



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**March 2012**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in March 2012, as well as all outstanding complaints against Service Providers as at March 31, 2012.

Status	Mar '11	Mar '12	Apr '11 - Mar '12		
Number of complaints received	171	282	2,576		
Number of complaints resolved	91	128	2,256		
Number of complaints unresolved	80	143	287		
Number of complaints withdrawn	0	11	33		
<b>Resolution rate for complaints received</b>	<b>53.2%</b>	<b>47.2%</b>	<b>88.7%</b>		
No. of outstanding complaints resolved	66	103	91		
Total number of complaints resolved	<b>157</b>	<b>231</b>	<b>2,347</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$0</b>	<b>TT\$0</b>	<b>TT\$2,055,957</b>	WASA	\$1246827
				T&TEC	\$809130

**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 29, '12	No & % of Complaints Received in Mar '12	No & % of Total Mar '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '12
Billing Query	254	21 9.4%	3 1.3%	3	269 51.6%
Inadequate Supply	143	125 56.1%	74 33.2%	58	136 26.1%
Leaks	28	54 24.2%	29 13.0%	22	31 6.0%
Request for Service	28	3 1.3%	0 0.0%	1	30 5.8%
Road Restoration	6	12 5.4%	4 1.8%	0	14 2.7%
Other	37	8 3.6%	3 1.3%	1	41 7.9%
<b>Total</b>	<b>496</b>	<b>223</b>	<b>113 50.7%</b>	<b>85</b>	<b>521</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 29, '12	No & % of Complaints Received in Mar '12	No & % of Total Mar '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '12
Billing Query	3	1 1.7%	1 1.7%	0	3 2.5%
Damage Appliances	41	6 10.2%	0 0.0%	3	44 36.4%
High / Low Voltage	3	6 10.2%	2 3.4%	3	4 3.3%
Power Outages	4	2 3.4%	0 0.0%	1	5 4.1%
Request for Service	8	5 8.5%	0 0.0%	3	10 8.3%
Street Lights / Poles	22	28 47.5%	10 16.9%	6	34 28.1%
Other	14	11 18.6%	2 3.4%	2	21 17.4%
<b>Total</b>	<b>95</b>	<b>59</b>	<b>15 25.4%</b>	<b>18</b>	<b>121</b>

## 2.0 Complaints Analysis

Monthly	Mar '11	Mar '12	Feb '12
Number of complaints received	171	282	199
Number of complaints resolved	91	128	86
Number of complaints unresolved	80	143	113
Resolution rate for complaints received	53.2%	45.4%	43.2%
No. of outstanding complaints resolved	66	103	91
Total number of complaints resolved	157	231	177

The total number of complaints received in March 2012 increased by 83 or 42% when compared to February 2012. Using the same comparative period, the resolution rate for March 2012 increased by 5% percentage points. The number of complaints resolved for the current month increased by 42 or 49% and from a previous period (unresolved from Apr '06 to Feb '12) increased by 12 or 13%. The total number of complaints resolved overall increased by 54 or 31%.

Cumulative	Jan '11 - Mar '11	Jan '12 - Mar '12	Apr '11 - Mar '12
Number of complaints received	468	703	2,576
Number of complaints resolved	331	459	2,256
Number of complaints unresolved	125	233	287
Number of complaints withdrawn	12	11	33
Resolution rate	72.6%	66.3%	88.7%

The cumulative number of complaints received and resolved from January 2012 - March 2012 increased by 235 or 50% and by 128 or 39% 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 282 complaints recorded for March 2012 were reported by 234 customers of which 144 or 62% were new customers. Table 3 shows the frequency of complaints where 195 customers made only one complaint whilst cumulatively 39 or 17% of our customers made more than one complaint. For the period January 2012 - March 2012, 499 customers made 703 complaints to the RIC of which 284 or 57% were new customers.

