

1.0 Overview of Complaints

This report provides an analysis of all complaints received in March 2011, as well as all outstanding complaints against Service Providers as at March 31, 2011.

Status	Mar '10	Mar '11	Mar '10 - Feb '11
Number of complaints received	936	171	3,299
Number of complaints resolved	365	91	2,971
Number of complaints unresolved	571	80	230
Number of complaints withdrawn	0	0	98
Resolution rate for complaints received	39%	53%	93%
No. of outstanding complaints resolved	139	66	106
Total number of complaints resolved	504	157	3,077
Rebate/compensation awarded to customers	TT\$547	ТТ\$0	TT\$1,490,264

1.1 Complaints Filed Against the Water and Sewerage Authority (WASA)

Complaint Category	Total Unresolved Complaints as at	No & % of Complaints		No & % of Mar '11		No of Complaints	No & % of Unresolved	
	Feb 28, '11	Receiv	ed in			Resolved From	Compla	ints as
		Mar	'11	Reso	lved	Previous Period	atMar 3	31, '11
Billing Query	267	4	(3%)	0	(0%)	7	264	(47%)
Inadequate Supply	185	120	(79%)	75	(49%)	29	201	(36%)
Leaks	13	22	(14%)	9	(6%)	6	20	(4%)
Request for Service	26	1	(1%)	0	(0%)	1	26	(5%)
Road Restoration	3	2	(1%)	0	(0%)	0	5	(1%)
Other	46	3	(2%)	0	(0%)	2	47	(8%)
Total	540	152		84	(55%)	45	563	

Table 1: Summary of Complaints Filed Against WASA

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, '11	No & Compl Receiv Mar	laints red in	No & Mar Compl Resol	'11 laints	No of Complaints Resolved From Previous Period	No & Unrese Compla atMar (olved ints as
Billing Query	6	3	(16%)	1	(5%)	0	8	(7%)
Damage Appliances	47	1	(5%)	0	(0%)	8	40	(36%)
High / Low Voltage	6	0	(0%)	1	(5%)	2	3	(3%)
Power Outages	7	1	(5%)	0	(0%)	3	5	(5%)
Request for Service	8	1	(5%)	1	(5%)	0	8	(7%)
Street Lights / Poles	27	9	(47%)	2	(11%)	7	27	(25%)
Other	18	4	(21%)	2	(11%)	1	19	(17%)
Total	119	19		7	(37%)	21	110	

2.0 Complaints Analysis

Monthly	Mar '10	Mar '11	Feb '11
Number of complaints received	936	171	158
Number of complaints resolved	365	91	105
Number of complaints unresolved	571	80	53
Resolution rate for complaints received	39%	53%	66%
No. of outstanding complaints resolved	139	66	106
Total number of complaints resolved	504	157	211

The total number of complaints received in March 2011 increased by 13 or 8% when compared to February 2011. Using the same comparative period, the resolution rate for March 2011 decreased by 20%. The number of complaints resolved for the current month decreased by 14 or 13% and from a previous period (unresolved from Jan '06 to Feb '11) decreased by 41 or 39%. The total number of complaints resolved overall decreased by 55 or 26%.

Cumulative	Jan '10 - Mar '10	Jan '11 - Mar '11	Mar '10 - Feb '11
Number of complaints received	1,727	468	3,299
Number of complaints resolved	885	331	2,971
Number of complaints unresolved	842	125	230
Number of complaints withdrawn	26	12	98
Resolution rate	52%	73%	93%

The cumulative number of complaints received and resolved from January 2011 - March 2011 decreased by 1259 or 73% and by 554 or 63% 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

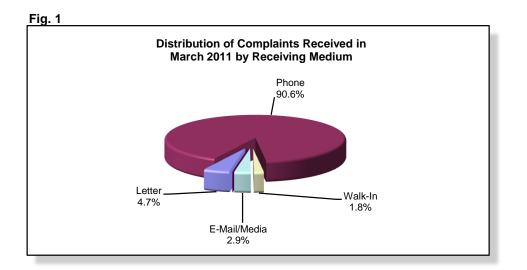
The 171 complaints recorded for March 2011 were reported by 125 customers of which 46 or 37% were new customers. Table 3 shows the frequency of complaints where 89 customers made only one complaint whilst cumulatively 36 or 29% of our customers made more than one complaint. For the period January 2011- March 2011, 319 customers made 468 complaints to the RIC of which 138 or 43% were new customers.

