



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2009, as well as all outstanding complaints Service Providers as at June 30, 2009.

Status	Jun '08	June '09	Jul '08 - Jun '09		
Number of complaints received	434	422	3,780		
Number of complaints resolved	246	198	2,793		
Number of complaints unresolved	188	224	901		
Number of complaints withdrawn	0	0	84		
Resolution rate for complaints received	57%	47%	76%		
No. of outstanding complaints resolved	164	105	173		
Total number of complaints resolved	410	303	2,966		
Rebate/compensation awarded to customers	TT\$1,500	TT\$980	TT\$536,464	WASA	\$28:
				T&TEC	\$25:

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, '09	No & % of Complaints Received in Jun '09	No & % of June '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '09
Billing Query	292	19 (5%)	0 (0%)	19	292 (23%)
Inadequate Supply	699	344 (89%)	188 (48%)	67	788 (63%)
Leaks	38	17 (4%)	3 (1%)	4	48 (4%)
Request for Service	32	0 (0%)	0 (0%)	0	32 (3%)
Road Restoration	22	3 (1%)	0 (0%)	0	25 (2%)
Other	64	5 (1%)	0 (0%)	2	67 (5%)
Total	1147	388	191 (49%)	92	1252

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, '09	No & % of Complaints Received in Jun '09	No & % of June '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '09
Billing Query	38	6 (18%)	2 (6%)	2	40 (15%)
Damage Appliances	129	5 (15%)	0 (0%)	6	128 (47%)
High / Low Voltage	5	2 (6%)	0 (0%)	1	6 (2%)
Power Outages	9	2 (6%)	2 (6%)	0	9 (3%)
Request for Service	6	5 (15%)	1 (3%)	0	10 (4%)
Street Lights / Poles	50	9 (26%)	2 (6%)	3	54 (20%)
Other	23	5 (15%)	0 (0%)	1	27 (10%)
Total	260	34	7 (21%)	13	274

2.0 Complaints Analysis

Monthly	Jun '08	June '09	May '09
Number of complaints received	434	422	521
Number of complaints resolved	246	198	276
Number of complaints unresolved	188	224	245
Resolution rate for complaints received	57%	47%	53%
No. of outstanding complaints resolved	164	105	173
Total number of complaints resolved	410	303	449

The total number of complaints received in June 2009 decreased by 99 or 19% when compared to May '09. Using the same comparative period, the resolution rate for June 2009 decreased by 11%. The number of complaints resolved for the current month decreased by 78 or 28% and from a previous period (unresolved from Jan '04 to May '09) decreased by 68 or 39%. The total number of complaints resolved overall decreased by 146 or 33%.

Cumulative	Jan '08 - Jun '08	Jan '09 - Jun '09	Jul '08 - Jun '09
Number of complaints received	2,055	1,960	3,780
Number of complaints resolved	1,449	1,273	2,793
Number of complaints unresolved	606	659	901
Number of complaints withdrawn	42	28	84
Resolution rate	72%	66%	76%

The cumulative number of complaints received and resolved from Jan '09 - Jun '09 decreased by 95 or 45% and by 176 or 12% respectively when compared to Jan '08 - Jun '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 422 complaints recorded for June '09 were reported by 289 customers of which 117 or 40% were new customers. Table 3 shows the frequency of complaints where 178 customers made only one complaint whilst cumulatively 111 or 55% of our customers made more than one complaint. For the period Jan '09-Jun'09, 948 customers made 1960 complaints to the RIC of which 519 or 79% were new customers.

