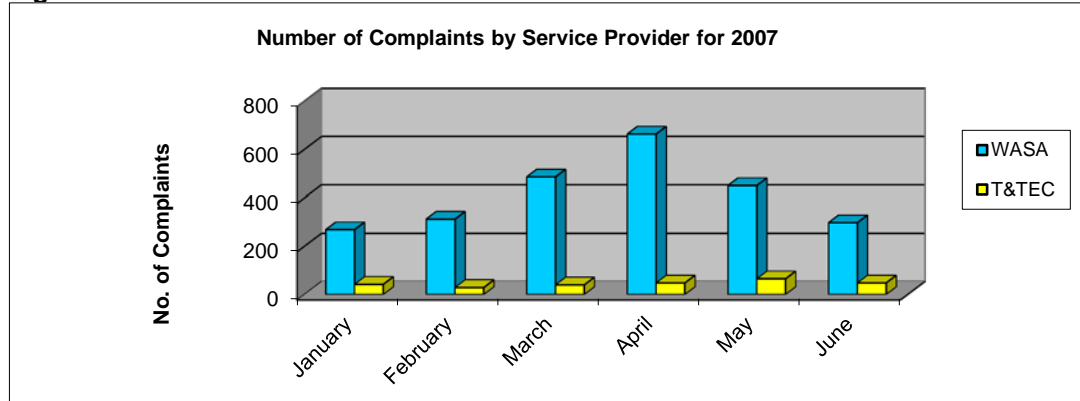


Fig. 3





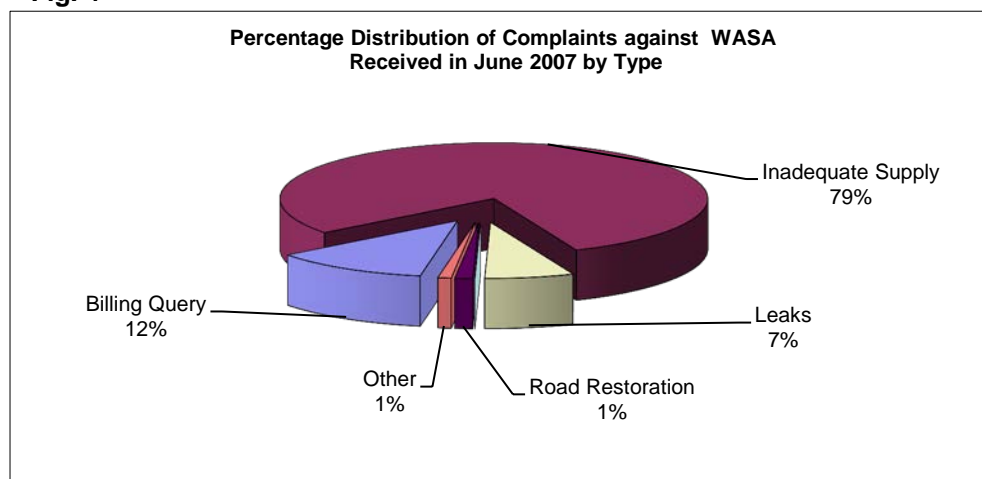
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2007 by type. When compared to May '07 the number of complaints related to Billing Queries increased by 20 or 133%, Inadequate Supply decreased by 151 or 39%, Leaks decreased by 8 or 29%, Road Restoration decreased by 4 or 100%, and the category Other decreased by 5 or 56%.

**Table 4: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at May 31, 2007	No of Complaints Received in Jun '07	No of Jun '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '07
Billing Query	242	35	0	40	237 (35%)
Inadequate Supply	338	236	154	96	324 (49%)
Leaks	25	20	8	17	20 (3%)
Request for Service	27	0	0	0	27 (4%)
Road Restoration	20	4	0	4	20 (3%)
Other	42	3	0	5	40 (6%)
<b>Total</b>	<b>694</b>	<b>298</b>	<b>162</b>	<b>162</b>	<b>668</b>