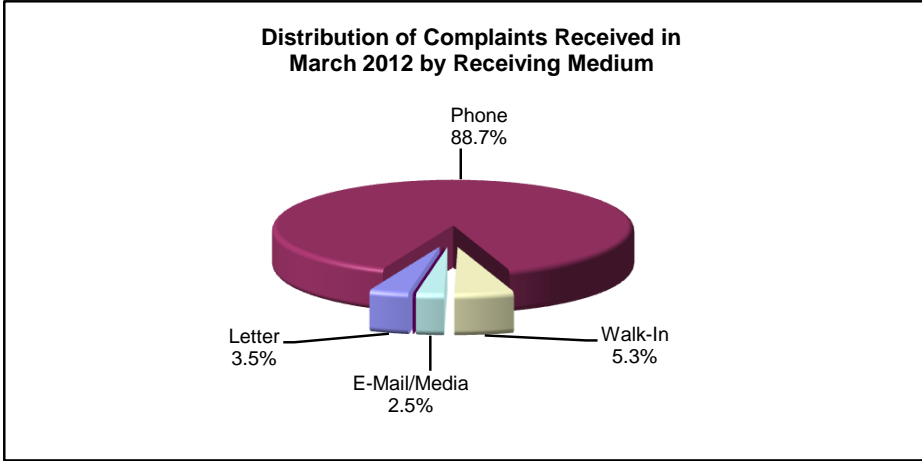
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Mar '12 Customers	% of Repeat Customers for Mar '12	No. of Customers from Jan '12 - Mar '12	% of Repeat Customers from Jan '12 - Mar '12
1	195	0	353	0
2	32	14	111	22
3	5	2	16	3
4	2	1	16	3
5	0	0	2	0
>6	0	0	1	0
	<b>234</b>		<b>499</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in March 2012 by receiving medium. The number of complaints received by Letter increased by 6 or 150%, Telephone increased by 68 or 37%, Walk in increased by 7 or 88%, and e-mail/Media decreased by 1 or 13% when compared to February 2012. No Outreach Programme was conducted in March 2012.

**Fig. 1**



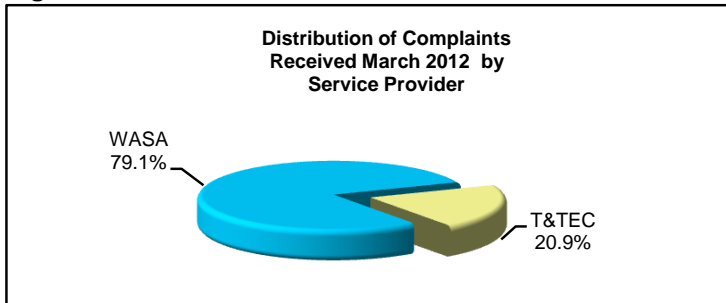
**Receiving Medium**

	Feb '12	Mar '12
Letter	4	10
Telephone	182	250
Walk-In	8	15
Email/Media	8	7
Outreach	0	0

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in March 2012 by Service Provider. The number of complaints filed against WASA have increased by 51 or 30% and those filed against T&TEC have increased by 29 or 97% when compared to Feb '12. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

