



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

March 2009

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in March 2009, as well as all outstanding complaints Service Providers as at March 31, 2009.

Status	Mar '08	Mar '09	Apr '08 - Mar '09		
Number of complaints received	275	242	3,663		
Number of complaints resolved	116	135	2,954		
Number of complaints unresolved	159	107	607		
Number of complaints withdrawn	0	0	98		
<b>Resolution rate for complaints received</b>	<b>42%</b>	<b>56%</b>	<b>83%</b>		
No. of outstanding complaints resolved	163	83	43		
Total number of complaints resolved	<b>279</b>	<b>218</b>	<b>2,997</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$148</b>	<b>TT\$528,852</b>	WASA	\$175
				T&TEC	\$348

**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 Feb 28, '09	No & % of Complaints Received in Mar '09	No & % of Mar '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '09
Billing Query	293	13 (6%)	2 (1%)	22	282 (31%)
Inadequate Supply	453	187 (87%)	124 (57%)	29	487 (54%)
Leaks	30	12 (6%)	4 (2%)	4	34 (4%)
Request for Service	31	3 (1%)	0 (0%)	2	32 (4%)
Road Restoration	20	0 (0%)	0 (0%)	0	20 (2%)
Other	52	1 (0%)	0 (0%)	1	52 (6%)
<b>Total</b>	<b>879</b>	<b>216</b>	<b>130 (60%)</b>	<b>58</b>	<b>907</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 Feb 28, '09	No & % of Complaints Received in Mar '09	No & % of Mar '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '09
Billing Query	37	8 (31%)	2 (8%)	7	36 (15%)
Damage Appliances	120	4 (15%)	0 (0%)	1	123 (51%)
High / Low Voltage	8	2 (8%)	0 (0%)	5	5 (2%)
Power Outages	10	0 (0%)	0 (0%)	2	8 (3%)
Request for Service	7	3 (12%)	1 (4%)	3	6 (2%)
Street Lights / Poles	42	9 (35%)	2 (8%)	4	45 (19%)
Other	23	0 (0%)	0 (0%)	3	20 (8%)
<b>Total</b>	<b>247</b>	<b>26</b>	<b>5 (19%)</b>	<b>25</b>	<b>243</b>

## 2.0 Complaints Analysis

Monthly	Mar '08	Mar '09	Feb '09
Number of complaints received	275	242	192
Number of complaints resolved	116	135	89
Number of complaints unresolved	159	107	103
<b>Resolution rate for complaints received</b>	<b>42%</b>	<b>56%</b>	<b>46%</b>
No. of outstanding complaints resolved	163	83	43
Total number of complaints resolved	279	218	132

The total number of complaints received in March 2009 increased by 50 or 26% when compared to Feb '09. Using the same comparative period, the resolution rate for March 2009 increased by 20%. The number of complaints resolved for the current month increased by 46 or 52% and from a previous period (unresolved from Jan '04 to Feb '09) increased by 40 or 93%. The total number of complaints resolved overall increased by 86 or 65%.

Cumulative	Jan '08 - Mar '08	Jan '09 - Mar '09	Apr '08 - Mar '09
Number of complaints received	830	612	3,663
Number of complaints resolved	480	390	2,954
Number of complaints unresolved	350	216	607
Number of complaints withdrawn	14	6	98
Resolution rate	59%	64%	83%

The cumulative number of complaints received and resolved from Jan '09 - Mar '09 decreased by 218 or 40% and decreased by 90 or 19% respectively when compared to Jan '08 - Mar '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 242 complaints recorded for Mar '09 were reported by 163 customers of which 65 or 40% were new customers. Table 3 shows the frequency of complaints where 101 customers made only one complaint whilst cumulatively 62 or 46% of our customers made more than one complaint. For the period Jan '09-Mar '09, 382 customers made 612 complaints to the RIC of which 176 or 79% were new customers.