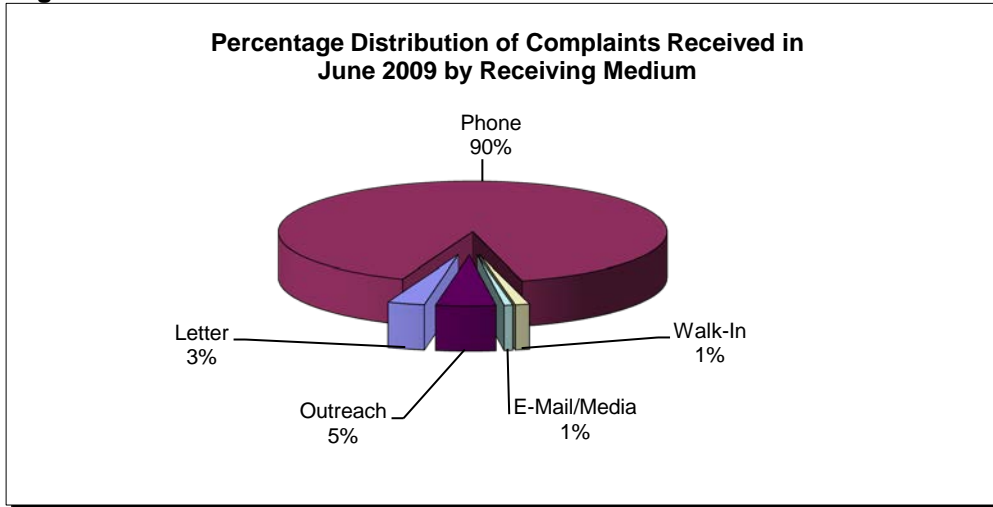
Table 3: Frequency of Complaints

No. of Complaints	No. of June '09 Customers	% of Repeat Customers for June '09	No. of Customers from Jan '09-Jun'09	% of Repeat Customers from Jan '09-Jun'09
1	178	0	483	0
2	90	31	258	27
3	20	7	80	8
4	1	0	48	5
5	0	0	26	3
>6	0	0	53	6
	289		948	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2009 by receiving medium. The number of complaints received by Letter increased by 4 or 44%, Telephone decreased by 111 or 23%, Walk in decreased by 2 or 29%, Outreach increased by 11 or 110% and e-mail/Media decreased by 1 or 25% when compared to May '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2009 by Service Provider. The number of complaints filed against WASA have decreased by 87 or 18% and those filed against T&TEC decreased by 12 or 26% when compared to May '09.

Fig. 2

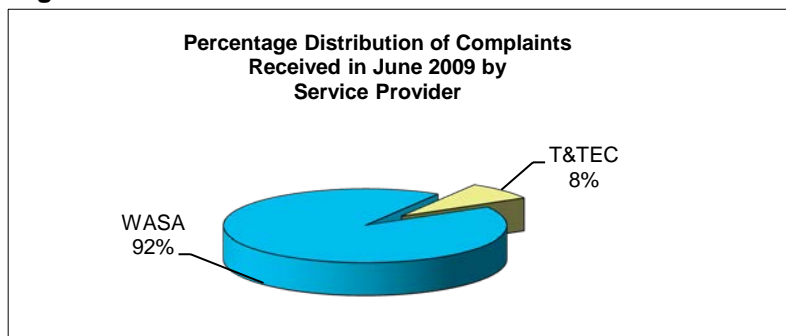
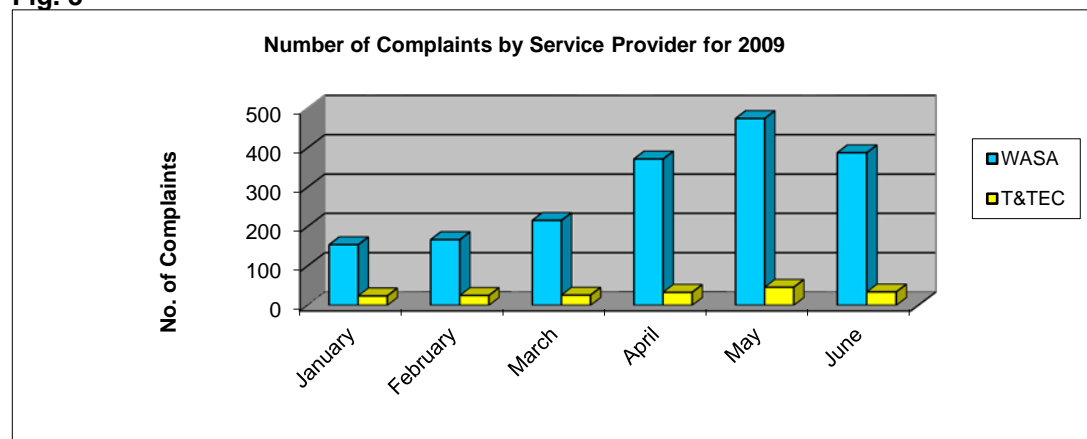