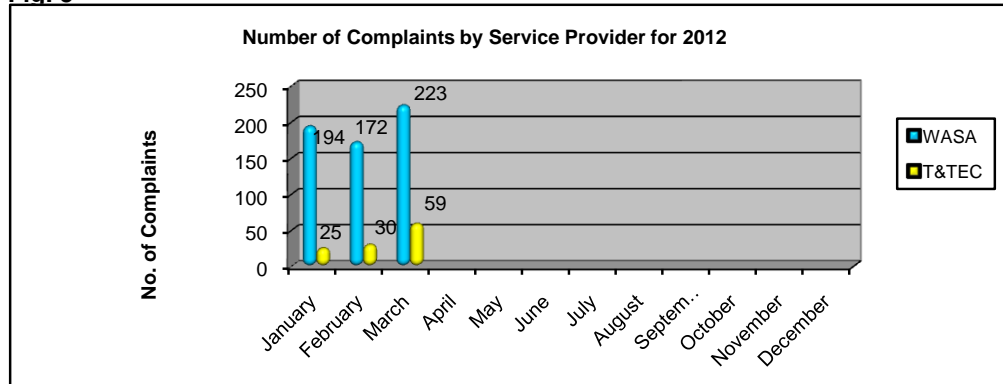
**Fig. 2**



**Service Providers**

	Feb '12	Mar '12
WASA	172	223
T&TEC	30	59

**Fig. 3**



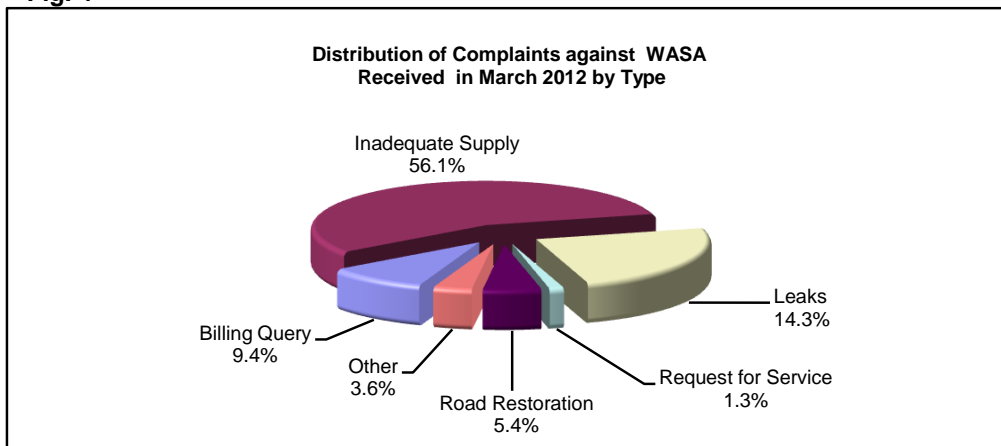
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in March 2012 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in March 2012 by type. When compared to February 2012 the number of complaints related to Billing Queries increased by 10 or 91%, Inadequate Supply increased by 8 or 7%, Leaks increased by 23 or 74%, Request for Service decreased by 2 or 40%, Road Restoration increased by 8 or 200% and the category Other increased by 4 or 100%.

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

Complaint Category	Total Unresolved Complaints as at Feb 29, '12	No of Complaints Received		No of Mar '12 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '12
		Feb '12	Mar '12			
Billing Query	254	11	21	3	3	269 51.6%
Inadequate Supply	143	117	125	74	58	136 26.1%
Leaks	28	31	54	29	22	31 6.0%
Request for Service	28	5	3	0	1	30 5.8%
Road Restoration	6	4	12	4	0	14 2.7%
Other	37	4	8	3	1	41 7.9%
<b>Total</b>	<b>496</b>	<b>172</b>	<b>223</b>	<b>113</b>	<b>85</b>	<b>521</b>

**Fig. 4**



Cumulative	Jan '12 - Mar '12	Apr '11 - Mar '12
Number of complaints received	589	2,202
Number of complaints resolved	413	1,972
Number of complaints unresolved	168	204
Number of complaints withdrawn	8	26
Resolution rate	71.1%	90.6%

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 2011 and 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.