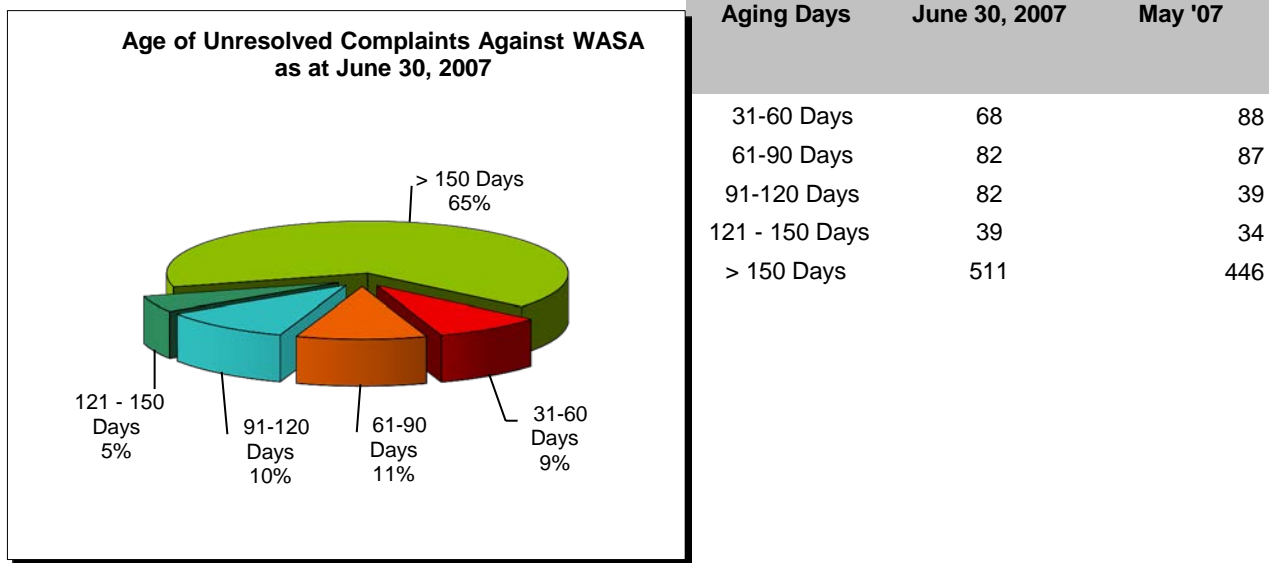
**Fig. 4**



Cumulative	Jan - Jun '07	Jul '06 - Jun '07
Number of complaints received	2,402	4,024
Number of complaints resolved	1,983	3,499
Number of complaints unresolved	419	525
Number of complaints withdrawn	74	92
Resolution rate	85%	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**



Aging Days	June 30, 2007	May '07
31-60 Days	68	88
61-90 Days	82	87
91-120 Days	82	39
121 - 150 Days	39	34
> 150 Days	511	446

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply. Table 5.

**Table 5: Analysis of Complaints Against WASA by Category & Age**

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	14 (21%)	8 (10%)	15 (18%)	5 (13%)	228 (45%)
Inadequate Supply	33 (49%)	62 (76%)	55 (67%)	28 (72%)	210 (41%)
Leaks	4 (6%)	2 (2%)	9 (11%)	(0%)	16 (3%)
Other	5 (7%)	5 (6%)	1 (1%)	3 (8%)	28 (5%)
Request for Service	3 (4%)	4 (5%)	1 (1%)	2 (5%)	17 (3%)
Road Restoration	9 (13%)	1 (1%)	1 (1%)	1 (3%)	12 (2%)
	<b>68</b>	<b>82</b>	<b>82</b>	<b>39</b>	<b>511</b>

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

Complaint Type	Jul '06 - Jun '07	Jan - Jun '07	Jun '07
Billing Classification	19,087.00	13,629.00	-
Billing Query	216,808.00	128,014.00	-
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	<b>\$ 316,518.00</b>	<b>\$222,266.00</b>	<b>\$ -</b>