Fig. 3



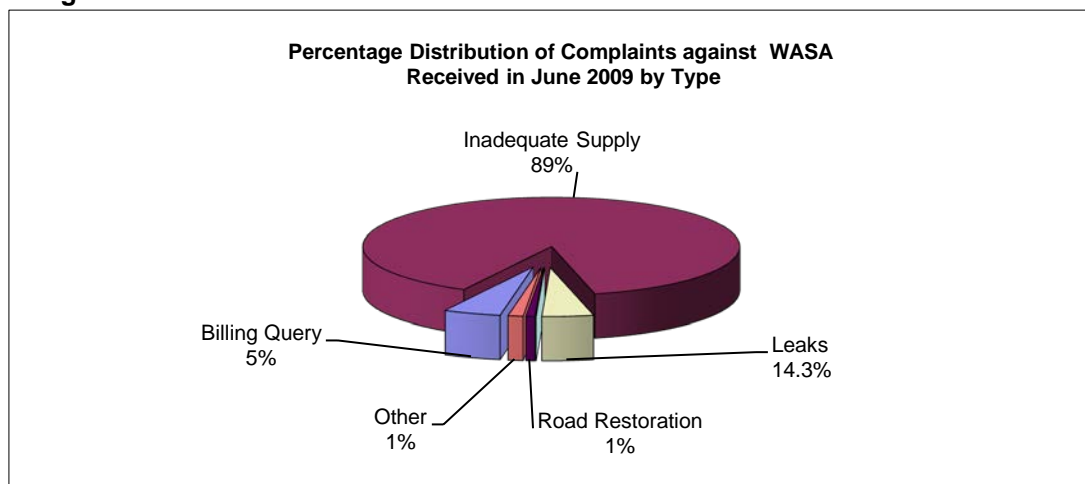
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2009 by type. When compared to May '09 the number of complaints related to Billing Queries increased by 6 or 46%, Inadequate Supply decreased by 97 or 22%, Leaks increased by 6 or 55%, 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, '09	No of Complaints Received in June '09	No of June '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '09
Billing Query	292	19	0	19	292 (23%)
Inadequate Supply	699	344	188	67	788 (63%)
Leaks	38	17	3	4	48 (4%)
Request for Service	32	0	0	0	32 (3%)
Road Restoration	22	3	0	0	25 (2%)
Other	64	5	0	2	67 (5%)
Total	1147	388	191	92	1252

Fig. 4



Cumulative	Jan '09- Jun'09	Jul '08 - Jun '09
Number of complaints received	1,772	3,369
Number of complaints resolved	1,180	2,520
Number of complaints unresolved	564	766
Number of complaints withdrawn	28	81
Resolution rate	68%	77%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