**Fig. 5**

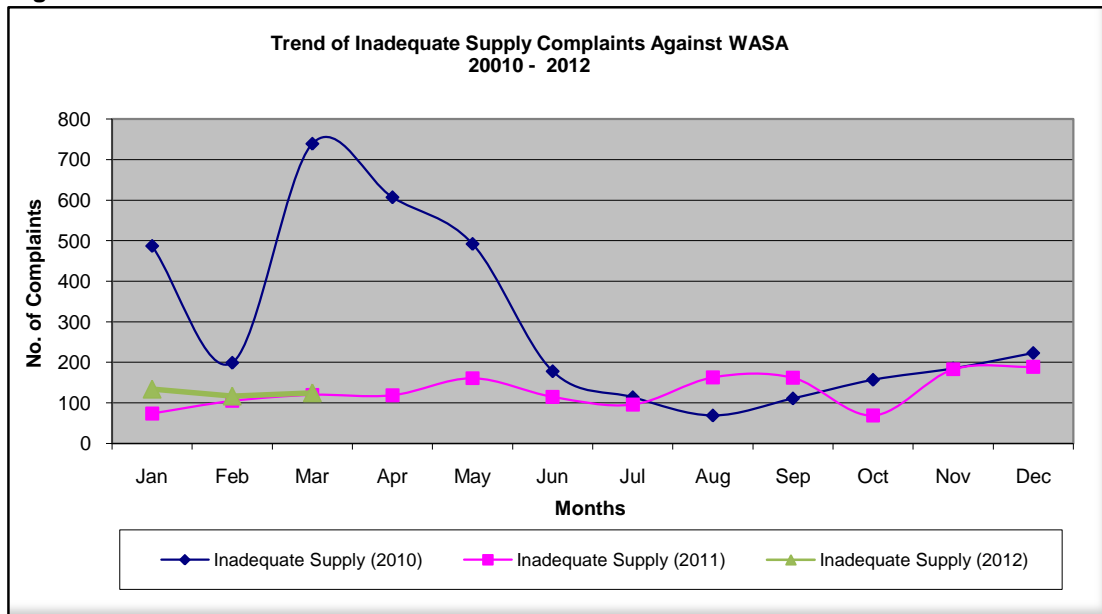
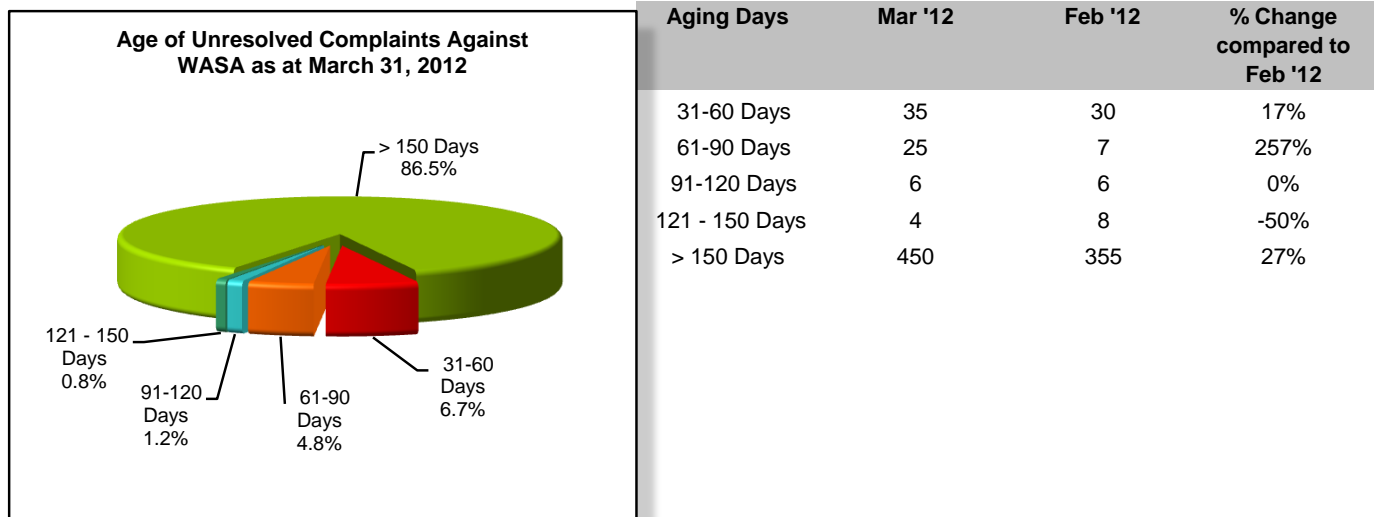


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Mar '12	Feb '12	% Change compared to Feb '12
31-60 Days	35	30	17%
61-90 Days	25	7	257%
91-120 Days	6	6	0%
121 - 150 Days	4	8	-50%
> 150 Days	450	355	27%

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	9 25.7%	11 44.0%	3 50.0%	3 75.0%	242 53.8%	268	51.5%
Inadequate Supply	16 45.7%	5 20.0%	2 33.3%	1 25.0%	112 24.9%	136	26.2%
Leaks	2 5.7%	4 16.0%	0 0.0%	0 0.0%	25 5.6%	31	6.0%
Other	3 8.6%	3 12.0%	0 0.0%	0 0.0%	35 7.8%	41	7.9%
Request for Service	2 5.7%	0 0.0%	0 0.0%	0 0.0%	28 6.2%	30	5.8%
Road Restoration	3 8.6%	2 8.0%	1 16.7%	0 0.0%	8 1.8%	14	2.7%
	<b>35</b>	<b>25</b>	<b>6</b>	<b>4</b>	<b>450</b>	<b>520</b>	

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

Complaint Type	Apr '11 - Mar '12	Jan '12 - Mar '12	Mar '12
Billing Classification	3,910.00	2,155.00	-
Billing Query	275,220.00	72,254.00	-
Damage to Property	967,697.00	110,000.00	-
Disconnection / Reconnection	-	-	-
Other Claims	-	-	-
	<b>\$ 1,246,827.00</b>	<b>\$ 184,409.00</b>	<b>\$ -</b>