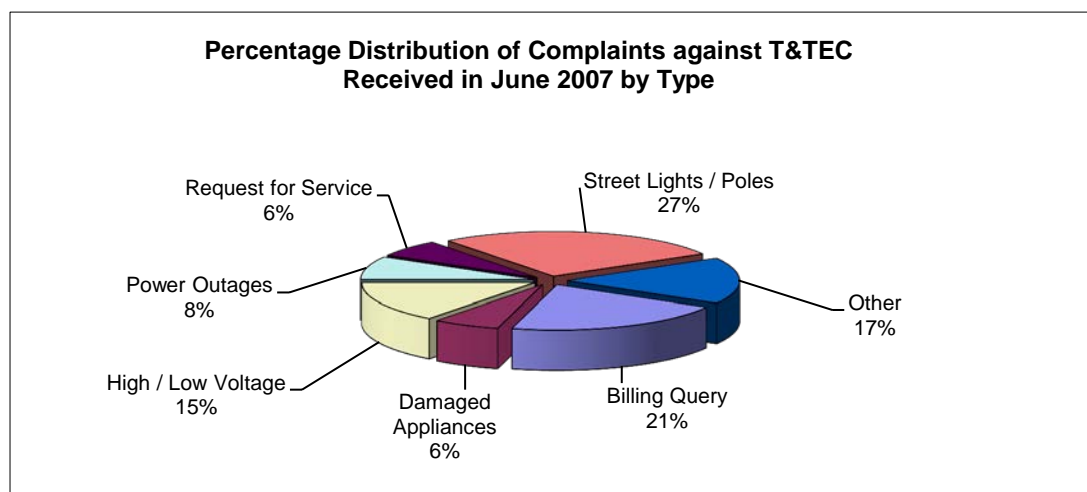
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in June 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in June 2007 by type. When compared to May '07, the number of complaints related to Billing Queries decreased by 6 or 38%, Power Outages increased by 4 or 400%, Street Lights/Poles decreased by 22 or 63%, and the category Other increased by 5 or 167% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at May 31, 2007	No of Complaints Received in Jun '07	No of Jun '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '07
Billing Query	30	10	2	9	29 (10%)
Damaged Appliances	121	3	0	4	120 (40%)
High / Low Voltage	16	7	0	8	15 (5%)
Power Outages	9	4	2	1	10 (3%)
Request for Service	10	3	0	4	9 (3%)
Street Lights / Poles	108	13	2	23	96 (32%)
Other	18	8	1	7	18 (6%)
<b>Total</b>	<b>312</b>	<b>48</b>	<b>7</b>	<b>56</b>	<b>297</b>

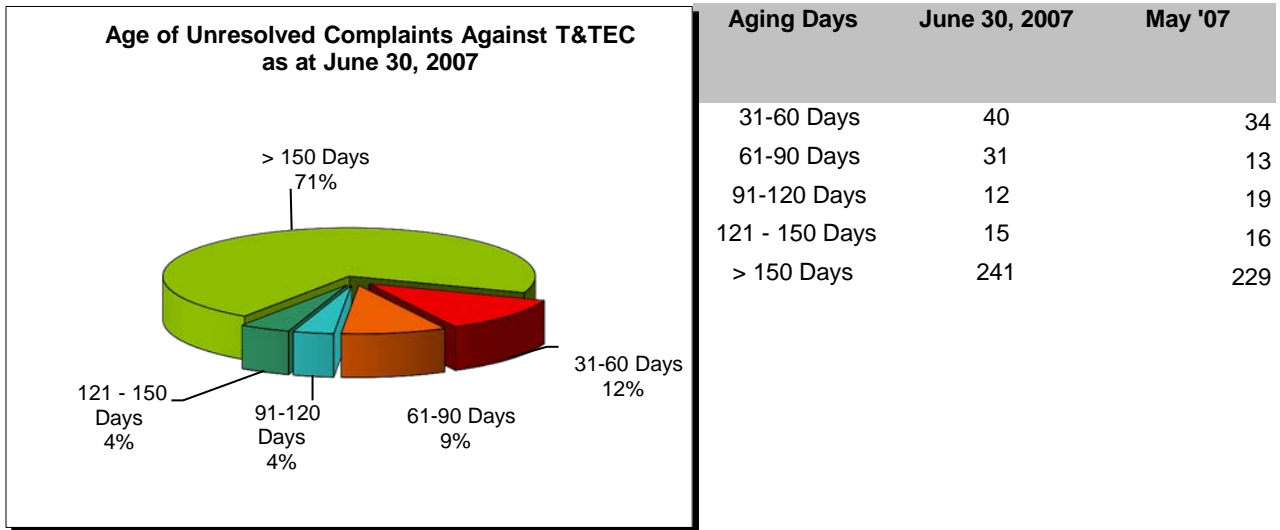
**Fig. 6**



Cumulative	Jan - Jun '07	Jul '06 - Jun '07
Number of complaints received	275	528
Number of complaints resolved	115	300
Number of complaints unresolved	158	219
Number of complaints withdrawn	2	9
Resolution rate	42%	58%

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**



Aging Days	June 30, 2007	May '07
31-60 Days	40	34
61-90 Days	31	13
91-120 Days	12	19
121 - 150 Days	15	16
> 150 Days	241	229