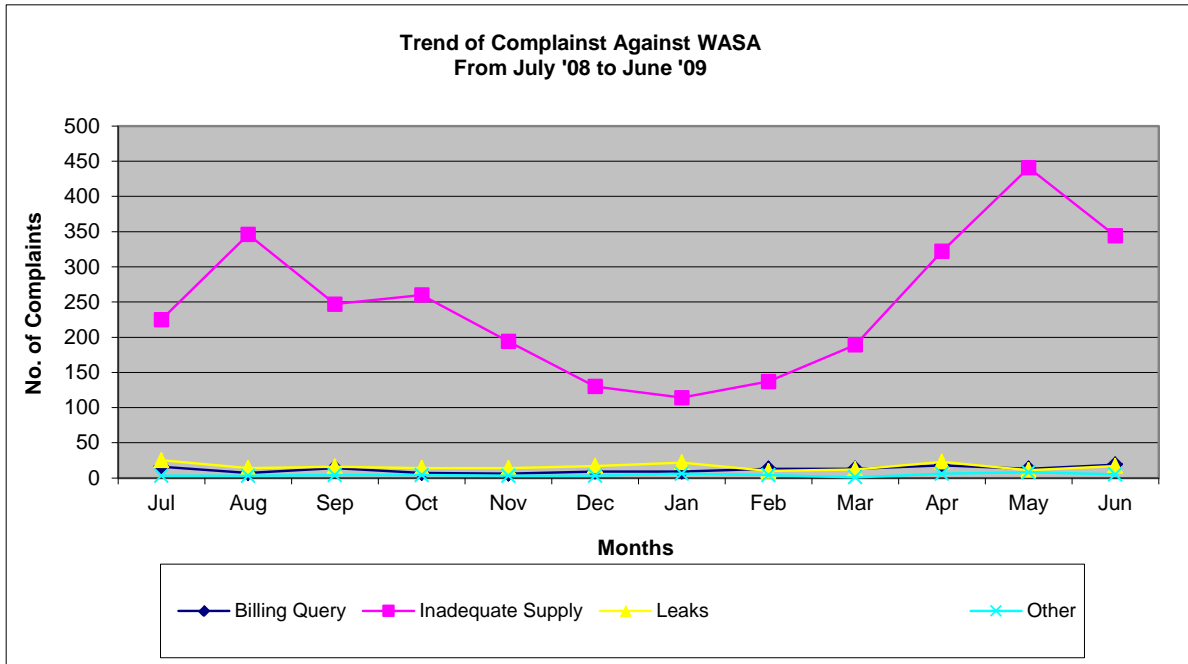
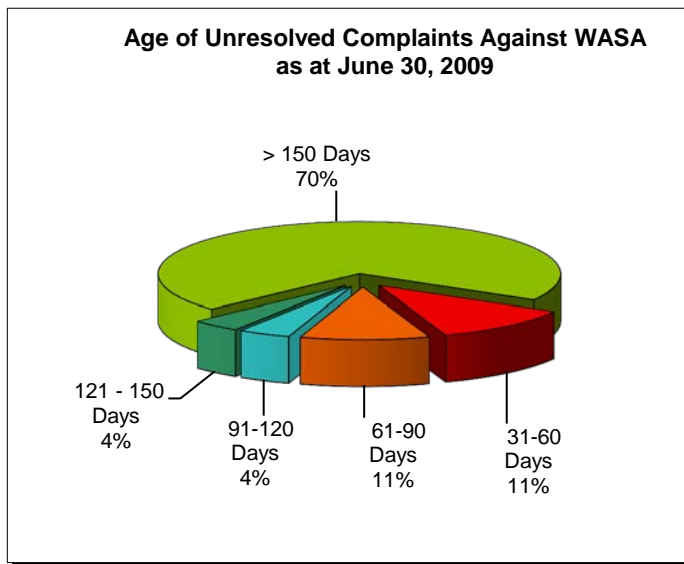


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jun '09	May '09	% Change May
31-60 Days	141	134	5%
61-90 Days	129	58	12%
91-120 Days	52	50	4%
121 - 150 Days	49	36	36%
> 150 Days	875	853	3%

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

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

Complaint Category	Aging Days					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	13 (9%)	17 (13%)	9 (17%)	9 (18%)	244 (28%)	292
Inadequate Supply	114 (81%)	93 (72%)	37 (71%)	31 (63%)	506 (58%)	684
Leaks	7 (5%)	11 (9%)	2 (4%)	1 (2%)	28 (3%)	37
Other	5 (4%)	6 (5%)	1 (2%)	4 (8%)	51 (6%)	64
Request for Service	0 (0%)	0 (0%)	3 (6%)	1 (2%)	28 (3%)	32
Road Restoration	2 (1%)	2 (2%)	0 (0%)	3 (6%)	18 (2%)	22
	141	129	52	49	875	1131