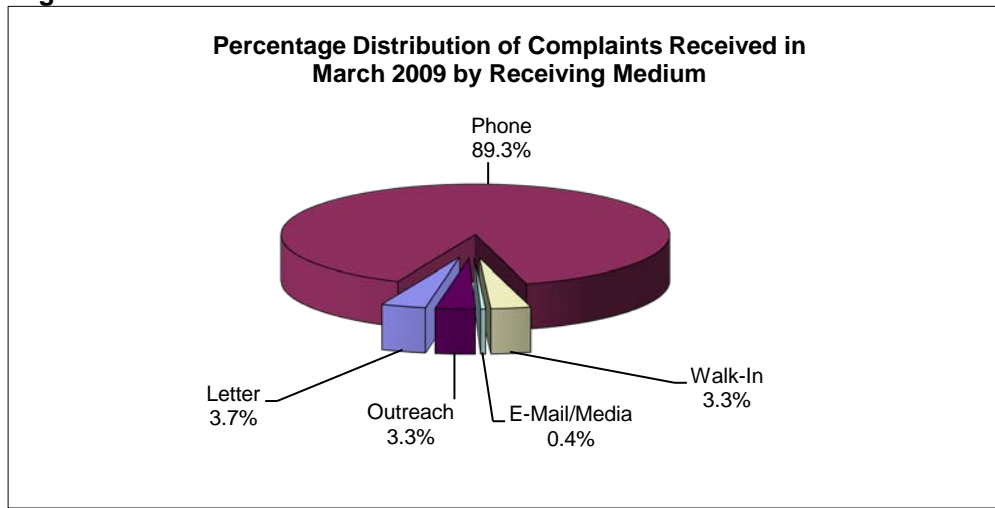
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Mar '09 Customers	% of Repeat Customers for Mar '09	No. of Customers from Jan '09-Mar '09	% of Repeat Customers from Jan '09-Mar '09
1	101	0	232	0
2	49	30	101	26
3	10	6	31	8
4	2	1	10	3
5	1	1	4	1
>6	0	0	4	1
	<b>163</b>		<b>382</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2009 by receiving medium. The number of complaints received by Telephone increased by 59 or 38%, Walk in decreased by 1 or 11%, Outreach decreased by 8 or 50% when compared to Feb '09.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2009 by Service Provider. The number of complaints filed against WASA have increased by 49 or 29% and those filed against T&TEC increased by 1 or 4% when compared to Feb '09.

Fig. 2

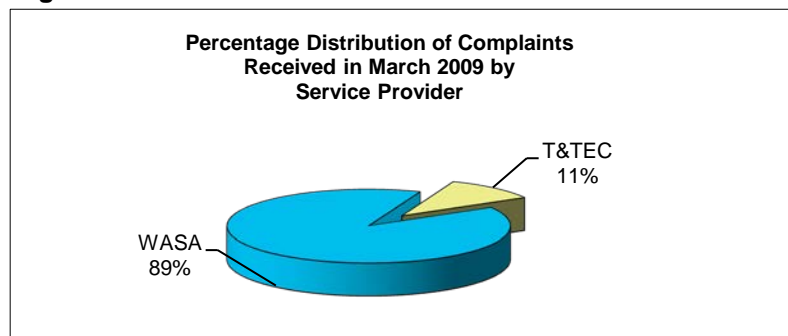
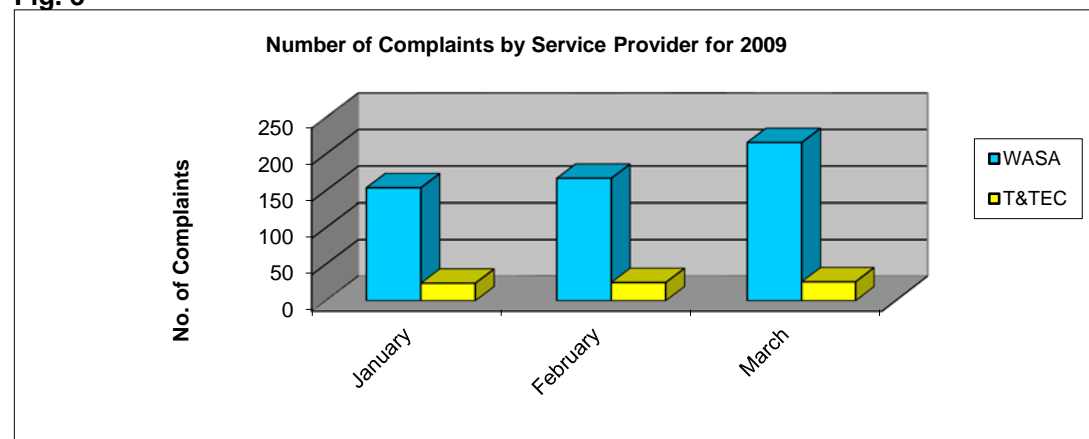


