



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2011, as well as all outstanding complaints against Service Providers as at June 30, 2011.

Status	Jun '10	June '11	Jul '10 - Jun '11		
Number of complaints received	270	171	2,344		
Number of complaints resolved	132	112	2,105		
Number of complaints unresolved	138	59	202		
Number of complaints withdrawn	0	0	37		
Resolution rate for complaints received	49%	65%	91%		
No. of outstanding complaints resolved	590	117	64		
Total number of complaints resolved	722	229	2,169		
Rebate/compensation awarded to customers	TT\$59,834	TT\$0	TT\$1,588,296	WASA	\$440588
				T&TEC	\$1147708

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, '11	No & % of Complaints Received in June '11	No & % of June '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '11
Billing Query	258	3 (2%)	0 (0%)	9	252 (46%)
Inadequate Supply	227	115 (82%)	88 (63%)	58	196 (36%)
Leaks	23	19 (14%)	14 (10%)	14	14 (3%)
Request for Service	27	0 (0%)	0 (0%)	1	26 (5%)
Road Restoration	9	1 (1%)	0 (0%)	2	8 (1%)
Other	53	2 (1%)	0 (0%)	5	50 (9%)
Total	597	140	102 (73%)	89	546

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, '11	No & % of Complaints Received in June '11	No & % of June '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '11
Billing Query	3	2 (6%)	1 (3%)	2	2 (2%)
Damage Appliances	44	3 (10%)	1 (3%)	2	44 (39%)
High / Low Voltage	3	3 (10%)	2 (6%)	3	1 (1%)
Power Outages	11	10 (32%)	2 (6%)	5	14 (12%)
Request for Service	9	2 (6%)	1 (3%)	4	6 (5%)
Street Lights / Poles	29	7 (23%)	1 (3%)	9	26 (23%)
Other	22	4 (13%)	2 (6%)	3	21 (18%)
Total	121	31	10 (32%)	28	114

2.0 Complaints Analysis

Monthly	Jun '10	June '11	May '11
Number of complaints received	270	171	232
Number of complaints resolved	132	112	116
Number of complaints unresolved	138	59	116
Resolution rate for complaints received	49%	65%	50%
No. of outstanding complaints resolved	590	117	64
Total number of complaints resolved	722	229	180

The total number of complaints received in June 2011 decreased by 61 or 26% when compared to May '11. Using the same comparative period, the resolution rate for June 2011 increased by 31%. The number of complaints resolved for the current month decreased by 4 or 3% and from a previous period (unresolved from Jun '07 to May '11) increased by 53 or 83%. The total number of complaints resolved overall increased by 49 or 27%.

Cumulative	Jan '10 - Jun '10	Jan '11 - Jun '11	Jul '10 - Jun '11
Number of complaints received	3,272	1,057	2,344
Number of complaints resolved	2,598	877	2,105
Number of complaints unresolved	564	163	202
Number of complaints withdrawn	110	17	37
Resolution rate	82%	84%	91%

The cumulative number of complaints received and resolved from Jan '11 - Jun '11 decreased by 2215 or 68% and by 1721 or 66% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 171 complaints recorded for June 2011 were reported by 125 customers of which 51 or 41% were new customers. Table 3 shows the frequency of complaints where 89 customers made only one complaint whilst cumulatively 36 or 29% of our customers made more than one complaint. For the period Jan '11- Jun '11, 616 customers made 1057 complaints to the RIC of which 298 or 48% were new customers.