No. of Complaints	No. of Mar '11 Customers	% of Repeat Customers for Mar '11	No. of Customers from Jan '11- Mar '11	% of Repeat Customers from Jan '11- Mar '11
1	89	0	223	0
2	29	23	65	20
3	4	3	21	7
4	3	2	5	2
5	0	0	3	1
>6	0	0	2	1
	125		319	

Table 3: Frequency of Complaints

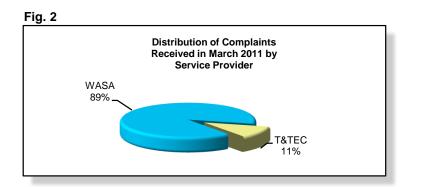
4.0 <u>Receiving Medium</u>

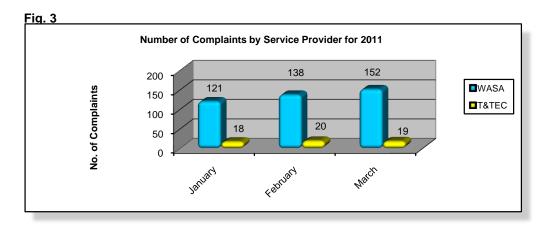
Figure 1 shows the percentage distribution of complaints recorded in March 2011 by receiving medium. The number of complaints received by Letter increased by 5 or 167%, Telephone increased by 6 or 4%, and e-mail/Media increased by 2 or 67% when compared to February 20'11.



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2011 by Service Provider. The number of complaints filed against WASA have increased by 14 or 10% and those filed against T&TEC have decreased by 1 or 5% when compared to February 2011. Figure 3 shows the historical trend of the number of complaints by Service Providers for 2011.





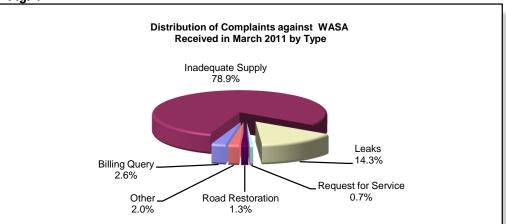
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in Mar 2011 by type. When compared to February 2011 the number of complaints related to Billing Queries decreased by 1 or 20%, Inadequate Supply increased by 15 or 14%, Leaks increased by 1 or 5%, and Road Restoration decreased by 1 or 33%.

Complaint Category	Total Unresolved Complaints as at Feb 28, '11	No of Complaints Received in Mar '11	No of Mar '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as atMar 31, '11
Billing Query	267	4	0	7	264 (47%)
Inadequate Supply	185	120	75	29	201 (36%)
Leaks	13	22	9	6	20 (4%)
Request for Service	26	1	0	1	26 (5%)
Road Restoration	3	2	0	0	5 (1%)
Other	46	3	0	2	47 (8%)
Total	540	152	84	45	563

Table 4: Summary of Complaints Filed Against WASA





Cumulative	Jan '11- Mar '11	Apr '10 - Mar '11
Number of complaints received	411	2,928
Number of complaints resolved	304	2,666
Number of complaints unresolved	95	165
Number of complaints withdrawn	12	97
Resolution rate	76%	94%

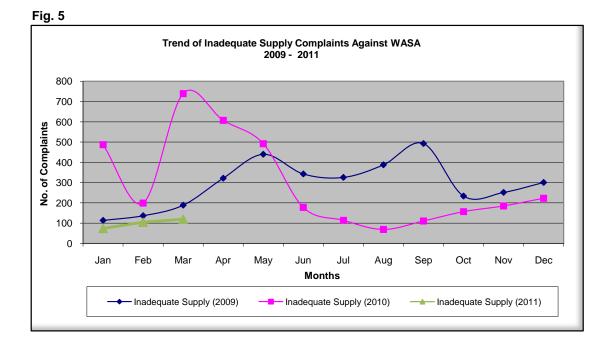
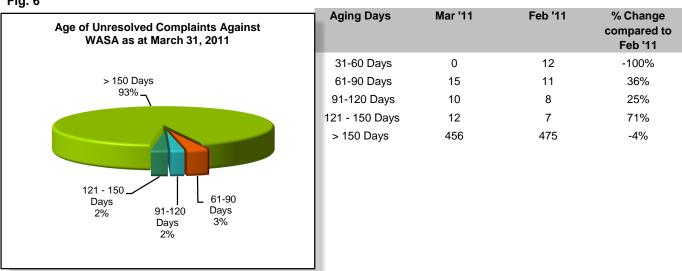


Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years.

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.



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

	Aging Days										
Complaint Category	31-60	61-9	0	91-1	20	121-	150	> 1:	50	То	tal
Billing Query	0	9	(60%)	1	(10%)	4	(33%)	244	(54%)	258	(52%)
Inadequate Supply	0	4	(27%)	6	(60%)	6	(50%)	142	(31%)	158	(32%)
Leaks	0	0	(0%)	1	(10%)	1	(8%)	6	(1%)	8	(2%)
Other	0	2	(13%)	2	(20%)	1	(8%)	37	(8%)	42	(9%)
Request for Service	0	0	(0%)	0	(0%)	0	(0%)	25	(5%)	25	(5%)
Road Restoration	0	0	(0%)	0	(0%)	0	(0%)	2	(0%)	2	(0%)
	0	15		10		12		456		493	

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

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

Complaint Type	A	or '10 - Mar '11	Ja	an '11- Mar '11	Mar '11
Billing Classification		5,658.00		-	-
Billing Query		308,013.00		186,320.00	-
Damage to Property Disconnection / Reconnection		72,438.00 -		46,938.00 -	-
Other Claims		55,533.00		55,533.00	-
	\$	441,642.00	\$	288,791.00	\$ -

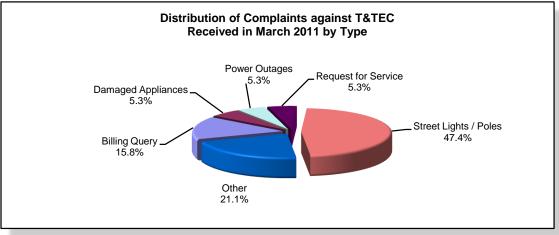
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in March 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in March 2011 by type. When compared to February 2011, the number of complaints related to Billing Queries decreased by 1 or 25%, Damage Appliances decreased by 1 or 50%, High/ Low Voltage decreased by 3 or 100%, Power Outages increased by 1 or 100%, Request for Service decreased by 2 or 67%, Street Lights/Poles increased by 4 or 80%, and the category Other increased by 1 or 33%.

Complaint Type	Total Unresolved Complaints as at Feb 28, '11	No of Complaints Received in Mar '11	No of Mar '11 Complaints Resolved	Complaints Resolved From Previous Period	Unre Compl	: % of solved aints as 31, '11
Billing Query	6	3	1	0	8	(7%)
Damaged Appliances	47	1	0	8	40	(36%)
High / Low Voltage	6	0	1	2	3	(3%)
Power Outages	7	1	0	3	5	(5%)
Request for Service	8	1	1	0	8	(7%)
Street Lights / Poles	27	9	2	7	27	(25%)
Other	18	4	2	1	19	(17%)
Total	119	19	7	21	110	

Table 6: Summary of Complaints Filed Against T&TEC





Cumulative	Jan '11- Mar '11	Apr '10 - Mar '11
Number of complaints received	57	371
Number of complaints resolved	27	305
Number of complaints unresolved	30	65
Number of complaints withdrawn	0	1
Resolution rate	47%	82%

