



## REGULATED INDUSTRIES COMMISSION

### Monthly Complaints Report

June 2008

#### 1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2008, as well as all outstanding complaints against Service Providers as at Jun 30, 2008.

Status	Jun '07	Jun '08	Jul '07 - Jun '08
Number of complaints received	346	434	3,702
Number of complaints resolved	169	246	2,994
Number of complaints unresolved	177	188	607
Number of complaints withdrawn	0	0	98
Resolution rate for complaints received	49%	57%	83%
No. of outstanding complaints resolved	218	164	39
Total number of complaints resolved	387	410	3,033
<b>Rebate/compensation awarded to customers</b>		<b>TT\$1,500</b>	<b>TT\$531,950</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, 2008	No & % of Complaints Received in Jun '08	No & % of Complaints Resolved Jun '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '08
Billing Query	273	13 (3%)	4 (1%)	20	262 (30%)
Inadequate Supply	430	369 (91%)	223 (55%)	88	488 (55%)
Leaks	40	17 (4%)	11 (3%)	17	29 (3%)
Request for Service	36	1 (0%)	0 (0%)	0	37 (4%)
Road Restoration	20	3 (1%)	1 (0%)	3	19 (2%)
Other	44	4 (1%)	1 (0%)	2	45 (5%)
<b>Total</b>	<b>843</b>	<b>407</b>	<b>240(59%)</b>	<b>130</b>	<b>880</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, 2008	No & % of Complaints Received in Jun '08	No & % of Complaints Resolved Jun '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '08
Billing Query	28	5 (19%)	2 (7%)	8	23 (10%)
Damage Appliances	114	3 (11%)	0 (0%)	2	115 (48%)
High / Low Voltage	6	3 (11%)	1 (4%)	3	5 (2%)
Power Outages	9	7 (26%)	1 (4%)	2	13 (5%)
Request for Service	10	0 (0%)	0 (0%)	1	9 (4%)
Street Lights / Poles	58	7 (26%)	1 (4%)	11	53 (22%)
Other	26	2 (7%)	1 (4%)	7	20 (8%)
<b>Total</b>	<b>251</b>	<b>27</b>	<b>6 (22%)</b>	<b>34</b>	<b>238</b>

## 2.0 Complaints Analysis

Monthly	Jun '07	Jun '08	May '08
Number of complaints received	346	434	479
Number of complaints resolved	169	246	248
Number of complaints unresolved	177	188	231
Resolution rate for complaints received	49%	57%	52%
No. of outstanding complaints resolved	218	164	76
Total number of complaints resolved	387	410	324

The total number of complaints received in June 2008 decreased by 45 or 9% when compared to May '08. Using the same comparative period, the resolution rate for June 2008 increased by 9%. The number of complaints resolved for the current month decreased by 2 or 1% and from a previous period (unresolved from Jan '03 to May '08) increased by 88 or 116%. The total number of complaints resolved overall increased by 86 or 27%.

Cumulative	Jan - Jun '07	Jan - Jun '08	Jul '07 - Jun '08
Number of complaints received	2,677	2,055	3,702
Number of complaints resolved	2,098	1,449	2,994
Number of complaints unresolved	579	564	607
Number of complaints withdrawn	76	42	98
Resolution rate	81%	72%	83%

The cumulative number of complaints received and resolved from Jan - Jun '08 decreased by 622 or 39% and 649 or 31% respectively when compared to Jan - Jun '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 434 complaints recorded for Jun '08 were reported by 289 customers of which 113 or 39% were new customers. Table 3 shows the frequency of complaints where 167 customers made only one complaint whilst cumulatively 122 or 56% of our customers made more than one complaint. For the period Jan - Jun '08, 973 customers made 2055 complaints to the RIC of which 549 or 79% were new customers.