Fig. 3



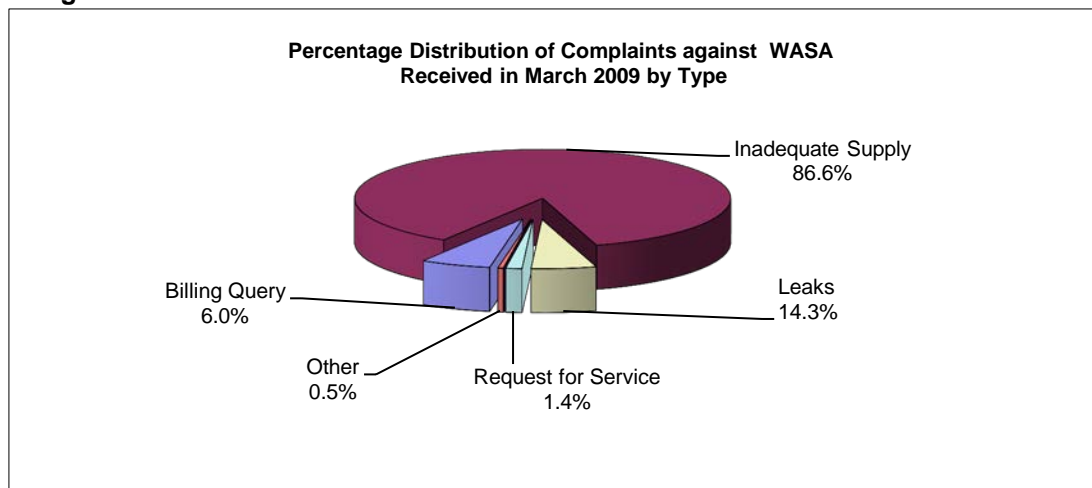
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2009 by type. When compared to Feb '09 the number of complaints related to Billing Queries increased by 1 or 8%, Inadequate Supply increased by 50 or 36%, Leaks increased by 2 or 20%, Road Restoration increased by 2 or 200%, and the category Other decreased by 3 or 100%.

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

Complaint Category	No & % of Mar '09 Complaints Resolved	No of Complaints Received in Mar '09	No of Mar '09 Complaints Resolved	Total Unresolved Complaints as at Feb 28, '09	No & % of Unresolved Complaints as at Mar 31, '09
Billing Query	293	13	2	22	282 (31%)
Inadequate Supply	453	187	124	29	487 (54%)
Leaks	30	12	4	4	34 (4%)
Request for Service	31	3	0	2	32 (4%)
Road Restoration	20	0	0	0	20 (2%)
Other	52	1	0	1	52 (6%)
<b>Total</b>	<b>879</b>	<b>216</b>	<b>130</b>	<b>58</b>	<b>907</b>