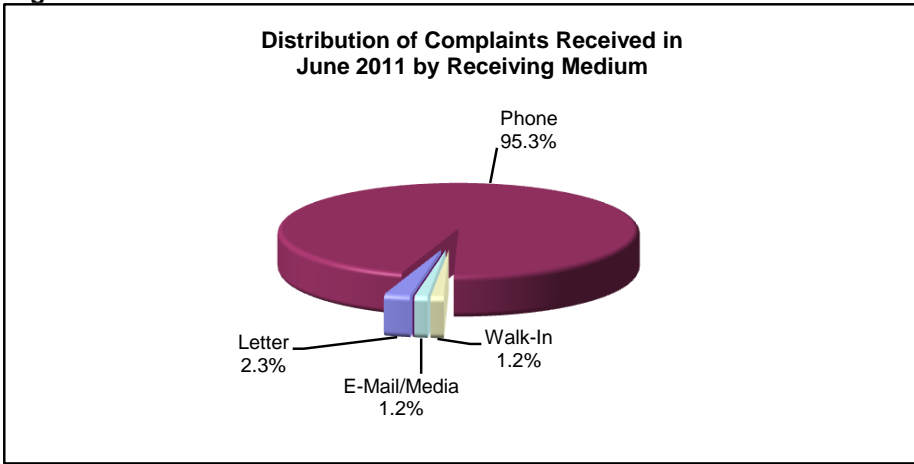
Table 3: Frequency of Complaints

No. of Complaints	No. of June '11 Customers	% of Repeat Customers for June '11	No. of Customers from Jan '11- Jun '11	% of Repeat Customers from Jan '11- Jun '11
1	89	0	392	0
2	30	24	132	21
3	4	3	40	6
4	1	1	28	5
5	0	0	8	1
>6	1	1	16	3
	125		616	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2011 by receiving medium. The number of complaints received by Letter decreased by 2 or 33%, Telephone decreased by 43 or 21%, Walk in decreased by 4 or 67%, and e-mail/Media decreased by 12 or 86% when compared to May 2011.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2011 by Service Provider. The number of complaints filed against WASA have decreased by 56 or 29% and those filed against T&TEC have decreased by 5 or 14% when compared to May 2011. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.

Fig. 2

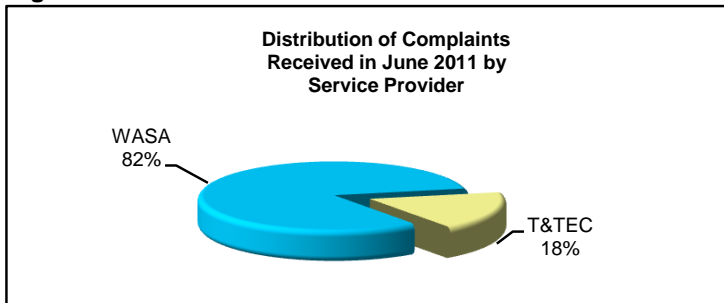
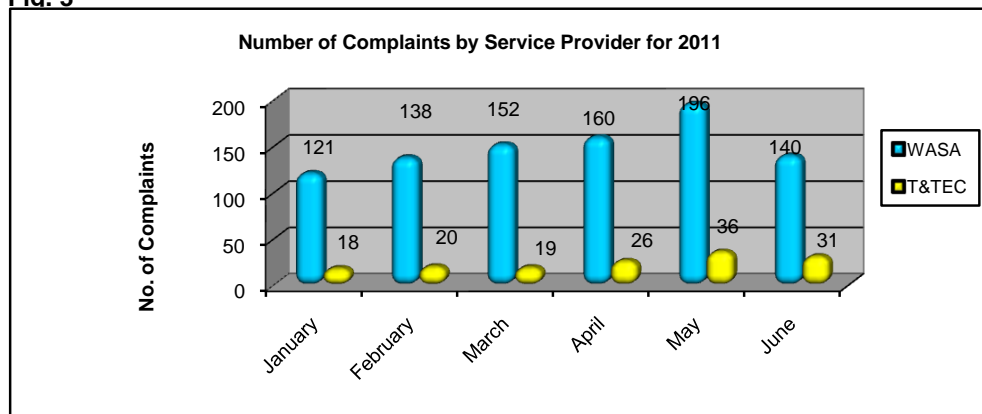