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

Complaint Type	Jul '08 - Jun '09	Jan '09- Jun'09	June '09
Billing Classification	567.00	567.00	-
Billing Query	272,037.00	226,097.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	9,881.00	-	-
	\$ 282,485.00	\$ 226,664.00	\$ -

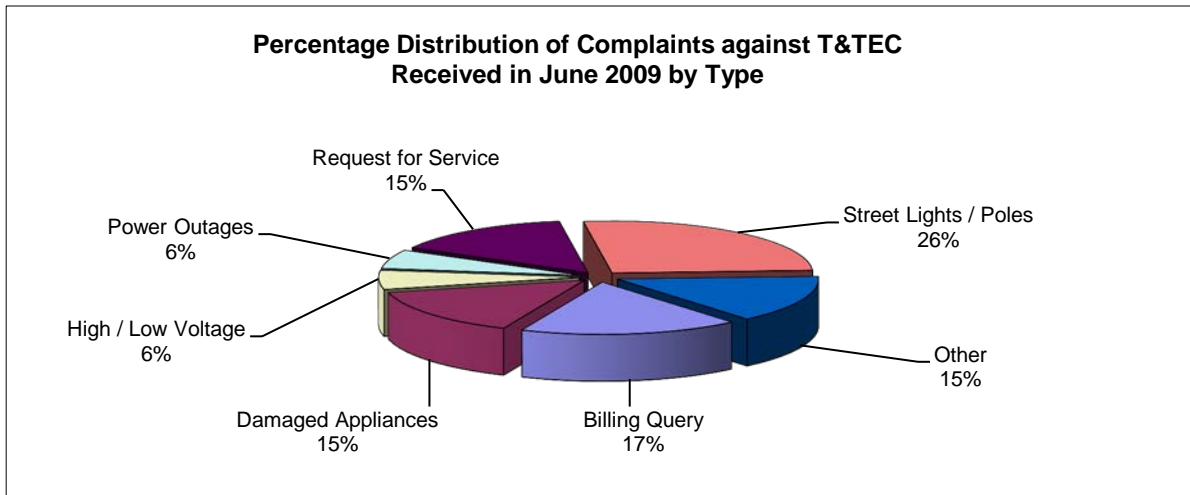
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in June 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in June 2009 by type. When compared to May '09, the number of complaints related to Billing Queries decreased by 2 or 25%, Damage Appliances decreased by 2 or 29%, Request for Service increased by 1 or 25%, Street Lights/Poles decreased by 6 or 40%, and the category Other decreased by 3 or 38%.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at May 31, '09	No of Complaints Received in June '09	No of June '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '09
Billing Query	38	6	2	2	40 (15%)
Damaged Appliances	129	5	0	6	128 (47%)
High / Low Voltage	5	2	0	1	6 (2%)
Power Outages	9	2	2	0	9 (3%)
Request for Service	6	5	1	0	10 (4%)
Street Lights / Poles	50	9	2	3	54 (20%)
Other	23	5	0	1	27 (10%)
Total	260	34	7	13	274

Fig. 7



Cumulative	Jan '09- Jun'09	Jul '08 - Jun '09
Number of complaints received	188	411
Number of complaints resolved	93	273
Number of complaints unresolved	95	135
Number of complaints withdrawn	0	3
Resolution rate	49%	67%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