**Fig. 4**

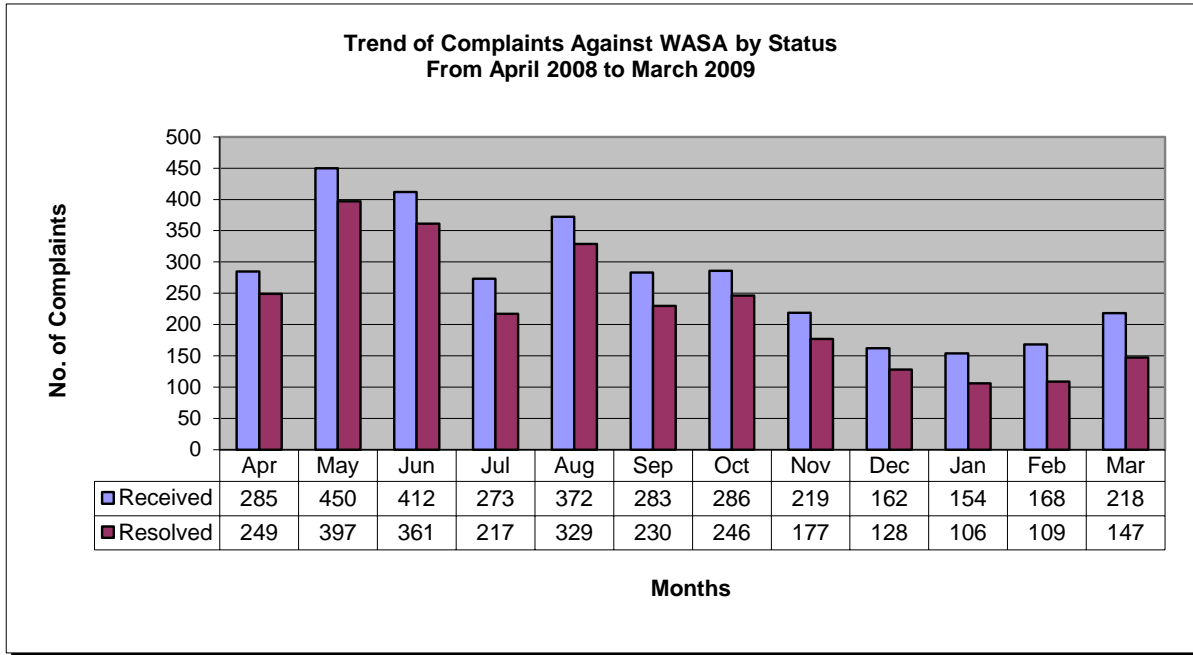


Cumulative	Jan '09- Mar '09	Apr '08 - Mar '09
Number of complaints received	537	3,282
Number of complaints resolved	353	2,685
Number of complaints unresolved	178	499
Number of complaints withdrawn	6	94
Resolution rate	66%	84%

**Trend Analysis**

Figure 5 shows the trends of complaints reported against WASA over the last twelve months and the RIC's effectiveness in terms of resolution.

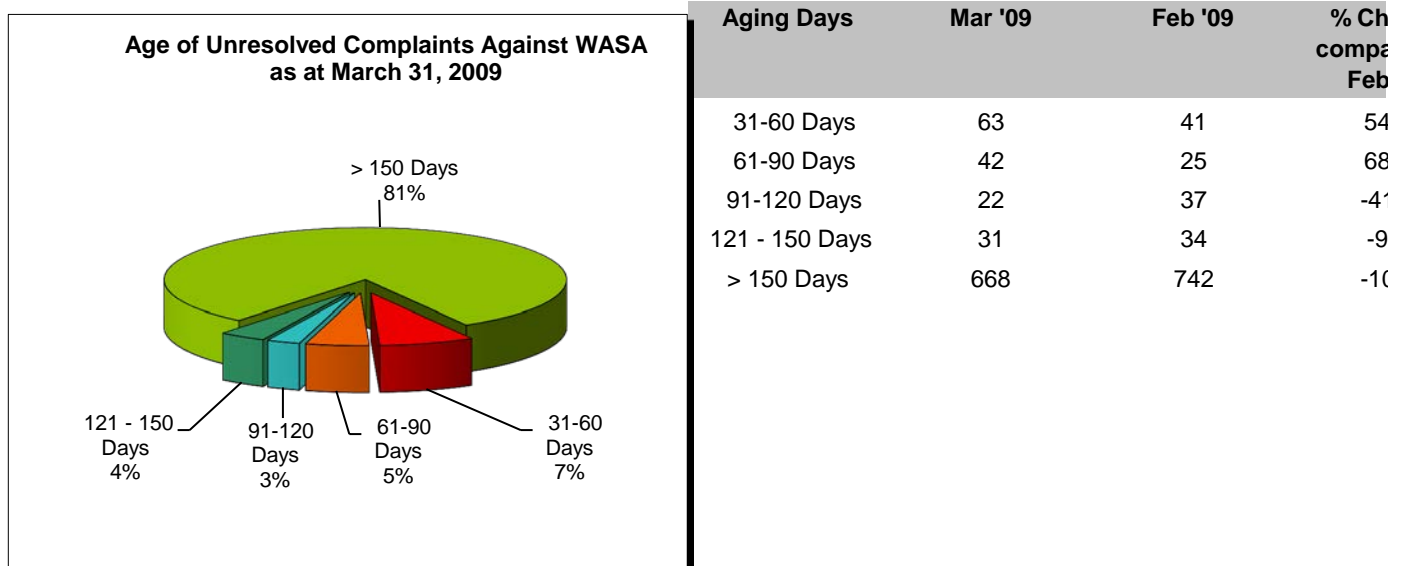
**Fig. 5**



**Aging Report**

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**



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					
	31-60	61-90	91-120	91-120	> 150	To
Billing Query	12 (19%)	7 (17%)	5 (23%)	3 (10%)	241 (36%)	294
Inadequate Supply	37 (59%)	20 (48%)	15 (68%)	23 (74%)	336 (50%)	452
Leaks	6 (10%)	8 (19%)	0 (0%)	1 (3%)	12 (2%)	30
Other	4 (6%)	4 (10%)	1 (5%)	2 (6%)	40 (6%)	52
Request for Service	1 (2%)	0 (0%)	0 (0%)	1 (3%)	27 (4%)	31
Road Restoration	3 (5%)	3 (7%)	1 (5%)	1 (3%)	12 (2%)	20
<b>Totals</b>	<b>63</b>	<b>42</b>	<b>22</b>	<b>31</b>	<b>668</b>	<b>879</b>