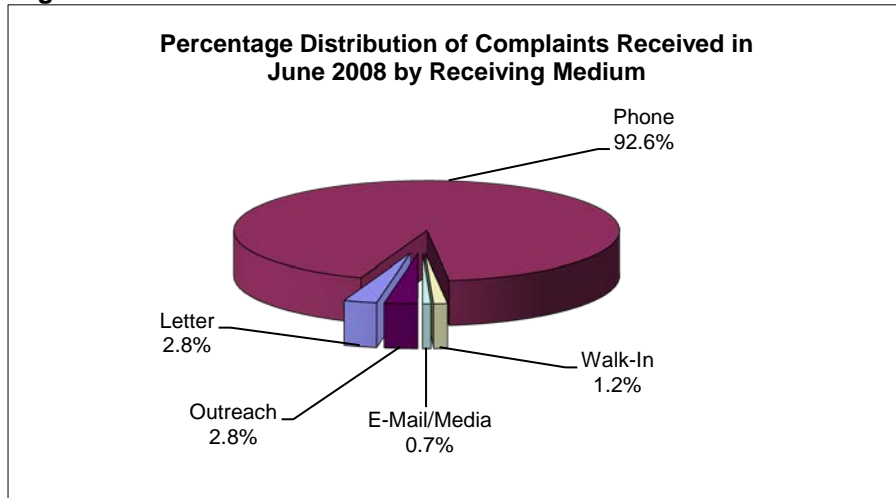
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Jun '08 Customers	% of Repeated Customers Jun '08	No. of Customers Jan - Jun '08	% of Repeated Customers Jan - Jun '08
1	167	0	491	0
2	101	35	265	27
3	19	7	93	10
4	2	1	37	4
5	0	0	27	3
>6	0	0	60	6
0	289		973	

## 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2008 by receiving medium. The number of complaints received by Letter decreased by 4 or 25%, Telephone decreased by 53 or 12%, Walk in increased by 2 or 67%, Outreach increased by 9 or 300% and e-mail/Media increased by 1 or 50% when compared to May '08.

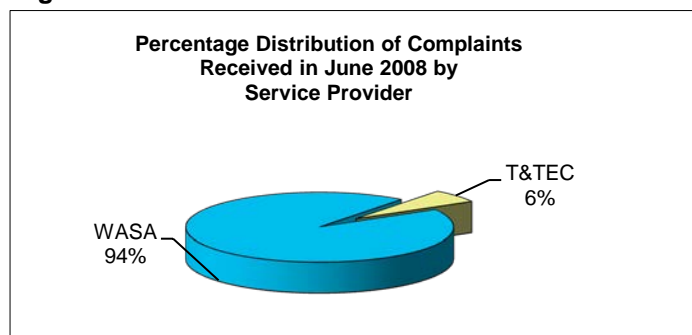
**Fig. 1**



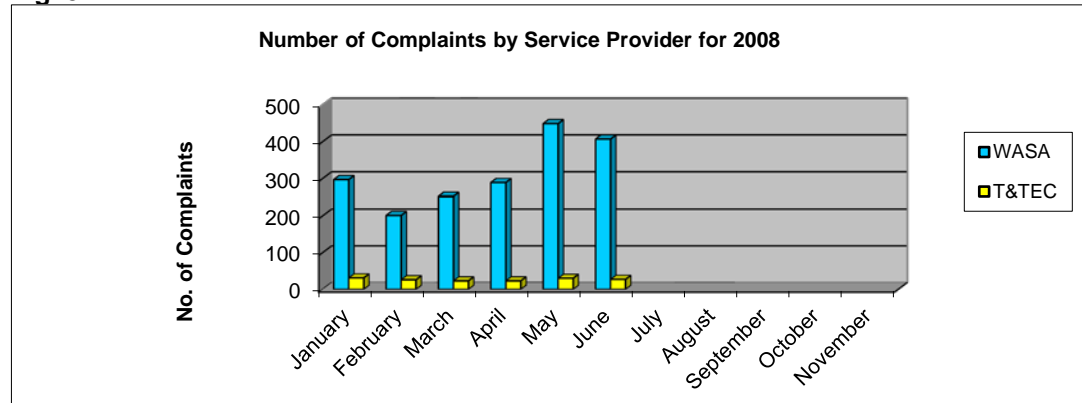
## 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2008 by Service Provider. The number of complaints filed against WASA have decreased by 42 or 9% and those filed against T&TEC have decreased by 3 or 10% when compared to May '08.