Fig. 3



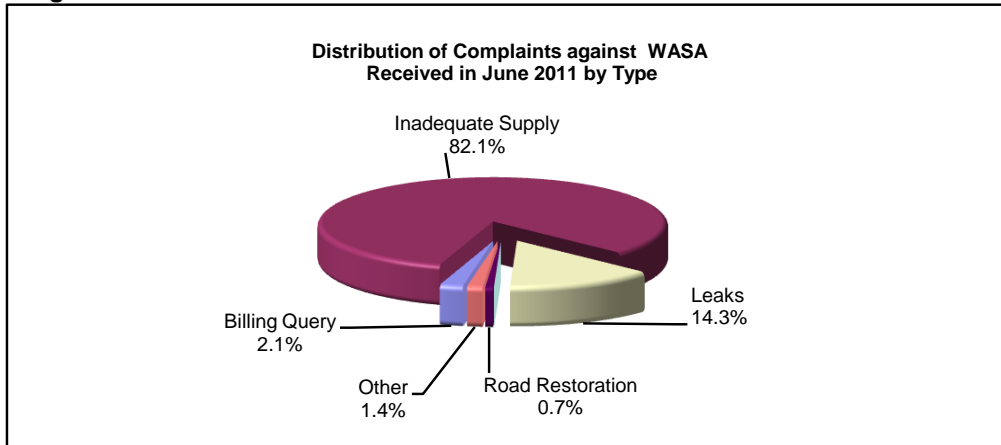
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2011 by type. When compared to May 2011 the number of complaints related to Billing Queries decreased by 3 or 50%, Inadequate Supply decreased by 46 or 29%, Leaks decreased by 2 or 10%, Request for Service decreased by 1 or 100%, Road Restoration decreased by 2 or 67% and the category Other decreased by 2 or 50%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at May 31, '11	No of Complaints Received in June '11	No of June '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '11
Billing Query	258	3	0	9	252 (46%)
Inadequate Supply	227	115	88	58	196 (36%)
Leaks	23	19	14	14	14 (3%)
Request for Service	27	0	0	1	26 (5%)
Road Restoration	9	1	0	2	8 (1%)
Other	53	2	0	5	50 (9%)
Total	597	140	102	89	546

Fig. 4



Cumulative	Jan '11- Jun '11	Jul '10 - Jun '11
Number of complaints received	907	1,986
Number of complaints resolved	775	1,811
Number of complaints unresolved	115	140
Number of complaints withdrawn	17	35
Resolution rate	87%	93%

Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years.