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

Complaint Type	Apr '08 - Mar '09	Jan '09- Mar '09	Mar '09
Billing Classification	324.00	324.00	-
Billing Query	169,657.00	100,679.00	-
Damage to Property Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	9,881.00	-	-
<b>Totals</b>	<b>\$ 179,862.00</b>	<b>\$ 101,003.00</b>	<b>\$ -</b>

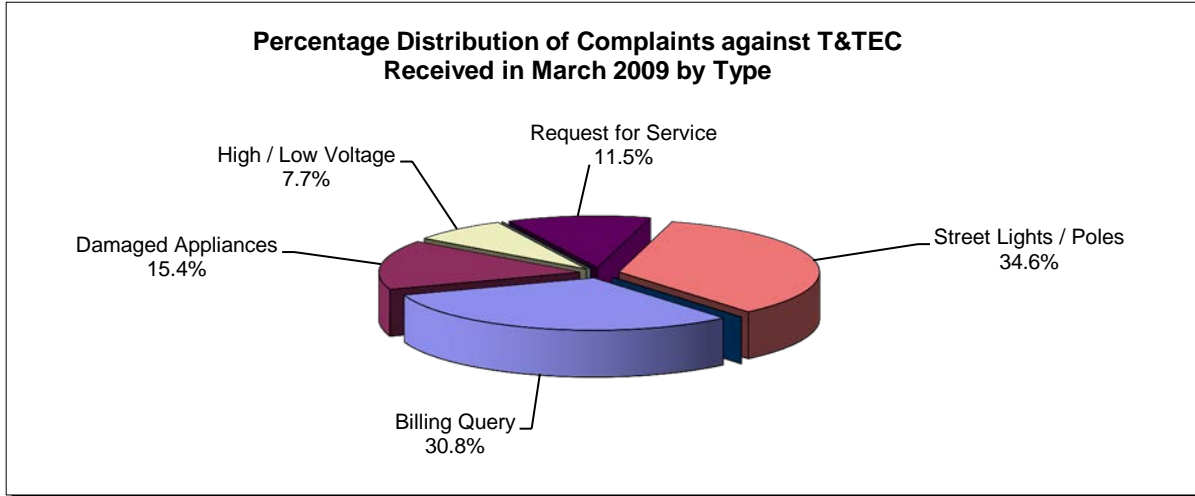
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in March 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in March 2009 by type. When compared to Feb '09, the number of complaints related to Damage Appliances decreased by 1 or 20%, High/ Low Voltage increased by 1 or 100%, Request for Service increased by 2 or 200%, Street Lights/Poles increased by 6 or 200%, and the category Other decreased by 7 or 100% .

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

Complaint Type	Total Unresolved Complaints as at Feb 28, '09	No of Complaints Received in Mar '09	No of Mar '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '09
Billing Query	37	8	2	7	36 (15%)
Damaged Appliances	120	4	0	1	123 (51%)
High / Low Voltage	8	2	0	5	5 (2%)
Power Outages	10	0	0	2	8 (3%)
Request for Service	7	3	1	3	6 (2%)
Street Lights / Poles	42	9	2	4	45 (19%)
Other	23	0	0	3	20 (8%)
<b>Total</b>	<b>247</b>	<b>26</b>	<b>5</b>	<b>25</b>	<b>243</b>