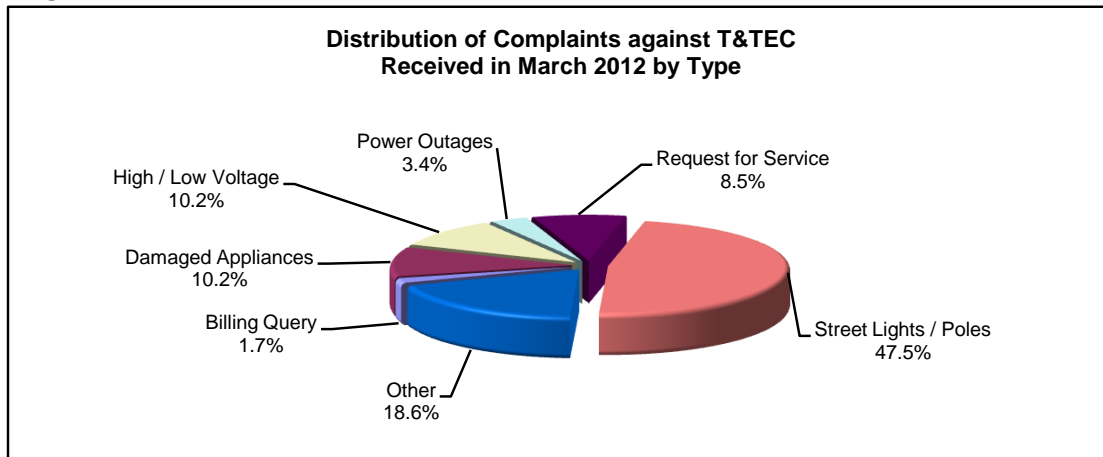
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in March 2012 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in March 2012 by type. When compared to February 2012, the number of complaints related to Damaged Appliances decreased by 2 or 25%, High/ Low Voltage increased by 5 or 500%, Power Outages decreased by 1 or 33%, Request for Service increased by 1 or 25%, Street Lights/Poles increased by 16 or 133%, and the category Other increased by 10 or 100% .

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Feb 29, '12	No of Complaints Received		No of Mar '12 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Mar 31, '12	
		Feb '12	Mar '12				
Billing Query	3	1	1	1	0	3	2.5%
Damaged Appliances	41	8	6	0	3	44	36.4%
High / Low Voltage	3	1	6	2	3	4	3.3%
Power Outages	4	3	2	0	1	5	4.1%
Request for Service	8	4	5	0	3	10	8.3%
Street Lights / Poles	22	12	28	10	6	34	28.1%
Other	14	1	11	2	2	21	17.4%
<b>Total</b>	<b>95</b>	<b>30</b>	<b>59</b>	<b>15</b>	<b>18</b>	<b>121</b>	

**Fig. 7**



<b>Cumulative</b>	<i>Jan '12 - Mar '12</i>	<i>Apr '11 - Mar '12</i>
Number of complaints received	114	374
Number of complaints resolved	46	284
Number of complaints unresolved	65	83
Number of complaints withdrawn	3	7
Resolution rate	41.4%	77.4%