Fig. 5

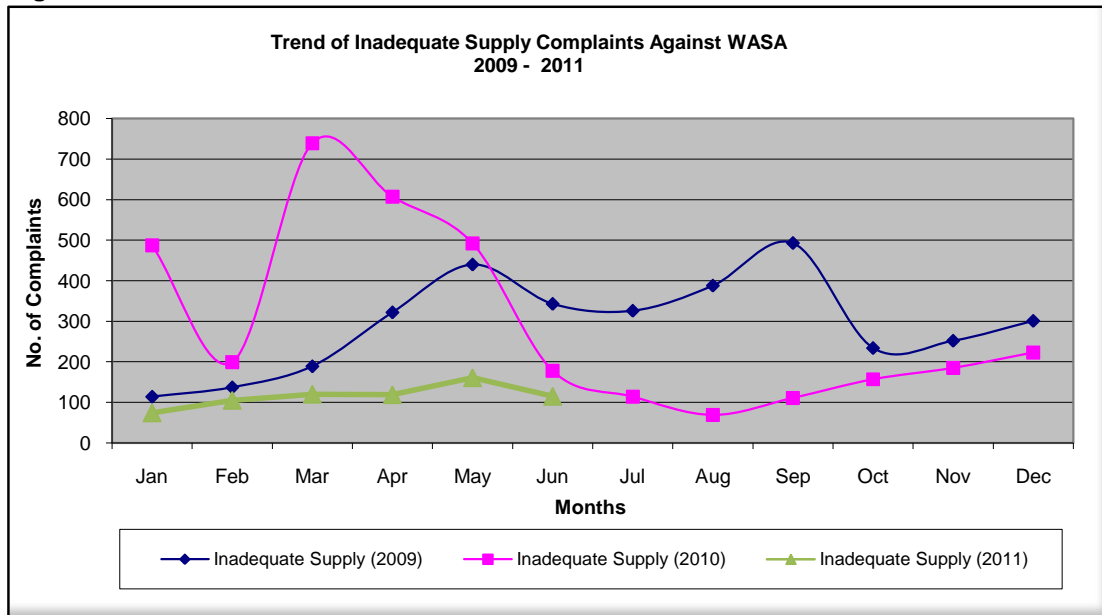
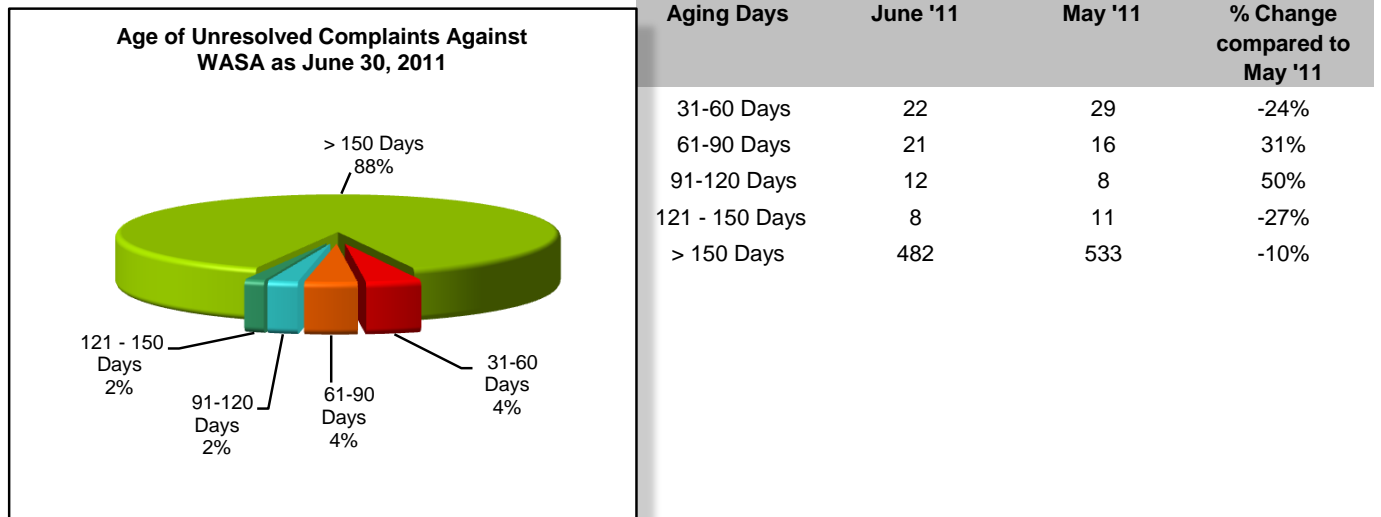


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	June '11	May '11	% Change compared to May '11
31-60 Days	22	29	-24%
61-90 Days	21	16	31%
91-120 Days	12	8	50%
121 - 150 Days	8	11	-27%
> 150 Days	482	533	-10%

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					Total
	31-60	61-90	91-120	121-150	> 150	
Billing Query	4 (18%)	2 (10%)	2 (17%)	2 (25%)	242 (50%)	252 (46%)
Inadequate Supply	12 (55%)	7 (33%)	9 (75%)	3 (38%)	164 (34%)	195 (36%)
Leaks	1 (5%)	3 (14%)	0 (0%)	0 (0%)	10 (2%)	14 (3%)
Other	4 (18%)	4 (19%)	1 (8%)	2 (25%)	39 (8%)	50 (9%)
Request for Service	0 (0%)	1 (5%)	0 (0%)	0 (0%)	25 (5%)	26 (5%)
Road Restoration	1 (5%)	4 (19%)	0 (0%)	1 (13%)	2 (0%)	8 (1%)
	22	21	12	8	482	545

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

Complaint Type	Jul '10 - Jun '11	Jan '11- Jun '11	June '11
Billing Classification	7,413.00	1,755.00	-
Billing Query	305,204.00	248,510.00	-
Damage to Property	72,438.00	46,938.00	-
Disconnection / Reconnection	-	-	-
Other Claims	55,533.00	55,533.00	-
	\$ 440,588.00	\$ 352,736.00	\$ -

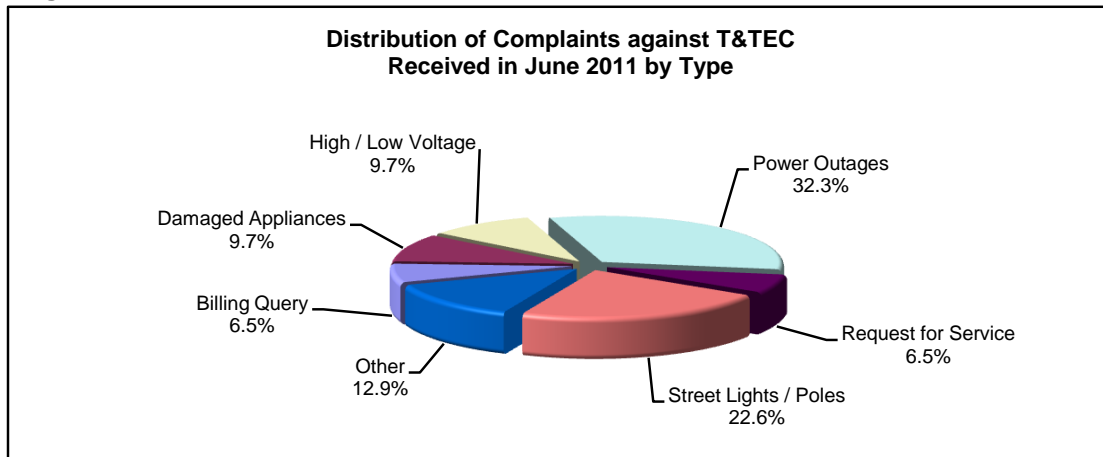
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in June 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in June 2011 by type. When compared to May 2011, the number of complaints related to Billing Queries increased by 2 or 200%, Damage Appliances decreased by 3 or 50%, High/ Low Voltage increased by 1 or 50%, Street Lights/Poles decreased by 3 or 30%, and the category Other decreased by 2 or 33% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at May 31, '11	No of Complaints Received in June '11	No of June '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '11
Billing Query	3	2	1	2	2 (2%)
Damaged Appliances	44	3	1	2	44 (39%)
High / Low Voltage	3	3	2	3	1 (1%)
Power Outages	11	10	2	5	14 (12%)
Request for Service	9	2	1	4	6 (5%)
Street Lights / Poles	29	7	1	9	26 (23%)
Other	22	4	2	3	21 (18%)
Total	121	31	10	28	114

Fig. 7



Cumulative	<i>Jan '11- Jun '11</i>	<i>Jul '10 - Jun '11</i>
Number of complaints received	150	358
Number of complaints resolved	102	294
Number of complaints unresolved	48	62
Number of complaints withdrawn	0	2
Resolution rate	68%	83%

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

Fig. 8

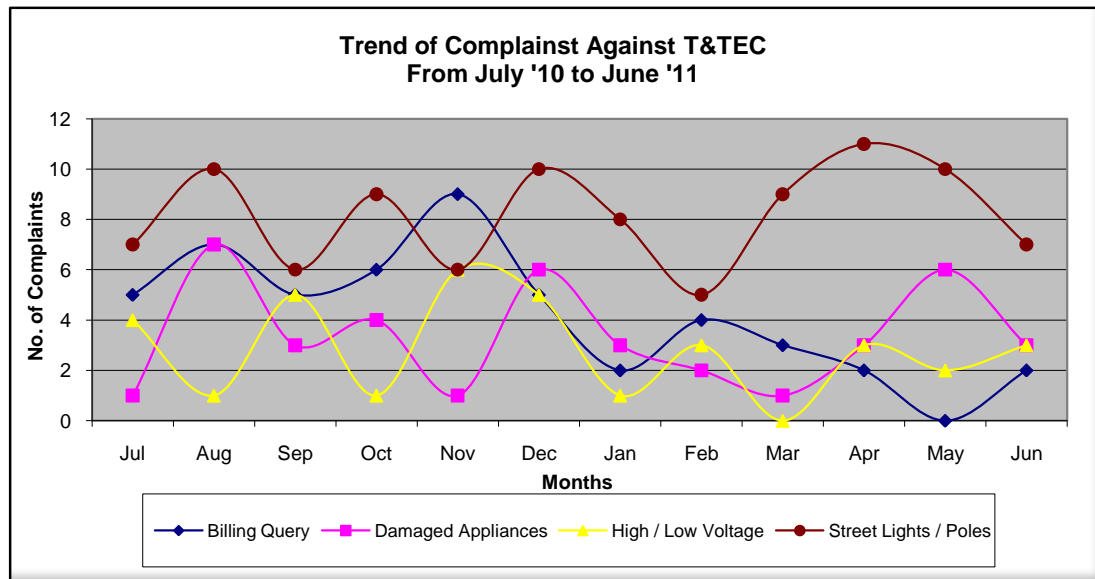
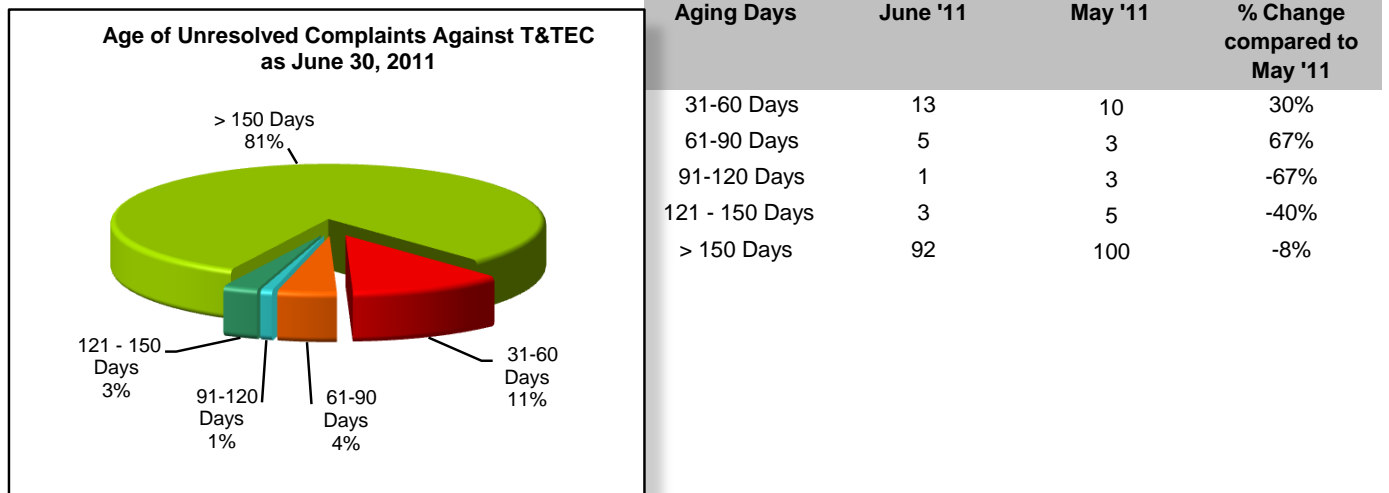


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	June '11	May '11	% Change compared to May '11
31-60 Days	13	10	30%
61-90 Days	5	3	67%
91-120 Days	1	3	-67%
121 - 150 Days	3	5	-40%
> 150 Days	92	100	-8%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	0 (0%)	0 (0%)	0 (0%)	0 (0%)	2 (2%)	2 (2%)
Damaged Appliances	5 (38%)	3 (60%)	0 (0%)	2 (67%)	34 (37%)	44 (39%)
High / Low Voltage	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (1%)	1 (1%)
Other	1 (8%)	0 (0%)	1 (100%)	0 (0%)	19 (21%)	21 (18%)
Power Outages	4 (31%)	0 (0%)	0 (0%)	0 (0%)	10 (11%)	14 (12%)
Request for Service	0 (0%)	1 (20%)	0 (0%)	1 (33%)	4 (4%)	6 (5%)
Street Lights / Poles	3 (23%)	1 (20%)	0 (0%)	0 (0%)	22 (24%)	26 (23%)
Totals	13	5	1	3	92	114

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

Complaint Type	Jul '10 - Jun '11	Jan '11- Jun '11	June '11
Billing Query	1,107,959.00	143,762.00	-
Damaged Appliance	35,645.00	17,274.00	-
KVA Reduction	-	-	-
Other Claims	4,104.00	3,068.00	-
Totals	\$ 1,147,708.00	\$ 164,104.00	\$ -

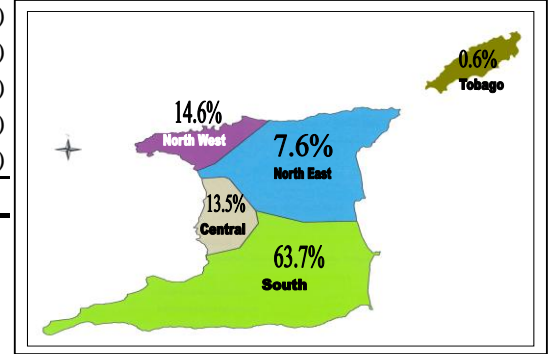
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	6 (4%)	7 (23%)	13 (8%)
North West	19 (14%)	6 (19%)	25 (15%)
Central	14 (10%)	9 (29%)	23 (13%)
South	101 (72%)	8 (26%)	109 (64%)
Tobago	0 (0%)	1 (3%)	1 (1%)
Total	140	31	171

Fig. 10



When compared to May 2011, the number of complaints received in June 2011 from the Central region increased by 3 or 15%, from the North East decreased by 5 or 28%, from the North West decreased by 10 or 29%, and complaints from the South region decreased by 49 or 31%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '11- Jun '11 .

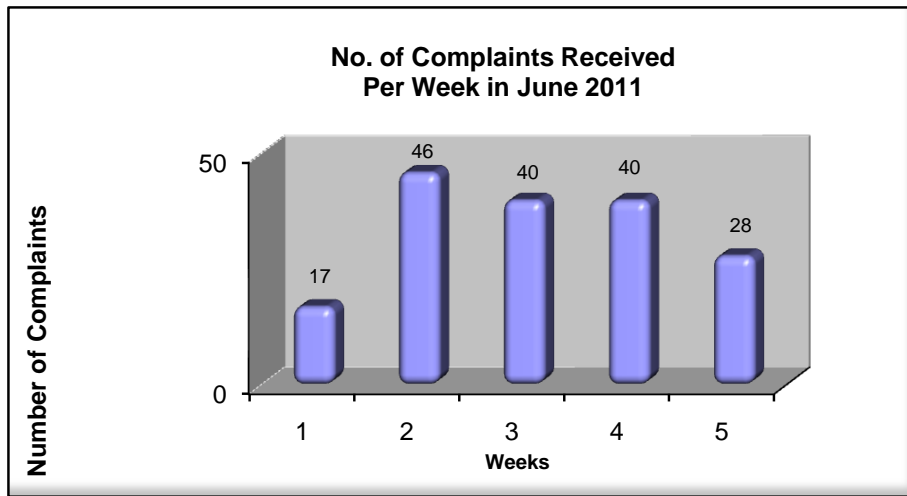
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	13
			Cunupia	9
			Freeport	7
		North East	Champ Fleurs	13
			D'Abadie	5
			Arima	4
		North West	Santa Cruz	23
			Diego Martin	19
			Glencoe	17
			Barrackpore	143
		South	Princes Town	94
			Penal	51
			Gasparillo	32
T&TEC	Street Lights / Poles	South	Penal	6
	Power Outages	South	Penal	6
	Street Lights / Poles	North West	Diego Martin	3
	Street Lights / Poles	North West	Laventille	3

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in June 2011

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 '11- Jun '11

Fig. 12