**Fig. 7**

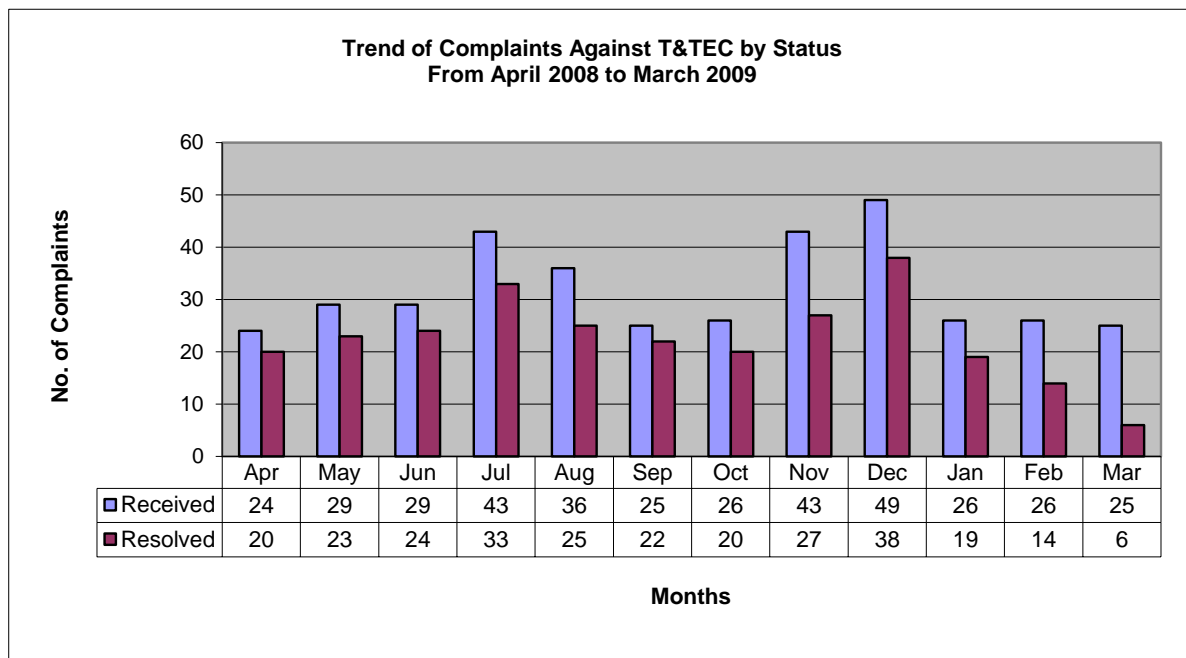


Cumulative	Jan '09- Mar '09	Apr '08 - Mar '09
Number of complaints received	75	381
Number of complaints resolved	37	269
Number of complaints unresolved	38	108
Number of complaints withdrawn	0	4
Resolution rate	49%	71%

**Trend Analysis**

Figure 5 shows the trends of complaints reported against T&TEC over the last twelve months and the RIC's effectiveness in terms of resolution.