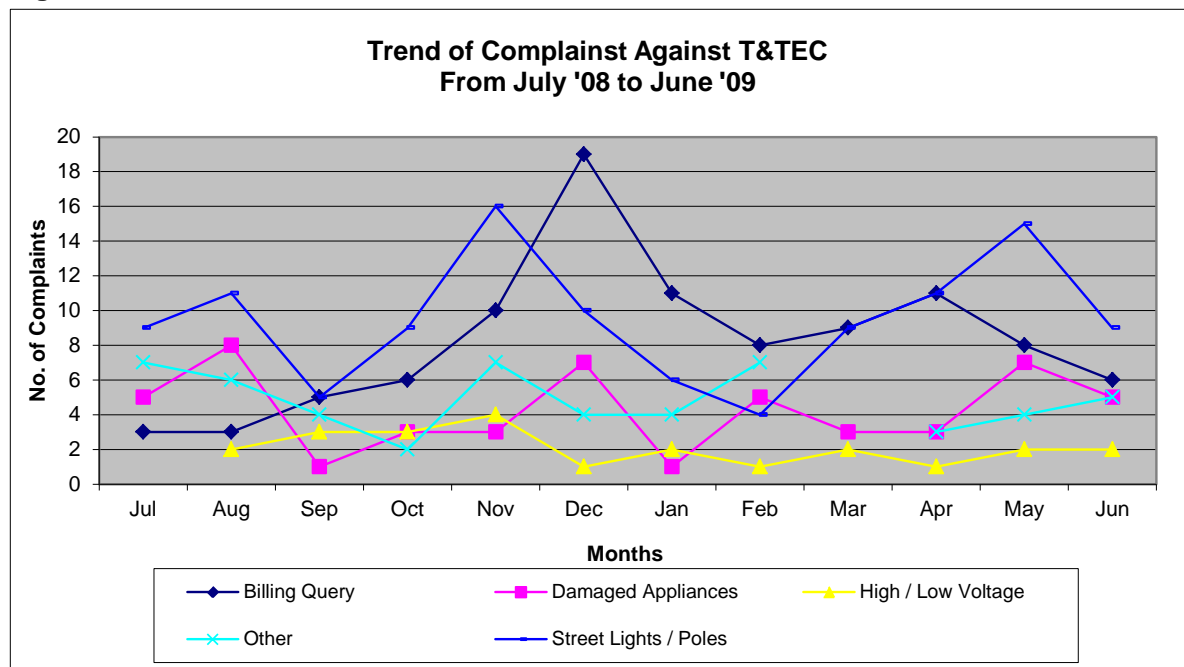
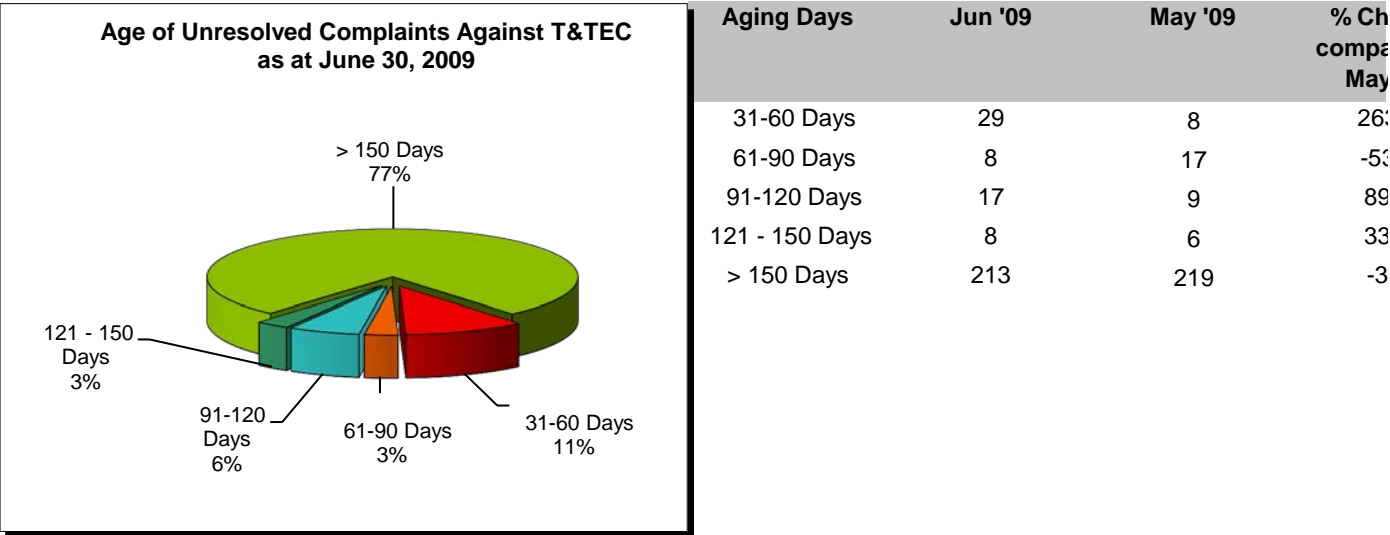