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	9 (23%)	3 (10%)	1 (8%)	2 (13%)	21 (9%)
Damaged Appliances	2 (5%)	5 (16%)	5 (42%)	3 (20%)	108 (45%)
High / Low Voltage	4 (10%)	5 (16%)	1 (8%)	(0%)	13 (5%)
Other	3 (8%)	(0%)	2 (17%)	1 (7%)	19 (8%)
Power Outages	(0%)	3 (10%)	(0%)	(0%)	9 (4%)
Request for Service	3 (8%)	3 (10%)	(0%)	(0%)	6 (2%)
Street Lights / Poles	19 (48%)	12 (39%)	3 (25%)	9 (60%)	65 (27%)
<b>Totals</b>	<b>40</b>	<b>31</b>	<b>12</b>	<b>15</b>	<b>241</b>

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

Complaint Type	Jul '06 - Jun '07	Jan - Jun '07	Jun '07
Billing Query	13,613.00	-	-
Damaged Appliance	70,071.00	7,702.00	-
Request for Service	1,248.00	-	-
	<b>\$ 84,932.00</b>	<b>\$ 7,702.00</b>	<b>\$ -</b>



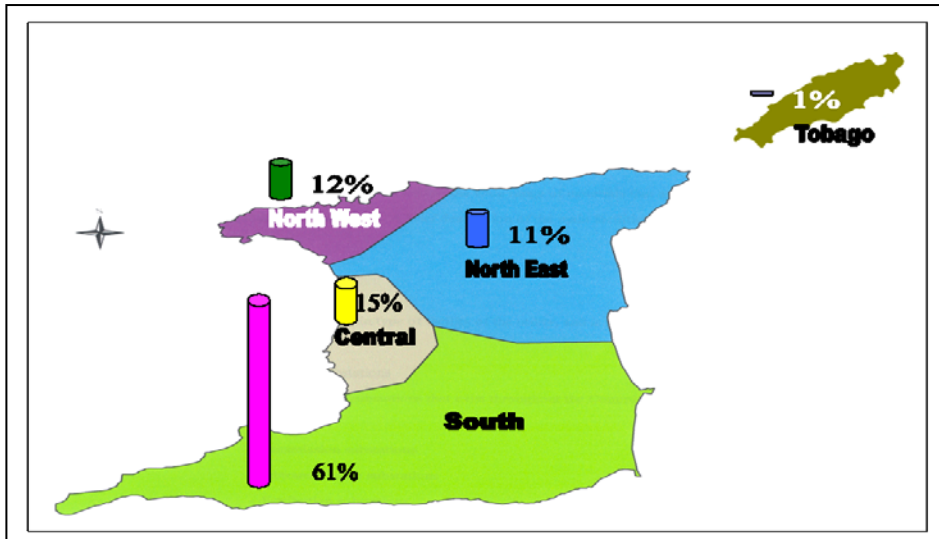
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in June 2007 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	32 (11%)	7 (15%)	39 (11%)
North West	34 (11%)	8 (17%)	42 (12%)
Central	45 (15%)	7 (15%)	52 (15%)
South	186 (62%)	25 (52%)	211 (61%)
Tobago	1 (0%)	1 (2%)	2 (1%)
<b>Total</b>	<b>298</b>	<b>48</b>	<b>346</b>

**Fig. 8**



When compared to May '07, the number of complaints from the Central region increased by 1 or 2%, from the North East decreased by 26 or 40%, from the North West decreased by 24 or 36%, complaints from the South region decreased by 121 or 36% while those from Tobago increased by 1 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 - Jun '07 .