**Fig. 2**



**Fig. 3**



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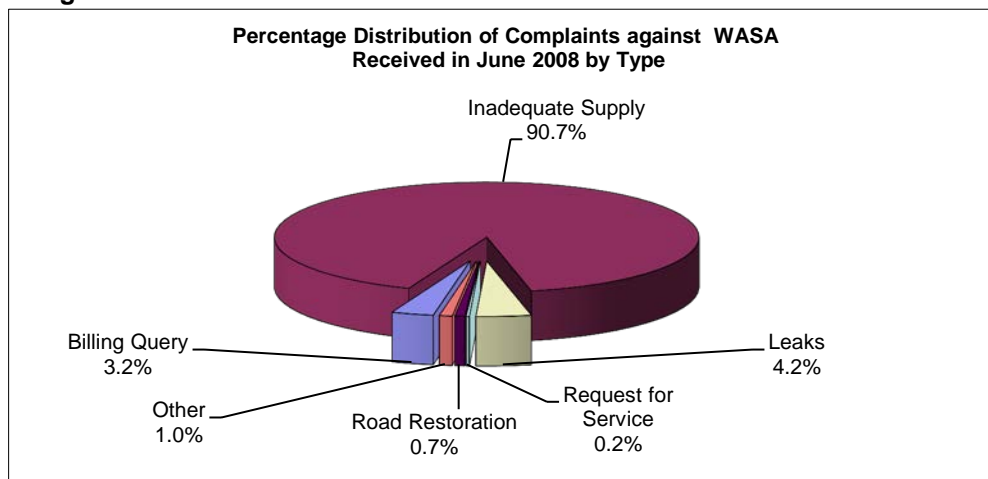
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2008 by type. When compared to May '08 the number of complaints related to Billing Queries increased by 8 or 160%, Inadequate Supply decreased by 47 or 11%, Leaks decreased by 4 or 19%, Road Restoration decreased by 1 or 50%, and the category Other increased by 1 or 50%.

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

Complaint Category	Total Unresolved Complaints as at May 31, 2008	No of Complaints Received in Jun '08	No of Jun '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '08
Billing Query	273	13	4	20	262 (30%)
Inadequate Supply	430	369	223	88	488 (55%)
Leaks	40	17	11	17	29 (3%)
Request for Service	36	1	0	0	37 (4%)
Road Restoration	20	3	1	3	19 (2%)
Other	44	4	1	2	45 (5%)
<b>Total</b>	<b>843</b>	<b>407</b>	<b>240</b>	<b>130</b>	<b>880</b>