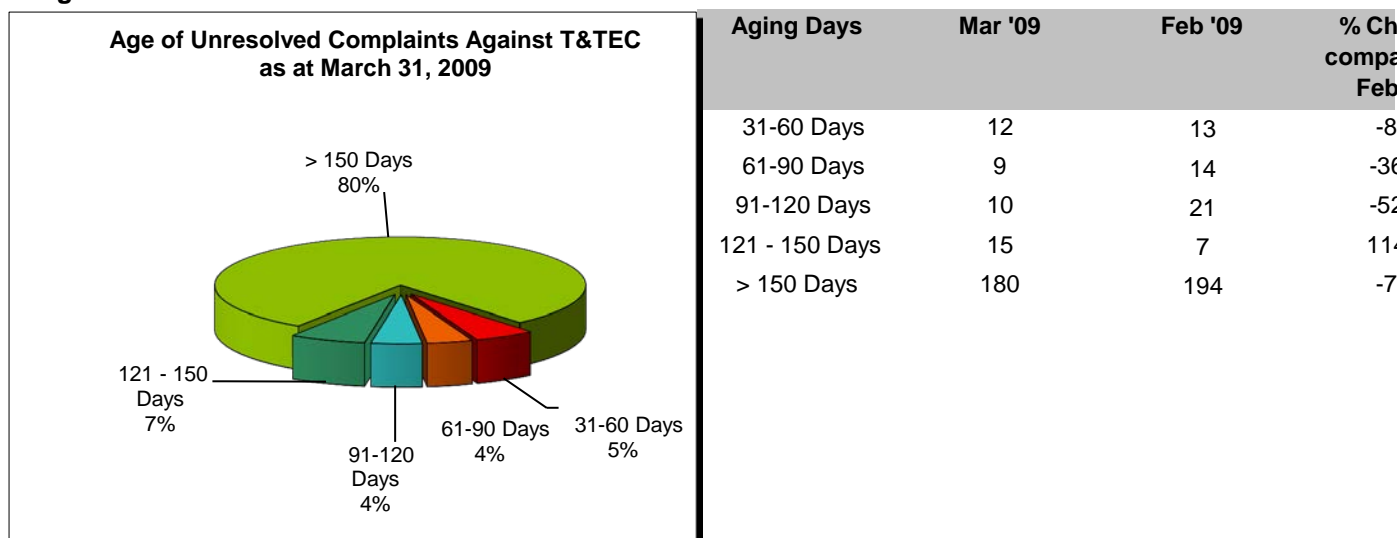
**Fig. 8**



## Aging Report

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	Mar '09	Feb '09	% Change Feb
31-60 Days	12	13	-8%
61-90 Days	9	14	-36%
91-120 Days	10	21	-52%
121 - 150 Days	15	7	111%
> 150 Days	180	194	-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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	3 (25%)	4 (44%)	3 (30%)	2 (13%)	18 (10%)	30
Damaged Appliances	3 (25%)	1 (11%)	4 (40%)	3 (20%)	109 (61%)	120
High / Low Voltage	0 (0%)	0 (0%)	0 (0%)	3 (20%)	0 (0%)	3
Other	4 (33%)	1 (11%)	1 (10%)	1 (7%)	13 (7%)	20
Power Outages	0 (0%)	0 (0%)	2 (20%)	0 (0%)	6 (3%)	8
Request for Service	0 (0%)	2 (22%)	0 (0%)	0 (0%)	2 (1%)	4
Street Lights / Poles	2 (17%)	1 (11%)	0 (0%)	6 (40%)	32 (18%)	41
<b>Totals</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>15</b>	<b>180</b>	<b>226</b>

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

Complaint Type	Apr '08 - Mar '09	Jan '09- Mar '09	Mar '09
Billing Query	144,694.00	8,753.00	148.00
Damaged Appliance	12,504.00	1,500.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	50,000.00	30,000.00	-
<b>Totals</b>	<b>\$ 348,990.00</b>	<b>\$ 182,045.00</b>	<b>\$ 148.00</b>



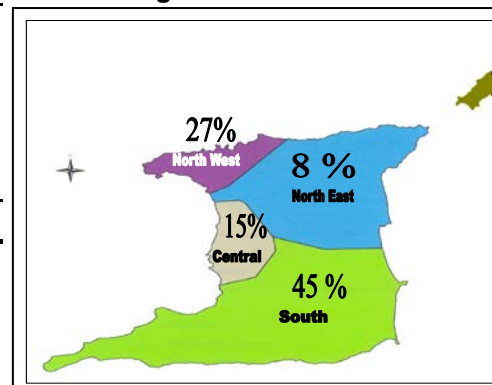
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	13 (6%)	7 (27%)	20 (8%)
North West	61 (28%)	4 (15%)	65 (27%)
Central	36 (17%)	1 (4%)	37 (15%)
South	102 (47%)	8 (31%)	110 (45%)
Tobago	4 (2%)	6 (23%)	10 (4%)
<b>Total</b>	<b>216</b>	<b>26</b>	<b>242</b>

**Fig. 10**



When compared to Feb '09, the number of complaints from the Central region increased by 21 or 131%, from the North East increased by 3 or 18%, from the North West increased by 24 or 59%, complaints from the South region decreased by 8 or 7% while those from Tobago increased by 10 or 1000%, which was mainly due to our Consumer Outreach Programme in Tobago.

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- Mar '09 .

