

Regulated Industries Commission

Monthly Complaints Report

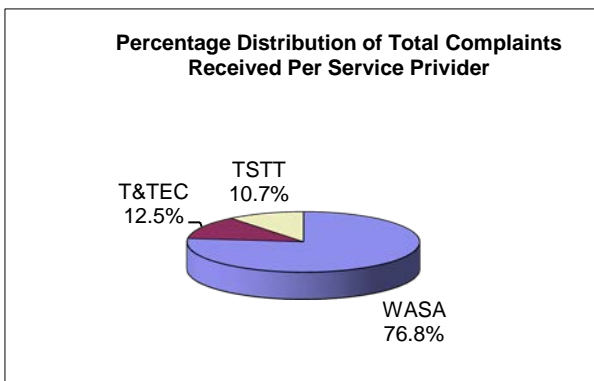
(March 2002)

Summary

Based on the data collected for March 2002 it was noted that there was a steady decline in complaints received from January to March. Complaints received were 68, 62 and 56 in January, February and March respectively. When compared to February there was a 9.7% decrease in complaints received. However, of the 56 complaints received, 76.8% were complaints received on WASA followed by 12.5% on T&TEC and 10.7% on TSTT

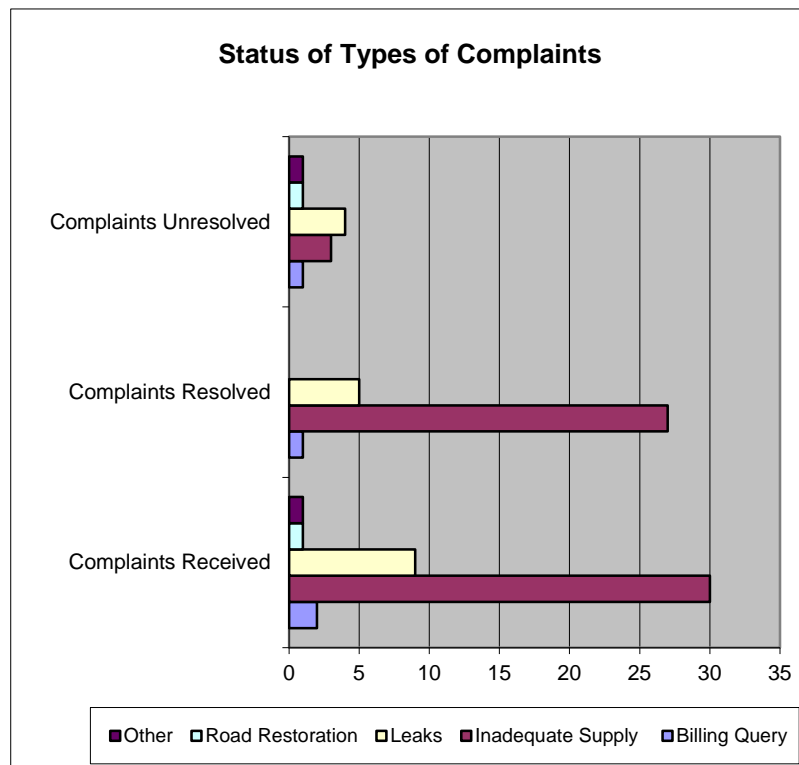
Due to the changes in WASA's Orgazational Structure the number of complaints that remained unresolved was very high compared to the other service providers.

North West region continues to record the highest percentage of complaints received which stands at 41.1% followed by South