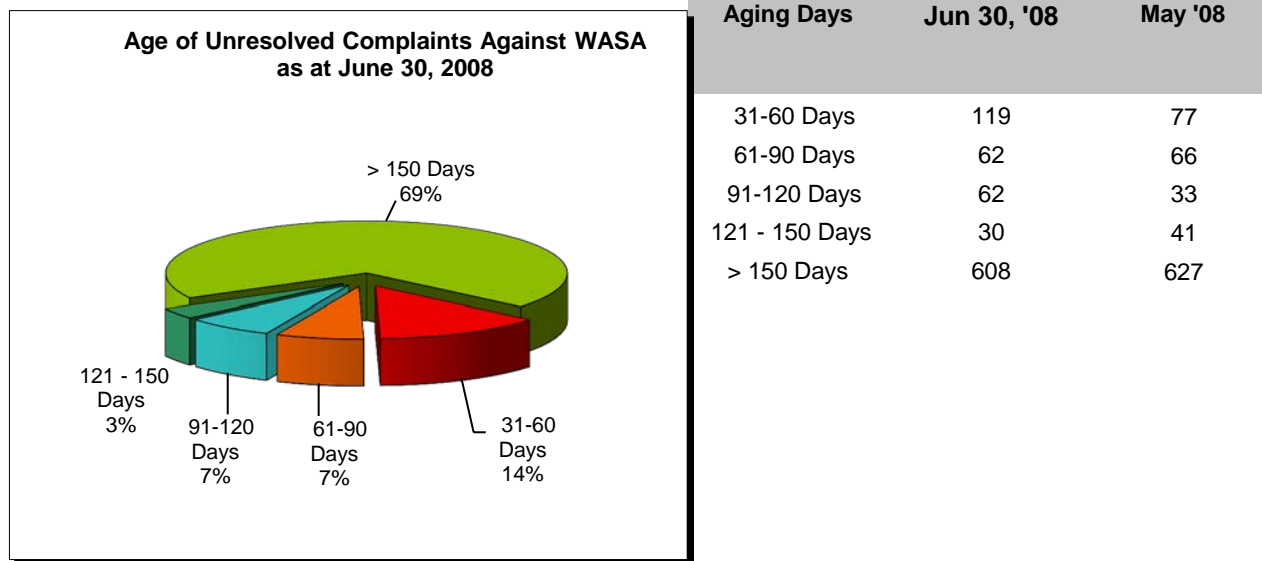
**Fig. 4**



Cumulative	Jan - Jun '08	Jul '07 - Jun '08
Number of complaints received	1,895	3,286
Number of complaints resolved	1,350	2,665
Number of complaints unresolved	504	525
Number of complaints withdrawn	41	93
Resolution rate	73%	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**



The majority of complaints that are over 150 days relates to Inadequate Supply and Billing Queries as show

**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	5 (4%)	13 (21%)	7 (11%)	6 (20%)	231 (38%)
Inadequate Supply	100 (84%)	37 (60%)	43 (69%)	18 (60%)	291 (48%)
Leaks	7 (6%)	6 (10%)	3 (5%)	2 (7%)	11 (2%)
Other	3 (3%)	4 (6%)	4 (6%)	1 (3%)	33 (5%)
Request for Service	2 (2%)	2 (3%)	3 (5%)	2 (7%)	28 (5%)
Road Restoration	2 (2%)	(0%)	2 (3%)	1 (3%)	14 (2%)
	<b>119</b>	<b>62</b>	<b>62</b>	<b>30</b>	<b>608</b>

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

Complaint Type	Jul '07 - Jun '08	Jan - Jun '08	Jun '08
Billing Classification	9,740.00	76.00	-
Billing Query	257,244.00	98,002.00	-
Damage to Property	-	-	-
Disconnection /			
Reconnection	-	-	-
Retroactive Billing			
Adjustment	15,437.00	13,137.00	-
	<b>\$ 282,421.00</b>	<b>\$111,215.00</b>	<b>\$ -</b>

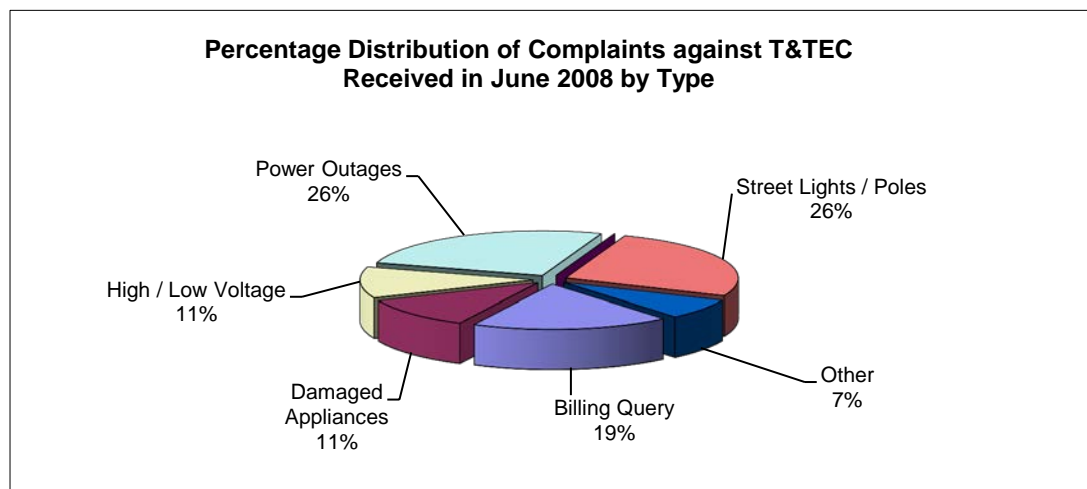
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in June 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in June 2008 by type. When compared to May '08, the number of complaints related Damage Appliances increased by 2 or 200%, High/ Low Voltage increased by 1 or 50%, Power Outages increased by 4 or 133%, Request for Service decreased by 2 or 100%, Street Lights/Poles decreased by 4 or 36%, and the category Other decreased by 4 or 67% .