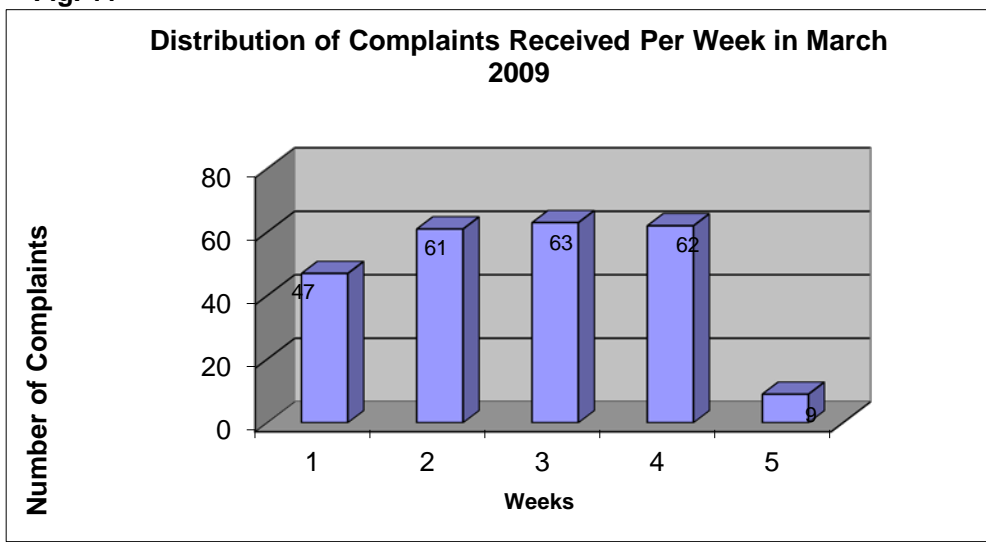
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	14
			Cunupia	8
			Flanagin Town	7
		North East	Talparo	7
			Manzanilla	5
			Sangre Grande	4
		North West	Glencoe	25
			Diego Martin	12
			Belmont	10
		South	Penal	74
			Barrackpore	41
			Princes Town	34
			Gasparillo	29
T&TEC	Street Lights / Poles	North East	Arima	3
	Billing Query	North West	Westmoorings	2
	Street Lights / Poles	Tobago	Tobago	2
	Street Lights / Poles	South	Mayaro	2

## 7.0 Distribution of Complaints Received Per Week

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

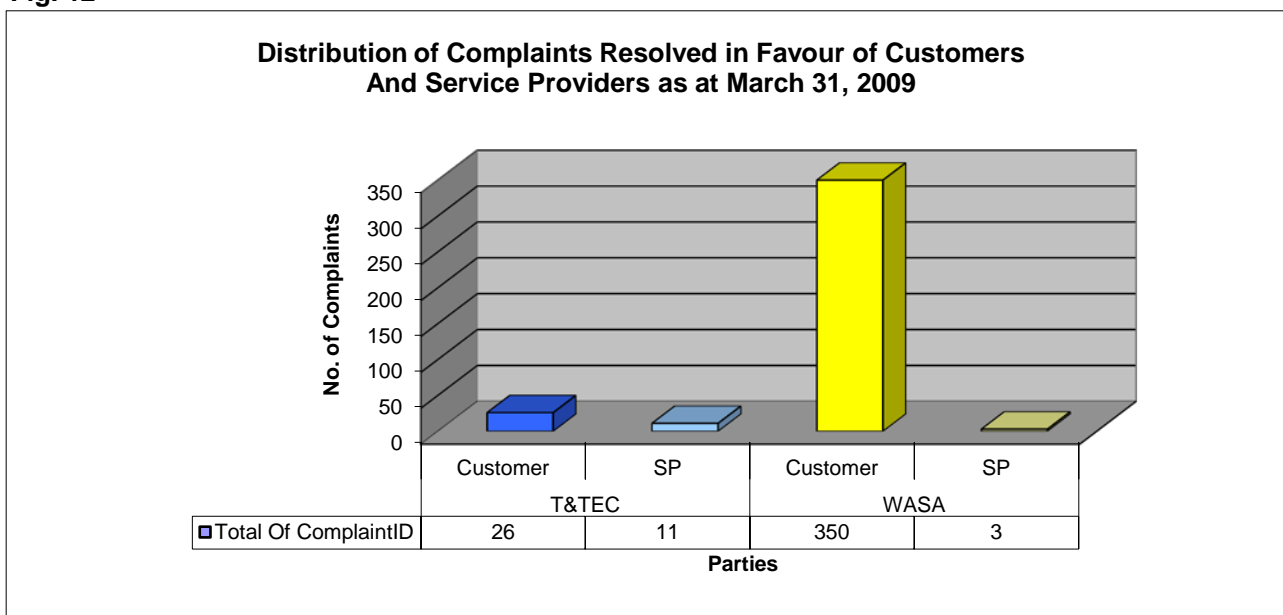
Fig. 11



## 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- Mar '09

Fig. 12



against

3862  
3990







Change  
Compared to  
2009

1%

1%

1%

%

0%

<b>tal</b>
(32%)
(52%)
(3%)
(6%)
(4%)
(2%)





Change  
compared to  
2009

%  
3%  
2%  
4%  
%

Total
(13%)
(53%)
(1%)
(9%)
(4%)
(2%)
(18%)