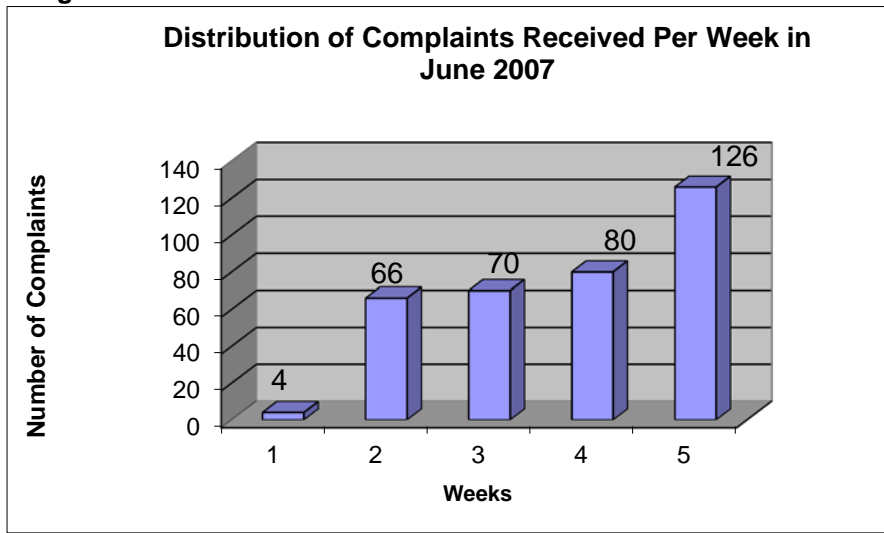
**Table 9: Problematic Areas**

<b>Service Provider</b>	<b>Complaint Category</b>	<b>Region</b>	<b>Area</b>	<b>No of Complaints</b>
WASA	Inadequate Supply	South	Penal	603
	"	South	Barrackpore	250
	"	South	Princes Town	162
	"	South	San Fernando	99
	"	South	Debe	72
	"	South	Gasparillo	58
	"	South	Santa Flora	52
	"	North West	Glencoe	44
	Billing Query	North West	Laventille	42
	Billing Query	Central	Flanagin Town	38
	Leaks	South	Siparia	36
T&TEC	Street Lights / Poles	South	Princes Town	13
	Street Lights / Poles	South	Barrackpore	10
	Street Lights / Poles	North West	Diego Martin	4
	High / Low Voltage	North East	Arima	4

## 7.0 Distribution of Complaints Received Per Week

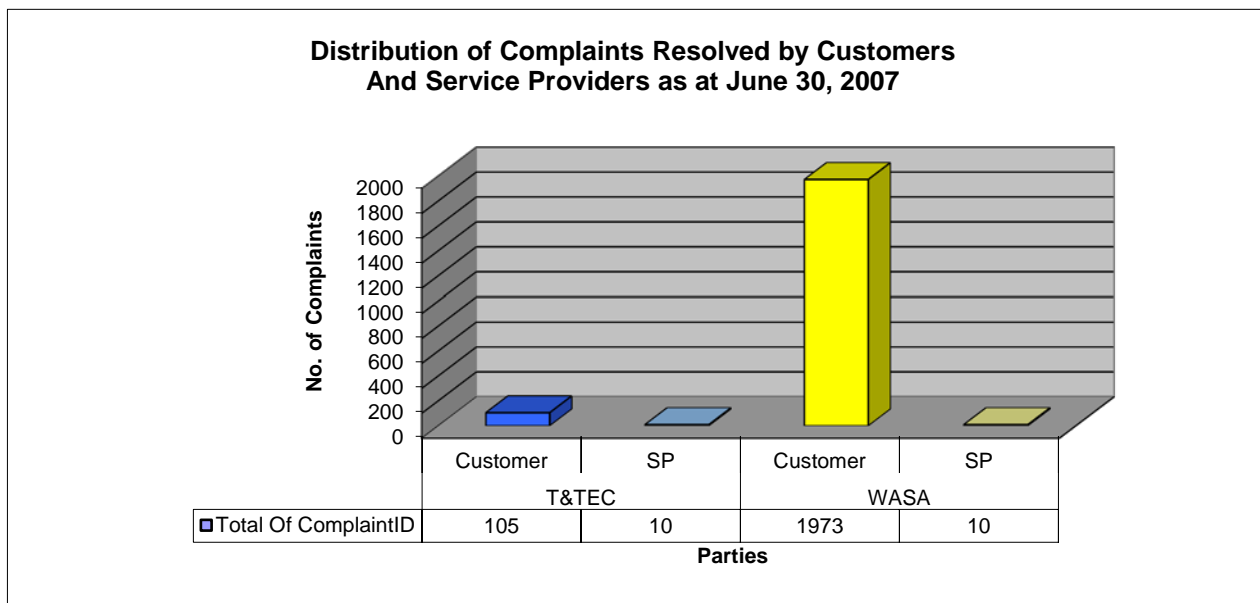
Figure 9 shows the distribution of the complaints received in June 2007

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Jun '07



Complaints against

\$316518  
\$84932











**% Change  
compared to  
May '07**

- 23%
- 6%
- 110%
- 15%
- 15%

y as shown in

<b>Total</b>
242 (35%)
338 (50%)
25 (4%)
42 (5%)
27 (3%)
20 (3%)
<b>694</b>



**% Change  
compared to  
May '07**

18%  
138%  
-37%  
-6%  
5%

<b>Total</b>
36 (11%)
123 (36%)
23 (7%)
25 (7%)
12 (4%)
12 (4%)
108 (32%)
<b>339</b>