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

Complaint Type	Total Unresolved Complaints as at May 31, 2008	No of Complaints Received in Jun '08	No of Jun '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '08
Billing Query	28	5	2	8	23 (10%)
Damaged Appliances	114	3	0	2	115 (48%)
High / Low Voltage	6	3	1	3	5 (2%)
Power Outages	9	7	1	2	13 (5%)
Request for Service	10	0	0	1	9 (4%)
Street Lights / Poles	58	7	1	11	53 (22%)
Other	26	2	1	7	20 (8%)
<b>Total</b>	<b>251</b>	<b>27</b>	<b>6</b>	<b>34</b>	<b>238</b>

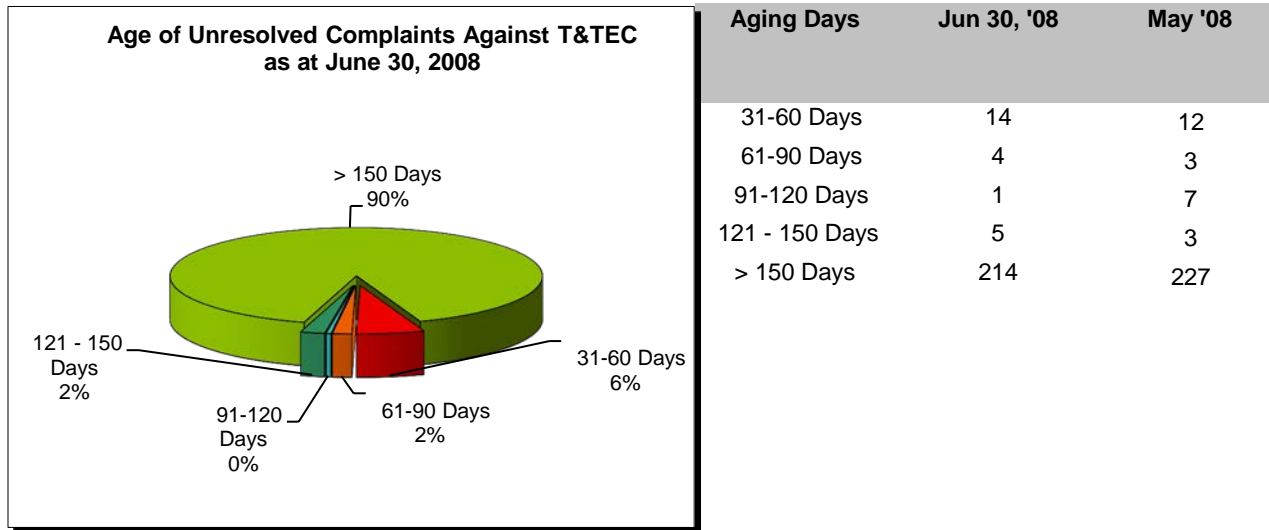
**Fig. 6**



Cumulative	Jan - Jun '08	Jul '07 - Jun '08
Number of complaints received	160	416
Number of complaints resolved	99	329
Number of complaints unresolved	60	82
Number of complaints withdrawn	1	5
Resolution rate	62%	80%

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 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	2 (14%)	(0%)	(0%)	1 (20%)	20 (9%)
Damaged Appliances	1 (7%)	1 (25%)	1 (100%)	(0%)	112 (52%)
High / Low Voltage	(0%)	(0%)	(0%)	(0%)	5 (2%)
Other	2 (14%)	(0%)	(0%)	3 (60%)	15 (7%)
Power Outages	2 (14%)	1 (25%)	(0%)	(0%)	10 (5%)
Request for Service	2 (14%)	(0%)	(0%)	(0%)	7 (3%)
Street Lights / Poles	5 (36%)	2 (50%)	(0%)	1 (20%)	45 (21%)
<b>Totals</b>	<b>14</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>214</b>