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Jun '09	May '09	% Ch comp May
31-60 Days	29	8	26%
61-90 Days	8	17	-5%
91-120 Days	17	9	89%
121 - 150 Days	8	6	33%
> 150 Days	213	219	-3%

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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	4 (14%)	1 (13%)	5 (29%)	2 (25%)	28 (13%)	40
Damaged Appliances	7 (24%)	2 (25%)	3 (18%)	3 (38%)	113 (53%)	128
High / Low Voltage	1 (3%)	0 (0%)	2 (12%)	0 (0%)	3 (1%)	6
Other	3 (10%)	1 (13%)	0 (0%)	3 (38%)	20 (9%)	27
Power Outages	2 (7%)	0 (0%)	0 (0%)	0 (0%)	7 (3%)	9
Request for Service	2 (7%)	1 (13%)	1 (6%)	0 (0%)	6 (3%)	10
Street Lights / Poles	10 (34%)	3 (38%)	6 (35%)	0 (0%)	36 (17%)	55
Totals	29	8	17	8	213	275

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

Complaint Type	Jul '08 - Jun '09	Jan '09- Jun'09	June '09
Billing Query	32,313.00	15,808.00	980.00
Damaged Appliance	20,516.00	17,327.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	59,358.00	39,358.00	-
	\$ 253,979.00	\$ 214,285.00	\$ 980.00

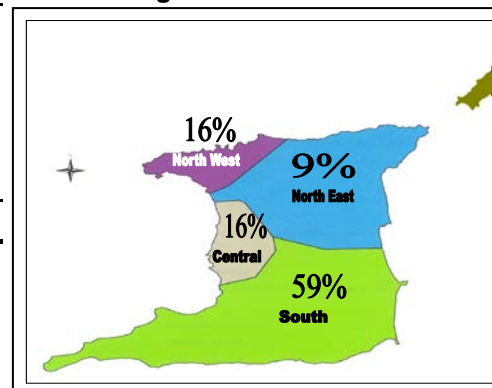
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in June 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	22 (6%)	17 (50%)	39 (9%)
North West	63 (16%)	6 (18%)	69 (16%)
Central	65 (17%)	2 (6%)	67 (16%)
South	238 (61%)	9 (26%)	247 (59%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	388	34	422

Fig. 10



When compared to May '09, the number of complaints from the Central region increased by 25 or 60%, from the North East increased by 16 or 70%, from the North West increased by 6 or 10%, complaints from the South region decreased by 145 or 37% while those from Tobago decreased 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 '09- Jun'09 .

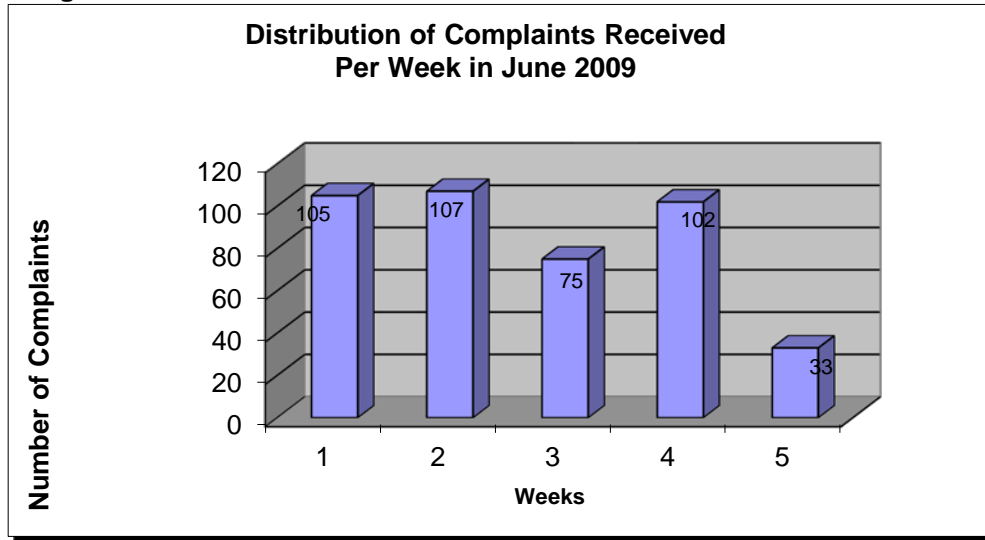
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	36
			Cunupia	27
			Las Lomas No.	27
		North East	Via Cunupia	12
			Brasso	9
			Grand Couva	7
		North West	D'abadie	37
			Mathura	36
			Tunapuna	27
			Penal	306
		South	Barrackpore	175
			Princes Town	134
			Siparia	85
T&TEC	Street Lights / Poles	North East	Arima	8
		South	Rio Claro	4
		South	Barrackpore	4
		North West	Westmoorings	3