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

**Fig. 8**

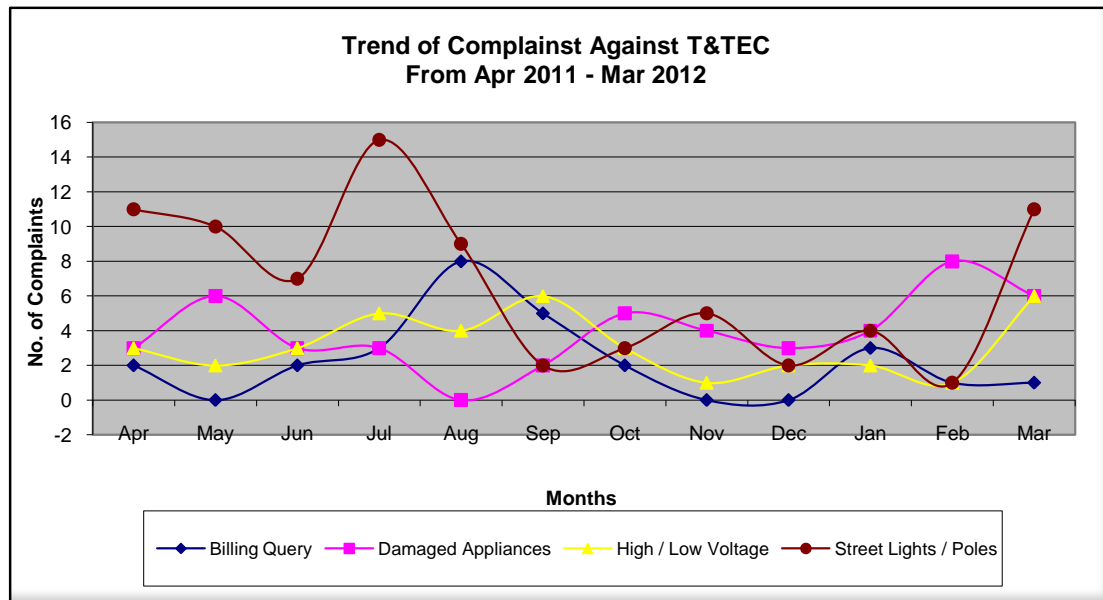
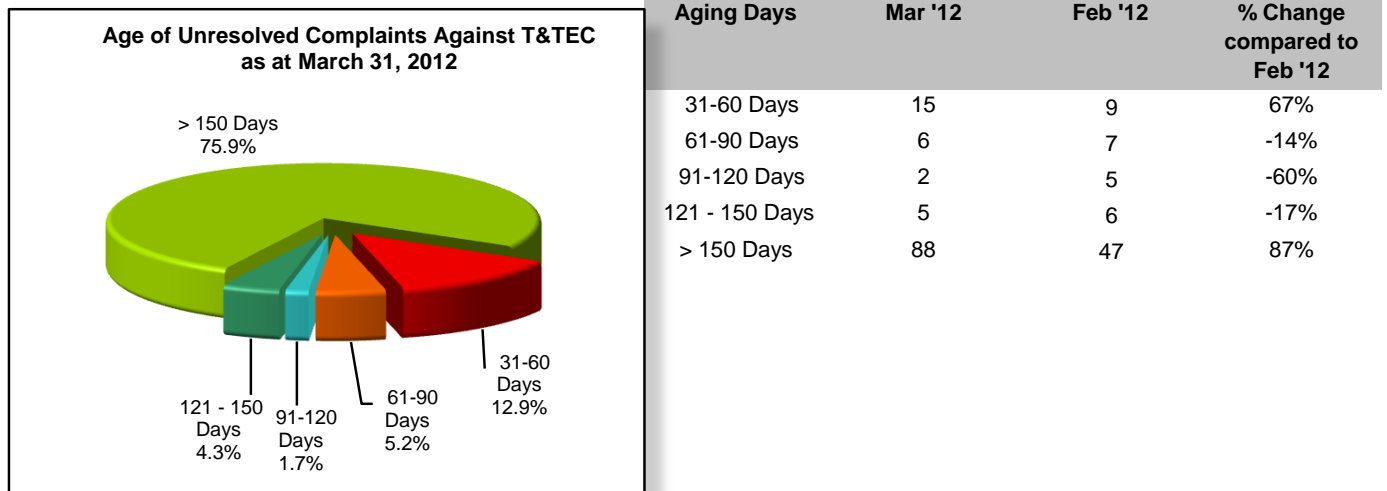


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Mar '12	Feb '12	% Change compared to Feb '12
31-60 Days	15	9	67%
61-90 Days	6	7	-14%
91-120 Days	2	5	-60%
121 - 150 Days	5	6	-17%
> 150 Days	88	47	87%

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 and the trouble report relating to the respective incidents.

**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	1	6.7%	0	0.0%	0	0.0%	0	0.0%	2	2.3%	3	2.6%
Damaged Appliances	7	46.7%	2	33.3%	0	0.0%	5	100.0%	29	33.0%	43	37.1%
High / Low Voltage	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	4.5%	4	3.4%
Other	0	0.0%	0	0.0%	1	50.0%	0	0.0%	20	22.7%	21	18.1%
Power Outages	1	6.7%	1	16.7%	1	50.0%	0	0.0%	2	2.3%	5	4.3%
Request for Service	3	20.0%	1	16.7%	0	0.0%	0	0.0%	5	5.7%	9	7.8%
Street Lights / Poles	3	20.0%	2	33.3%	0	0.0%	0	0.0%	26	29.5%	31	26.7%
<b>Totals</b>	<b>15</b>		<b>6</b>		<b>2</b>		<b>5</b>		<b>88</b>		<b>116</b>	