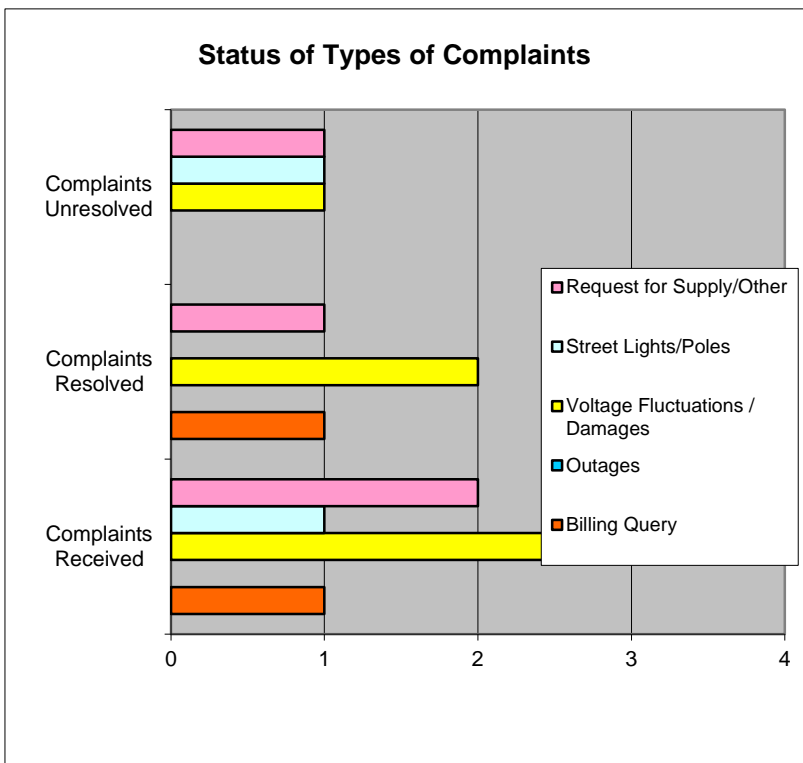
The Water and Sewerage Authority

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Total Unresolved Complaints For 2002
Billing Query	2	1	1	11
Inadequate Supply	30	27	3	6
Leaks	9	5	4	6
Road Restoration	1	0	1	2
Other	1	0	1	4
Total	43	33	10	29



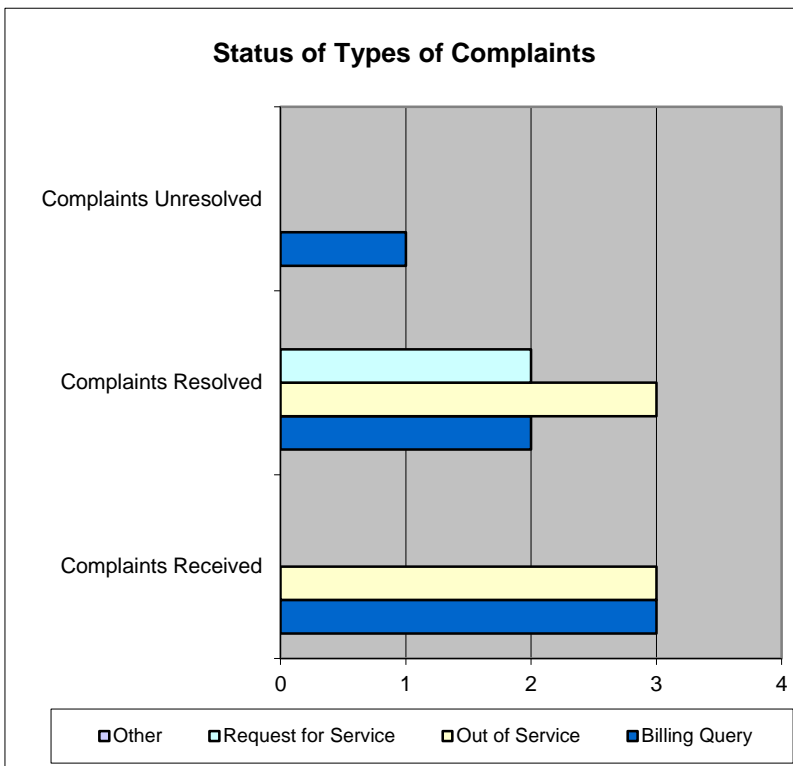
Trinidad and Tobago Electricity Commission

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Total Unresolved Complaints For 2002
Billing Query	1	1	0	5
Outages	0	0	0	0
Volt.Fluct /Damages	3	2	1	3
Street Lights/Poles	1	0	1	1
Req. for Supply/Other	2	1	1	5
Total	7	4	3	14



Telecommunications Services of Trinidad and Tobago Ltd.

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Total Unresolved Complaints For 2002
Billing Query	3	2	1	6
Out of Service	3	3	0	0
Request for Service	0	2	0	2
Other	0	0	0	0
Total	6	7	1	8



Regional Summary: Total Complaints Received by Region Per Service Provider

Region	WASA	T&TEC	TSTT	Total	Percentage
North West	15	6	2	23	41.1%
North East	3	1	1	5	8.9%
Central	9	0	1	10	17.9%
South	16	0	2	18	32.1%
Tobago	0	0	0	0	0.0%
Total	43	7	6	56	100.0%
Percentage	76.8%	12.5%	10.7%		