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

Complaint Type	Jul '07 - Jun '08	Jan - Jun '08	Jun '08
Billing Query	205,706.00	120,413.00	-
Damaged Appliance	43,823.00	34,004.00	1,500.00
Request for Service	-	-	-
	<b>\$ 249,529.00</b>	<b>\$ 154,417.00</b>	<b>\$ 1,500.00</b>



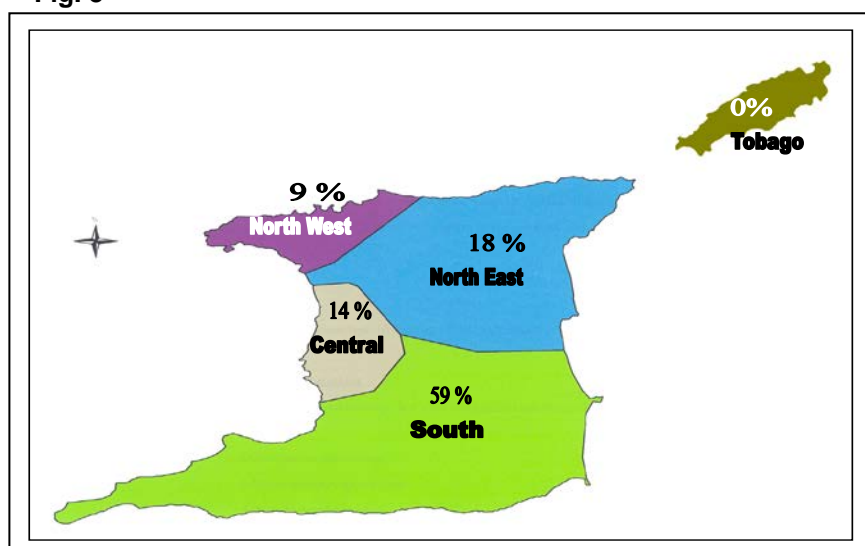
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	73 (18%)	5 (19%)	78 (18%)
North West	33 (8%)	4 (15%)	37 (9%)
Central	58 (14%)	4 (15%)	62 (14%)
South	241 (59%)	14 (52%)	255 (59%)
Tobago	2 (0%)	0 (0%)	2 (0%)
Total	407	27	434

**Fig. 8**



When compared to May '08, the number of complaints from the Central region increased by 3 or 5%, from the North East increased by 21 or 37%, from the North West decreased by 29 or 44%, complaints from the South region decreased by 41 or 14% 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 '08 .

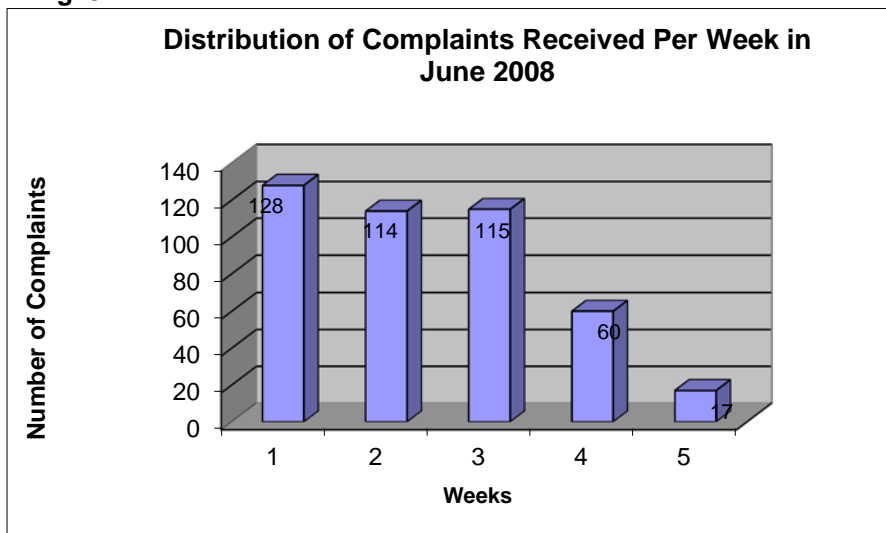
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	33
	"		Cunupia	23
	"		Talparo	21
	"	North East	Arima	46
	"		D'Abadie	18
	"		Manzanilla	12
	"	North West	Glencoe	44
	"		Diego Martin	32
	"		Santa Cruz	18
	"	South	Barrackpore	262
	"		Penal	220
	"		Princes Town	138
	"		Siparia	60
	"			
T&TEC	Street Lights / Poles	South	Barrackpore	10
	Street Lights / Poles	South	Princes Town	7
	Street Lights / Poles	South	Penal	6
	Billing Query	Central	Chaguanas	5

## 7.0 Distribution of Complaints Received Per Week

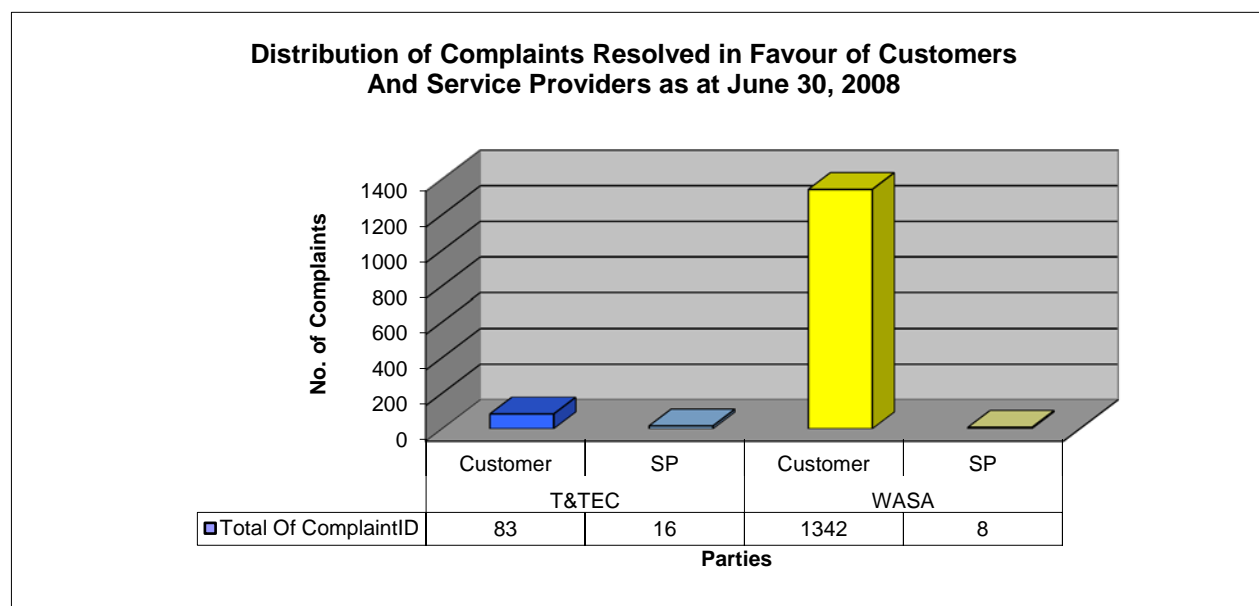
Figure 9 shows the distribution of the complaints received in June 2008

**Fig. 9**



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Jun '08



complaints against

\$282421  
\$249529











% Change compared to May '08
------------------------------------

55%
-6%
88%
-27%
-3%

in Table 5.

Total
273 (30%)
431 (56%)
40 (3%)
44 (5%)
36 (4%)
20 (2%)
844



**% Change  
compared to  
May '08**

17%  
33%  
-86%  
67%  
-6%

Total	
23 (10%)	
115 (48%)	
5 (2%)	
20 (8%)	
13 (5%)	
9 (4%)	
53 (22%)	
<b>238</b>	





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