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

Complaint Type	Apr '11 - Mar '12	Jan '12 - Mar '12	Mar '12
Billing Query	146,127.00	243.00	-
Damaged Appliance	60,584.00	2,517.00	-
KVA Reduction	-	-	-
Other Claims	602,419.00	600,223.00	-
	<b>\$ 809,130.00</b>	<b>\$ 602,983.00</b>	<b>\$ -</b>



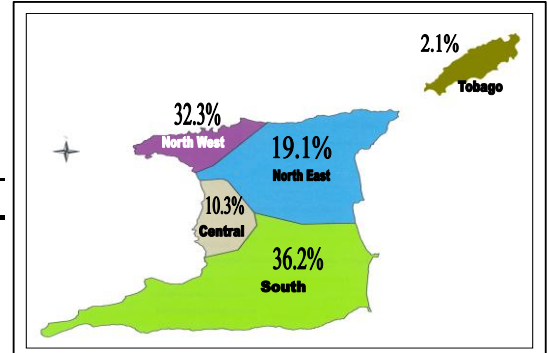
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2012 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	37 16.6%	17 28.8%	54 19.1%
North West	78 35.0%	13 22.0%	91 32.3%
Central	22 9.9%	7 11.9%	29 10.3%
South	83 37.2%	19 32.2%	102 36.2%
Tobago	3 1.3%	3 5.1%	6 2.1%
<b>Total</b>	<b>223</b>	<b>59</b>	<b>282</b>

**Fig. 10**



When compared to February 2012, the number of complaints received in March 2012 from the Central region increased by 2 or 7%. Complaints received from the North East increased by 23 or 74%, while those from the North West increased by 47 or 107%. Complaints from the South region increased by 4 or 4% and those from Tobago increased by 4 or 200%.

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 - Mar '12 .

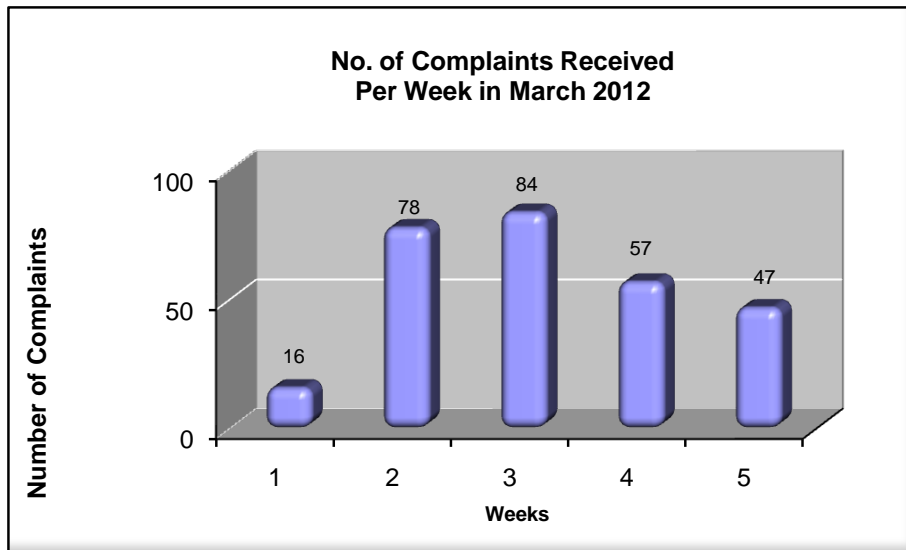
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Las Lomas No.	13
			Cunupia	7
			Claxton Bay	6
		North East	Arima	10
			D'Abadie	9
			Manzanilla	2
		North West	Morvant	18
			Diego Martin	14
			Santa Cruz	10
			Penal	59
		South	Princes Town	31
			Debe	14
			Gasparillo	14
		T&TEC	Street Lights / Poles	South
South	Barrackpore			4
North West	Diego Martin			4
South	Princes Town			3

## 7.0 Distribution of Complaints Received Per Week

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

Fig. 11



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

## 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 - March 2012.

Fig. 12