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

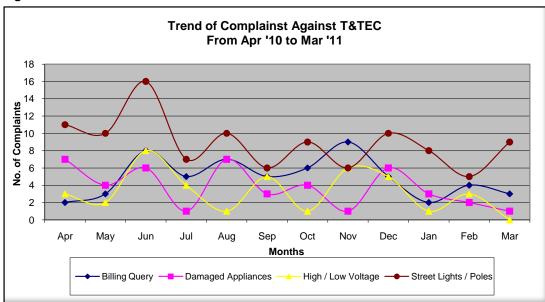
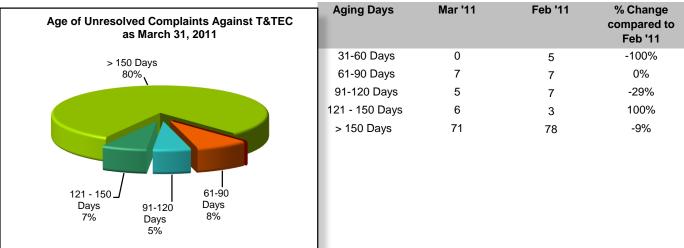




Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.





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

	Aging Days										
Complaint Category	31-60	61-9	0	91- 1	120	121 -	150	> 1	50	То	tal
Billing Query	0	1	(14%)	0	(0%)	0	(0%)	4	(6%)	5	(6%)
Damaged Appliances	0	3	(43%)	1	(20%)	4	(67%)	26	(37%)	34	(38%)
High / Low Voltage	0	0	(0%)	0	(0%)	0	(0%)	1	(1%)	1	(1%)
Other	0	1	(14%)	0	(0%)	2	(33%)	15	(21%)	18	(20%)
Power Outages	0	0	(0%)	0	(0%)	0	(0%)	2	(3%)	2	(2%)
Request for Service	0	0	(0%)	0	(0%)	0	(0%)	6	(8%)	6	(7%)
Street Lights / Poles	0	2	(29%)	4	(80%)	0	(0%)	17	(24%)	23	(26%)
Totals	0	7		5		6		71		89	

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

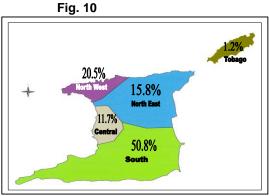
Complaint Type	Apr '10 - Mar '11	Jan '11- Mar '11	Mar '11		
Billing Query	1,005,491.00	1,225.00	-		
Damaged Appliance	35,495.00	8,794.00	-		
KVA Reduction	-	-	-		
Other Claims	7,636.00	2,100.00	-		
	\$ 1,048,622.00	\$ 12,119.00	\$-		

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 March 2011 by geographic regions.

REGION	WASA	T&TEC	Total	
North East	19 (139	%) 8 (42%)	27 (16%)	
North West	32 (219	%) 3 (16%)	35 (20%)	
Central	20 (139	%) 0 (0%)	20 (12%)	
South	79 (529	%) 8 (42%)	87 (51%)	
Tobago	2 (19	%) 0 (0%)	2 (1%)	
Total	152	19	171	

Table 8: Complaints by Geographic Regions



When compared to February 2011, the number of complaints received in March 2011 from the Central region increased by 11 or 122%, those from the North East increased by 11 or 69%, those from the North West increased by 12 or 52%, and complaints from the South region decreased by 21 or 19%.

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- Mar '11 .

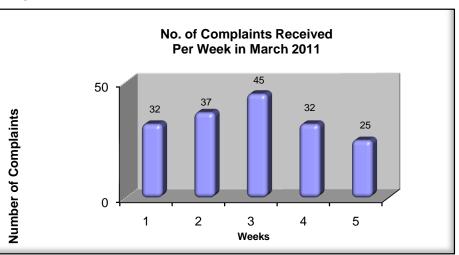
Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	Central	Claxton Bay	11
	Supply		Cunupia	7
	"		Las Lomas No.	5
	"	North East	Champ Fleurs	12
	"		Valsayn	4
	"		Arima	2
	"	North West	Diego Martin	8
	"		Glencoe	7
	"		Carenage	6
	"	South	Princes Town	43
	"		Barrackpore	36
	"		Penal	25
	n		Tableland	14
T&TEC	Street Lights / Poles	South	Penal	4
	Power Outages	North West	Maraval	2
	Street Lights / Poles	South	Barrackpore	2
	Street Lights / Poles	North West	Diego Martin	2

Table 9: Problematic Areas

7.0 Distribution of Complaints Received Per Week

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





8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2011 - March 2011.



