

Regulated Industries Commission

Monthly Complaints Report

May 2002

Summary

For May 2002, a total of fifty-three (53) complaints were received. This is 5% lower than the amount received for the previous month of April 2002. Of the 53 complaints received, thirty-eight (38) were resolved, representing a resolution rate of seventy-two percent (72%) which was thirty-one percent (31%) higher than April's. An additional nine (9) outstanding complaints were resolved, totaling forty-seven (47) complaints resolved for April 2002. From January 2002 to May 2002 a total of fifty-nine (59) complaints remained unresolved, which represents an increase of eleven percent (11%) when compared April 2002.

However, when compared to the corresponding periods for 2001, it was observed that for May 2001, eighty-two (82) complaints were received with a resolution rate of seventy-six percent (76%). Additionally, seventy-four (74) complaints remained unresolved for the period January 2001 to May 2001.

The most common medium for receiving complaints was by Telephone, which represented 92% of all complaints received, followed by Walk-Ins 6% and Letter, which was 2%.

Complaints by Service Provider

Of the 53 complaints received, 33 or 62% were filed against WASA followed by 16 or 30% on TSTT and 4 or 8% on T&TEC. See Figure 1.

The complaints received on WASA (Table 1) are ranked as follows:

Inadequate Supply 73%, followed by Leaks at 9%. Billing Query, Road Restoration and Other complaints were all at 6%.

The complaints received on T&TEC (Table 2) are ranked as follows:

Billing Query, Request for Supply, Power Outages and Other Complaints were at 25%. No Street Lights/Poles or Voltage Fluctuations/Damage complaints were received.

The complaints received on TSTT (Table 3) are ranked as follows:

Out of service 68%, Other Complaints at 16% followed by Request for Service 11% and Billing Query at 5%.

Complaints by Region

The South region recorded the highest percentage of complaints received, which was at 60% followed by both North East and North West at 15% each, and Central at 10%. No complaint was received from the region of Tobago. See Table 4.

Unresolved Complaints by Type

Of the fifty-nine (59) unresolved complaints forty-one percent (41%) were attributed to Billing Queries across the three Service Providers.

In the case of WASA, Inadequate Supply represented 5% of unresolved complaints whereas "Other complaints" represented 12% of unresolved complaints. This category comprises of the following:

- Water Quality
- New Service Connection
- Illegal Connection
- Damage to Property

In the case of T&TEC, Request for Supply represented 8% of unresolved complaints. Most of these complaints were as a result of the inability of the prospective customers to meet the capital contribution requirement. Damaged Appliances due to Voltage Fluctuation represented 7% of unresolved complaints and this type of complaint usually takes a much longer time to be resolved.

In the case of TSTT, Request for Service represented 10% of unresolved complaints. Most of these complaints were as a result of the unavailability of lines to prospective customers.

Fig. 1:

