



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

June 2012

1.0 Overview of Complaints

This report provides an analysis of all complaints received in June 2012, as well as all outstanding complaints against Service Providers as at June 30, 2012.

Status	Jun '11	Jun '12	Jul '11 - Jun '12		
Number of complaints received	171	325	3,012		
Number of complaints resolved	112	131	2,514		
Number of complaints unresolved	59	190	451		
Number of complaints withdrawn	0	4	47		
Resolution rate for complaints received	65.5%	40.8%	84.8%		
No. of outstanding complaints resolved	117	90	124		
Total number of complaints resolved	229	221	2,638		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$2,420,211	WASA	\$1744793
				T&TEC	\$675418

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, '12	No & % of Complaints Received in Jun '12	No & % of Total Jun '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '12
Billing Query	257	23 8.1%	2 0.7%	5	273 44.5%
Inadequate Supply	123	198 70.0%	98 34.6%	32	191 31.2%
Leaks	41	46 16.3%	21 7.4%	23	43 7.0%
Request for Service	32	1 0.4%	0 0.0%	0	33 5.4%
Road Restoration	19	12 4.2%	1 0.4%	3	27 4.4%
Other	48	3 1.1%	1 0.4%	4	46 7.5%
Total	520	283	123 43.5%	67	613

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, '12	No & % of Complaints Received in Jun '12	No & % of Total Jun '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '12
Billing Query	4	1 2.4%	0 0.0%	0	5 3.8%
Damage Appliances	38	4 9.5%	0 0.0%	3	39 29.8%
High / Low Voltage	6	7 16.7%	2 4.8%	3	8 6.1%
Power Outages	5	6 14.3%	1 2.4%	3	7 5.3%
Request for Service	11	4 9.5%	1 2.4%	4	10 7.6%
Street Lights / Poles	35	14 33.3%	4 9.5%	7	38 29.0%
Other	21	6 14.3%	0 0.0%	3	24 18.3%
Total	120	42	8 19.0%	23	131

2.0 Complaints Analysis

Monthly	Jun '11	Jun '12	May '12
Number of complaints received	171	325	280
Number of complaints resolved	112	131	114
Number of complaints unresolved	59	190	135
Resolution rate for complaints received	65.5%	40.8%	45.8%
No. of outstanding complaints resolved	117	90	124
Total number of complaints resolved	229	221	238

The total number of complaints received in June 2012 increased by 45 or 16% when compared to May 2012. Using the same comparative period, the resolution rate for June 2012 decreased by 2% percentage points. The number of complaints resolved for the current month increased by 17 or 15% and from a previous period (unresolved from Aug '07 to May '12) decreased by 34 or 27%. The total number of complaints resolved overall decreased by 17 or 7%.

Cumulative	Jan '11 - Jun '11	Jan '12 - Jun '12	Jul '11 - Jun '12
Number of complaints received	1,057	1,763	3,012
Number of complaints resolved	877	1,307	2,514
Number of complaints unresolved	163	422	451
Number of complaints withdrawn	17	34	47
Resolution rate	84.3%	75.6%	84.8%

The cumulative number of complaints received and resolved from January 2012 - June 2012 increased by 706 or 67% and by 430 or 49% 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 325 complaints recorded for June 2012 were reported by 256 customers of which 143 or 56% were new customers. Table 3 shows the frequency of complaints where 195 customers made only one complaint whilst cumulatively 61 or 24% of our customers made more than one complaint. For the period January 2012 - June 2012, 1088 customers made 1763 complaints to the RIC of which 698 or 64% were new customers.

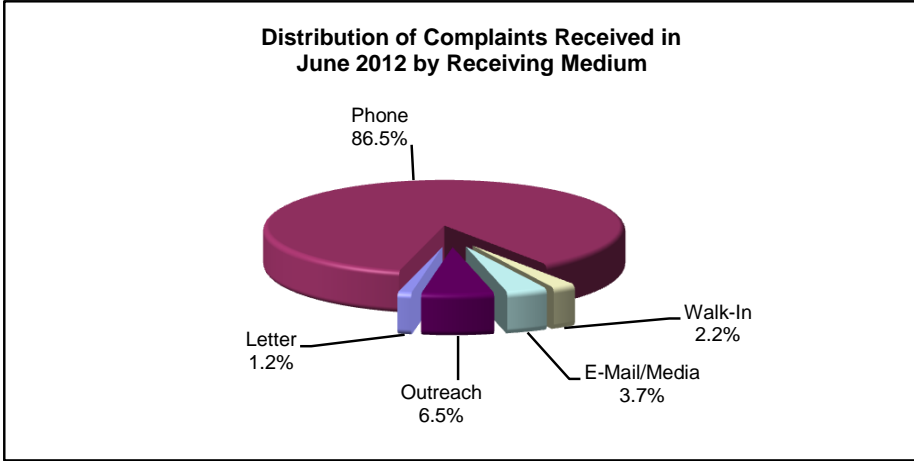
Table 3: Frequency of Complaints

No. of Complaints	No. of Jun '12 Customers	% of Repeat Customers for Jun '12	No. of Customers from Jan '12 - Jun '12	% of Repeat Customers from Jan '12 - Jun '12
1	195	0	699	0
2	56	22	260	24
3	3	1	59	5
4	1	0	34	3
5	1	0	14	1
>6	0	0	22	2
	256		1088	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in June 2012 by receiving medium. The number of complaints received by Letter decreased by 5 or 56%, Telephone increased by 33 or 13%, Outreach increased by 19 or 950% and e-mail/Media decreased by 2 or 14% when compared to May 2012.

Fig. 1



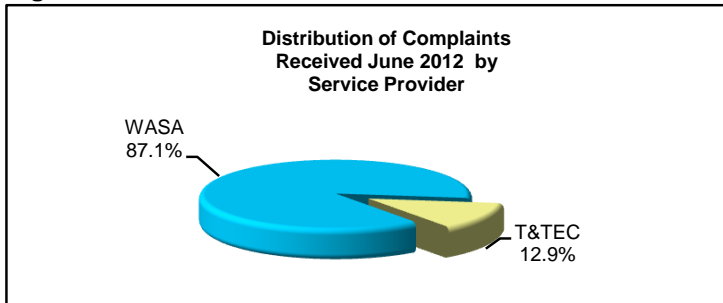
Receiving Medium

	May '12	Jun '12
Letter	9	4
Telephone	248	281
Walk-In	7	7
Email/Media	14	12
Outreach	2	21

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in June 2012 by Service Provider. The number of complaints filed against WASA have increased by 48 or 20% and those filed against T&TEC have decreased by 3 or 7% when compared to May 2012. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

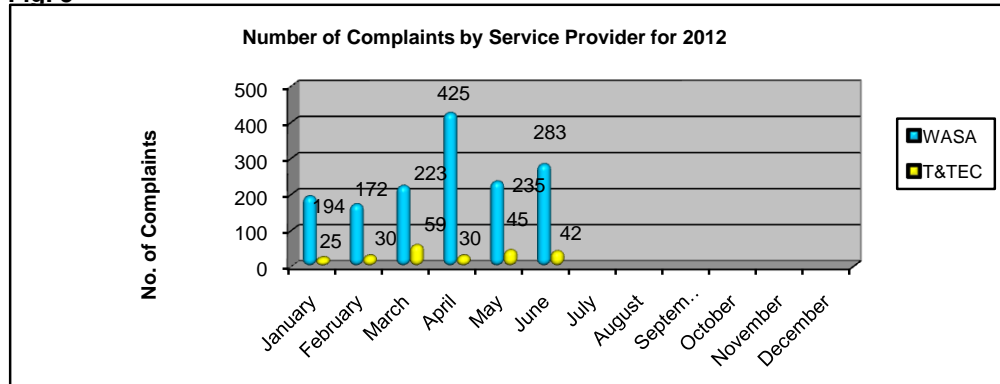
Fig. 2



Service Providers

	May '12	Jun '12
WASA	235	283
T&TEC	45	42

Fig. 3



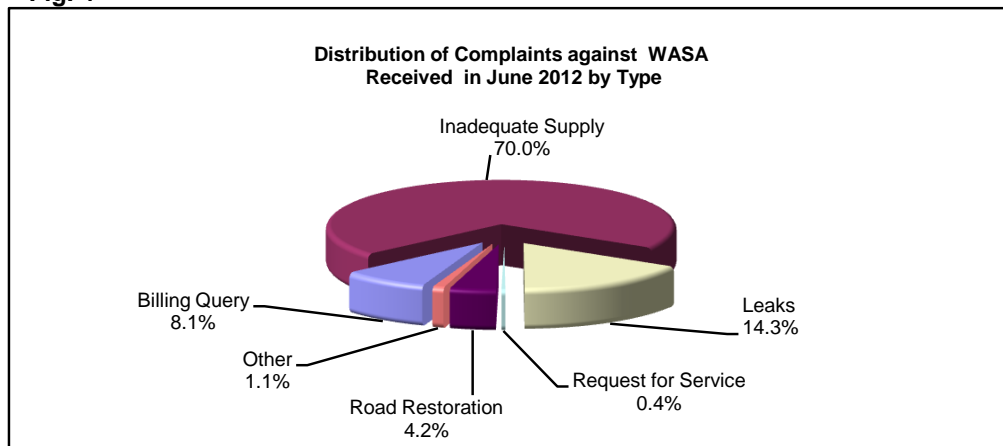
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in June 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in June 2012 by type. When compared to May 2012, the number of complaints related to Billing Queries increased by 3 or 15%, Inadequate Supply increased by 48 or 32%, Request for Service decreased by 3 or 75%, Road Restoration increased by 7 or 140% and the category Other decreased by 7 or 70%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at May 31, '12	No of Complaints Received		No of Jun '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '12
		May '12	Jun '12			
Billing Query	257	20	23	2	5	273 44.5%
Inadequate Supply	123	150	198	98	32	191 31.2%
Leaks	41	46	46	21	23	43 7.0%
Request for Service	32	4	1	0	0	33 5.4%
Road Restoration	19	5	12	1	3	27 4.4%
Other	48	10	3	1	4	46 7.5%
Total	520	235	283	123	67	613

Fig. 4



Cumulative	Jan '12 - Jun '12	Jul '11 - Jun '12
Number of complaints received	1,532	2,614
Number of complaints resolved	1,160	2,216
Number of complaints unresolved	342	357
Number of complaints withdrawn	30	41
Resolution rate	77.2%	86.1%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2012 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative. However, the spike observed in April was related to plant maintenance issues at Desalcott resulting in production shortfalls. The slight increase in June were related to turbidity issues at Caroni and ongoing production shortfalls at Desalcott, which affected many areas in Central and South Trinidad.

Fig. 5

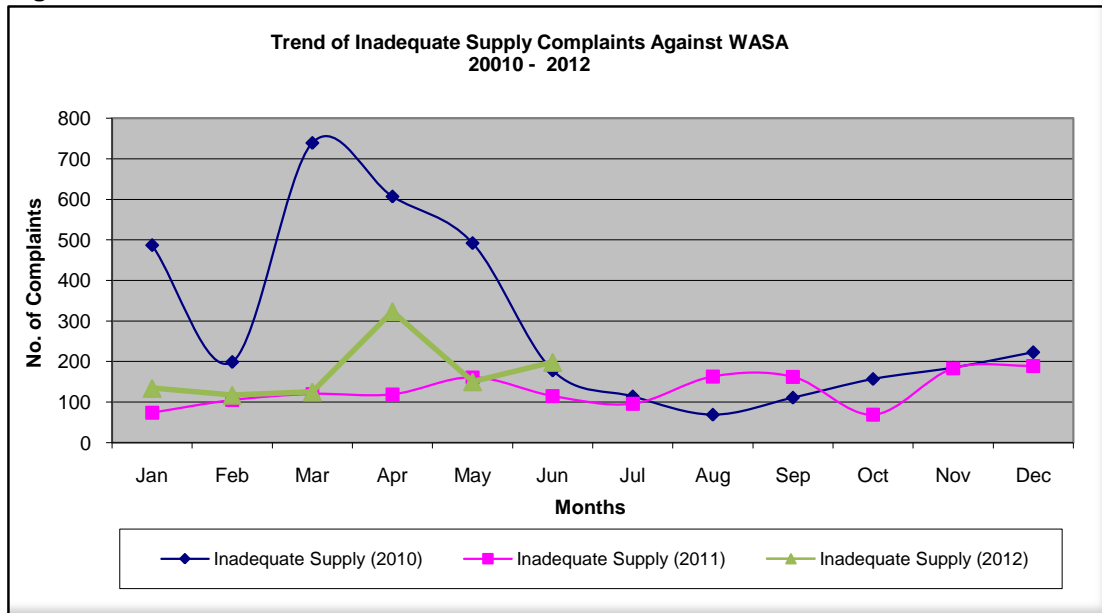
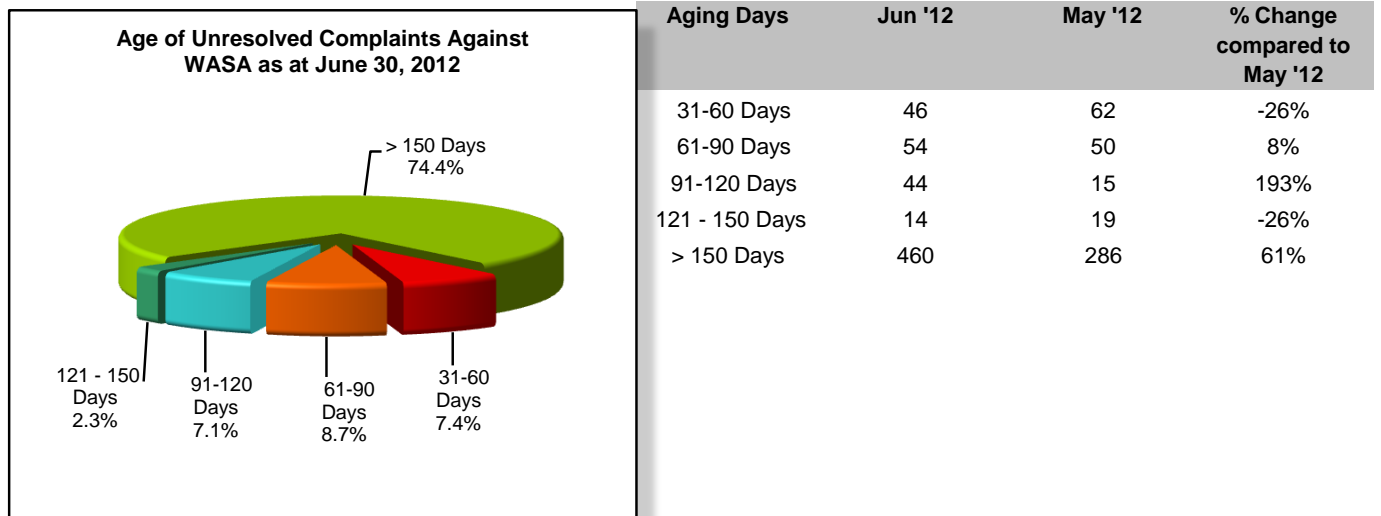


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Jun '12	May '12	% Change compared to May '12
31-60 Days	46	62	-26%
61-90 Days	54	50	8%
91-120 Days	44	15	193%
121 - 150 Days	14	19	-26%
> 150 Days	460	286	61%

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	13 28.3%	23 42.6%	14 31.8%	7 50.0%	216 47.0%	273 44.2%	
Inadequate Supply	17 37.0%	18 33.3%	16 36.4%	1 7.1%	145 31.5%	197 31.9%	
Leaks	5 10.9%	4 7.4%	4 9.1%	1 7.1%	28 6.1%	42 6.8%	
Other	5 10.9%	2 3.7%	4 9.1%	2 14.3%	33 7.2%	46 7.4%	
Request for Service	3 6.5%	2 3.7%	1 2.3%	1 7.1%	26 5.7%	33 5.3%	
Road Restoration	3 6.5%	5 9.3%	5 11.4%	2 14.3%	12 2.6%	27 4.4%	
	46	54	44	14	460	618	

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

Complaint Type	Jul '11 - Jun '12	Jan '12 - Jun '12	Jun '12
Billing Classification	2,155.00	2,155.00	-
Billing Query	299,941.00	160,566.00	-
Damage to Property	1,442,697.00	585,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	\$ 1,744,793.00	\$ 747,721.00	\$ -

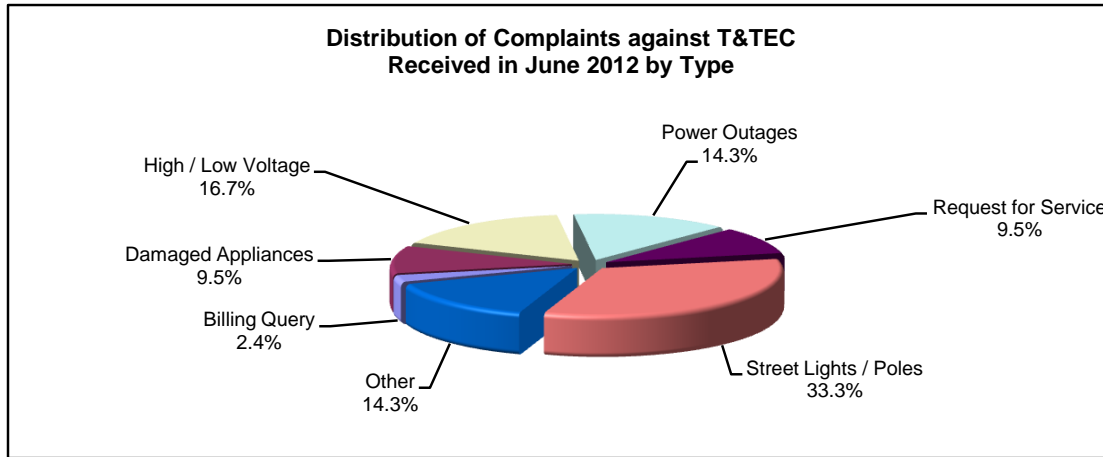
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in June 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in June 2012 by type. When compared to May 2012, the number of complaints related to Billing Queries increased by 1 or 100%, Damaged Appliances decreased by 2 or 33%, High/ Low Voltage increased by 3 or 75%, Power Outages increased by 2 or 50%, Request for Service decreased by 5 or 56%, Street Lights/Poles decreased by 3 or 18%, and the category Other increased by 1 or 20% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at May 31, '12	No of Complaints Received		No of Jun '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Jun 30, '12	
		May '12	Jun '12				
Billing Query	4	0	1	0	0	5	3.8%
Damaged Appliances	38	6	4	0	3	39	29.8%
High / Low Voltage	6	4	7	2	3	8	6.1%
Power Outages	5	4	6	1	3	7	5.3%
Request for Service	11	9	4	1	4	10	7.6%
Street Lights / Poles	35	17	14	4	7	38	29.0%
Other	21	5	6	0	3	24	18.3%
Total	120	45	42	8	23	131	

Fig. 7



Cumulative	<i>Jan '12 - Jun '12</i>	<i>Jul '11 - Jun '12</i>
Number of complaints received	231	398
Number of complaints resolved	147	298
Number of complaints unresolved	80	94
Number of complaints withdrawn	4	6
Resolution rate	64.8%	76.0%

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

Fig. 8

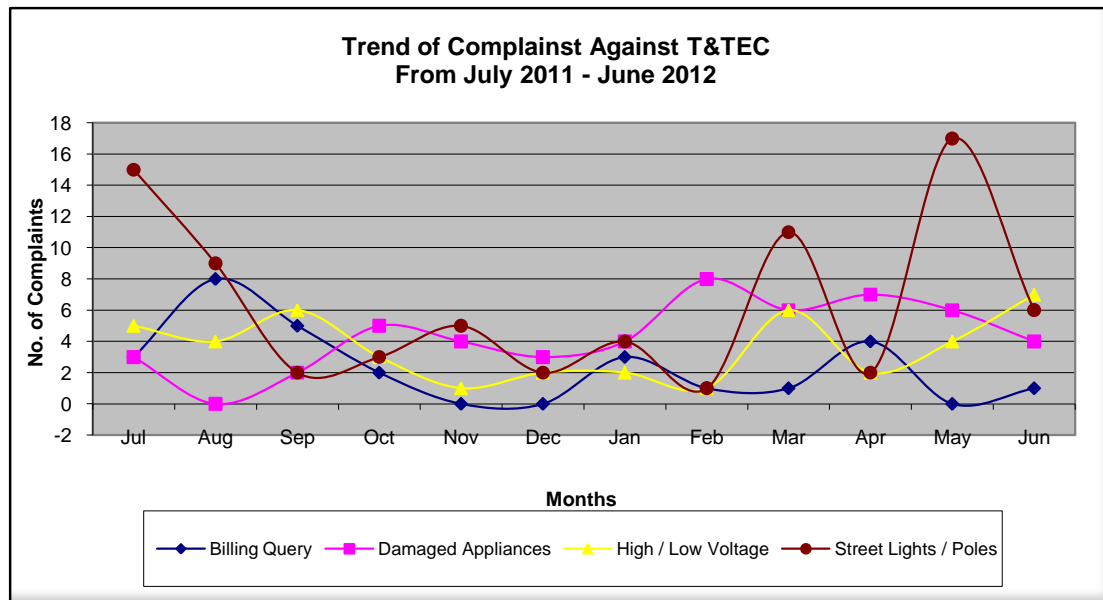
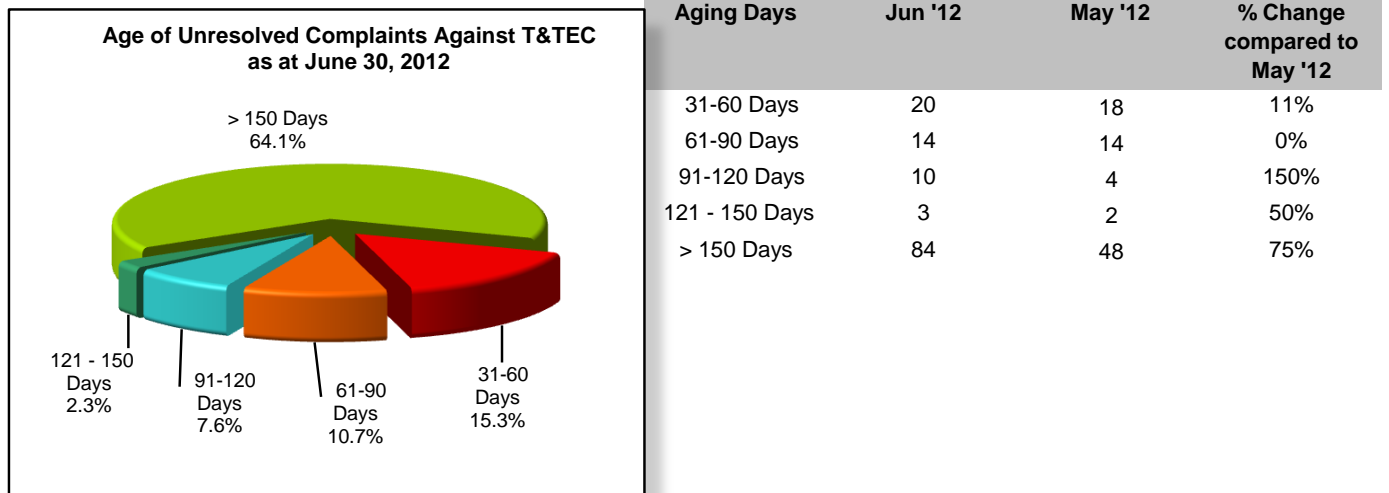


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Jun '12	May '12	% Change compared to May '12
31-60 Days	20	18	11%
61-90 Days	14	14	0%
91-120 Days	10	4	150%
121 - 150 Days	3	2	50%
> 150 Days	84	48	75%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

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%	2	14.3%	0	0.0%	0	0.0%	3	3.6%	5	3.8%
Damaged Appliances	3	15.0%	5	35.7%	1	10.0%	2	66.7%	28	33.3%	39	29.8%
High / Low Voltage	3	15.0%	0	0.0%	0	0.0%	0	0.0%	5	6.0%	8	6.1%
Other	2	10.0%	1	7.1%	4	40.0%	0	0.0%	17	20.2%	24	18.3%
Power Outages	1	5.0%	0	0.0%	0	0.0%	0	0.0%	6	7.1%	7	5.3%
Request for Service	2	10.0%	3	21.4%	0	0.0%	0	0.0%	5	6.0%	10	7.6%
Street Lights / Poles	9	45.0%	3	21.4%	5	50.0%	1	33.3%	20	23.8%	38	29.0%
Totals	20		14		10		3		84		131	

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

Complaint Type	Jul '11 - Jun '12	Jan '12 - Jun '12	Jun '12
Billing Query	3,590.00	243.00	-
Damaged Appliance	69,977.00	20,390.00	-
KVA Reduction	-	-	-
Other Claims	601,851.00	600,623.00	-
	\$ 675,418.00	\$ 621,256.00	\$ -

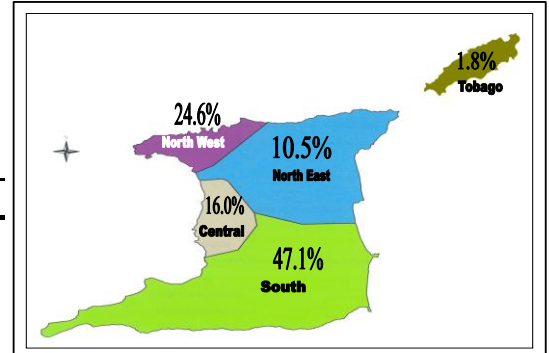
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	24	8.5%	10	23.8%	34	10.5%
North West	72	25.4%	8	19.0%	80	24.6%
Central	45	15.9%	7	16.7%	52	16.0%
South	140	49.5%	13	31.0%	153	47.1%
Tobago	2	0.7%	4	9.5%	6	1.8%
Total	283		42		325	

Fig. 10



When compared to May 2012, the number of complaints received in June 2012 from the Central region increased by 19 or 58%. However, complaints from the North East region decreased by 2 or 6%. Those from the South region increased by 29 or 23% while those from Tobago decreased by 1 or 14%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '12 - Jun '12 .

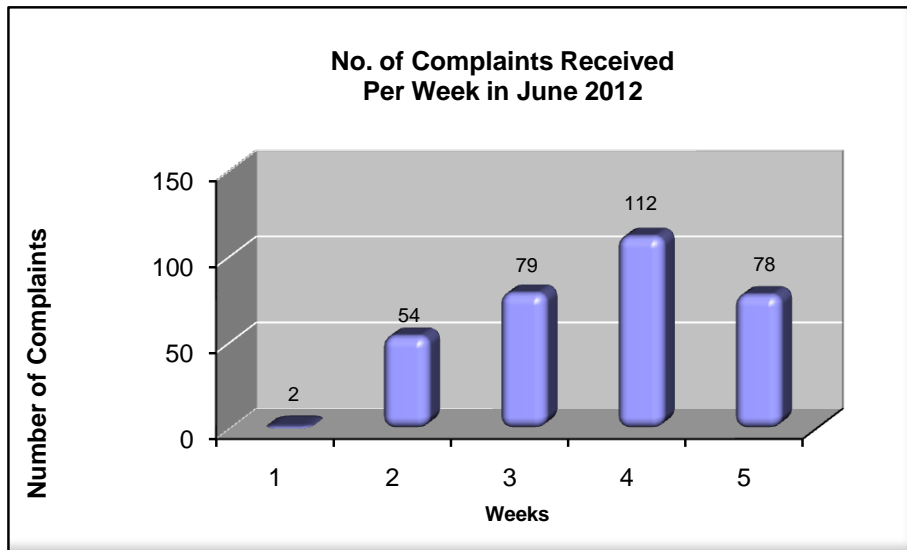
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	27
			Freeport	18
			Las Lomas No.	15
		North East	Arima	14
			D'Abadie	10
			Talparo	7
		North West	Diego Martin	43
			Morvant	36
			Santa Cruz	20
			Penal	147
		South	Gasparillo	98
			Princes Town	68
			Debe	60
T&TEC	Street Lights / Poles	South	Penal	13
		South	Princes Town	8
		Tobago	Tobago	6
		North West	Diego Martin	4

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in June 2012

Fig. 11



Week	Number of Work Days
1	1
2	4
3	5
4	4
5	5

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2012 - June 2012.

Fig. 12