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in June 2009

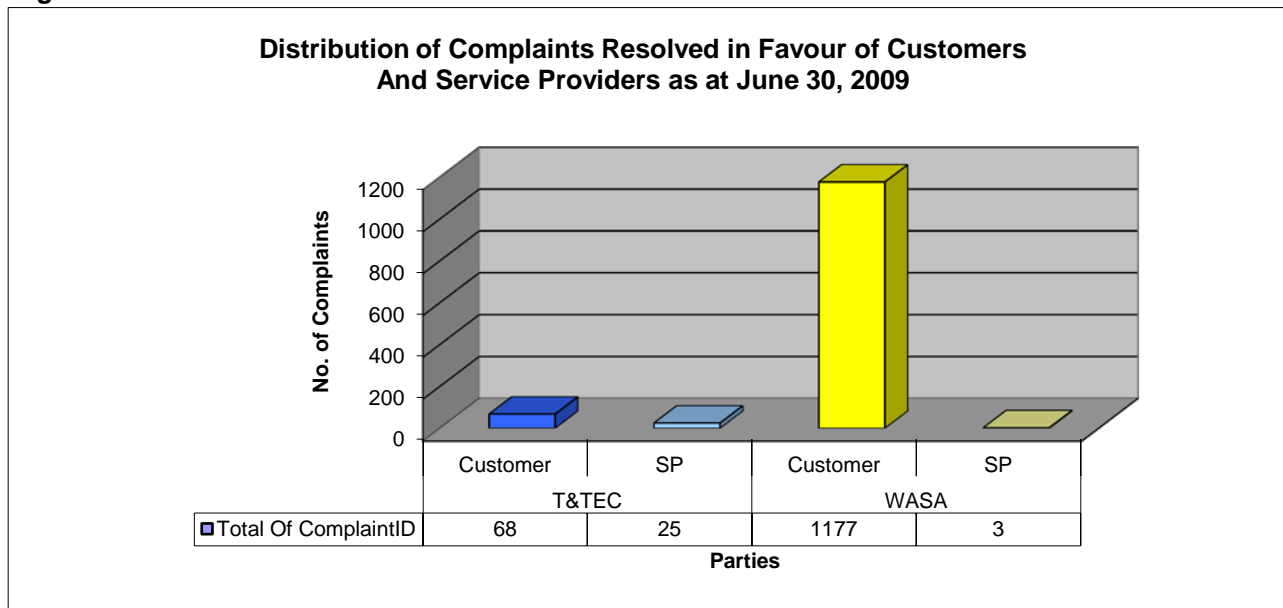
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Jun'09

Fig. 12



against

2485
3979

Change
Compared to
2009

- %
- 2%
- %
- 1%
- %

tal
(23%)
(63%)
(4%)
(5%)
(3%)
(2%)

Change
compared to
2009

3%

3%

1%

1%

%

Total
(15%)
(47%)
(2%)
(10%)
(3%)
(4%)
(20%)

