



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2004

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2004 as well as all outstanding complaints against the Service Providers.

1.1 Complaints Filed Against The Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	46	14 (30%)	3	3	54 (47%)
Inadequate Supply	26	19 (40%)	12	10	23 (20%)
Leaks	6	6 (13%)	6	3	3 (3%)
Road Restoration	2	2 (4%)	0	0	4 (3%)
Other	26	6 (13%)	1	0	31 (27%)
Total	106	47	22	16	115

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	20	0 (0%)	0	0	20 (19%)
Power Outages	7	2 (7%)	2	2	5 (5%)
Volt. Fluct /Damages	40	8 (30%)	1	9	38 (36%)
Street Lights/Poles	6	5 (18%)	2	1	8 (8%)
Request for Supply	10	4 (15%)	1	2	11 (10%)
Other	16	8 (30%)	0	1	23 (22%)
Total	99	27	6	15	105

1.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3

Complaint Type	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	19	12 (29%)	4	3	24 (51%)
Out of Service	6	22 (51%)	14	4	10 (21%)
Request for Service	3	4 (10%)	0	0	7 (15%)
Other	8	4 (10%)	2	4	6 (13%)
Total	36	42	20	11	47

2.0 Complaints Analysis

Monthly	May 2003	Apr 2004	May 2004
Number of complaints received	104	101	116
Number of complaints resolved	68	55	48
Number of complaints unresolved	36	46	68
Resolution rate for complaints received	65%	54%	41%
No. of outstanding complaints resolved	31	31	42
Total number of complaints resolved	99	86	90

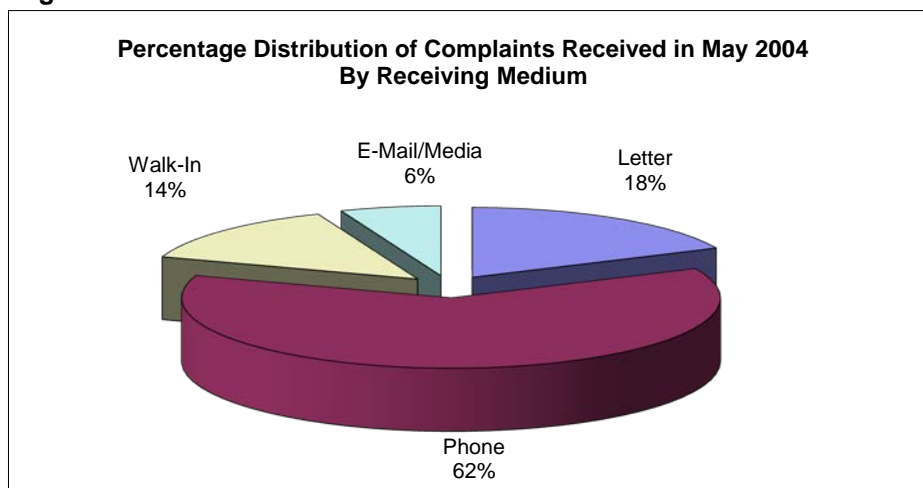
The total number of complaints received in May 2004 increased by 15 or 15% when compared to April 2004. Using the same comparative period, the resolution rate for May 2004 decreased by 24%, this is primarily because 72% of the complaints were received in the last two weeks and therefore insufficient time to treat with them. Additionally, staff vacation and the demands of our public consultation has negatively impacted on our ability to pursue resolution of complaints. The number of complaints resolved from a previous period increased by 11 or 35% and the total number of complaints resolved overall increased by 4 or 5%. The cumulative number of complaints received from Jan - May '04 increased by 149 or 39% when compared to the same period last year.

Cumulative	Jan - May '03	Jan - May '04	Jun '03 - May '04
Number of complaints received	380	529	1,075
Number of complaints resolved	292	350	832
Number of complaints unresolved	88	179	243
Resolution rate	77%	66%	77%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2004 by receiving medium. The number of complaints received by Letter and e-mail/Media increased by 17 or 425% and 6 or 600% respectively, while Telephone and Walk-in decreased by 4 or 5%, and 4 or 20% respectively when compared to April 2004.

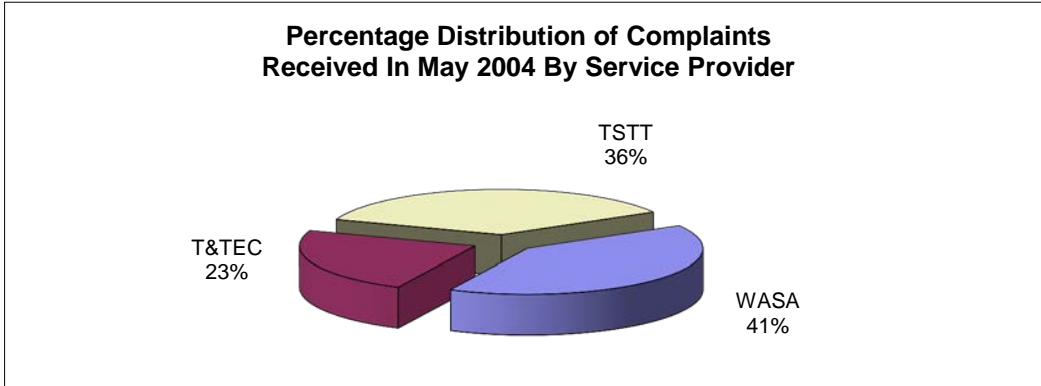
Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2004 by Service Provider. The number of complaints filed against WASA have decreased by 7 or 13%, while those against T&TEC and TSTT have increased by 7 or 35% and 15 or 56% respectively, when compared to April 2004.

Fig. 2



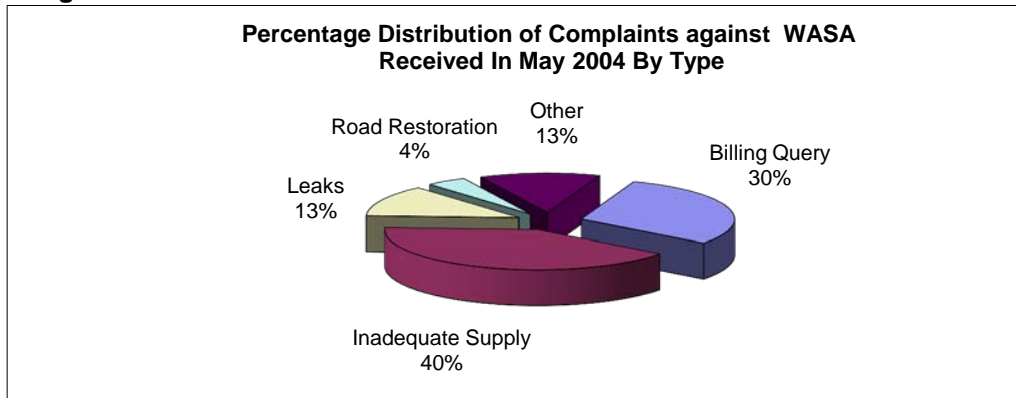
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2004 and their status, as well as, the number and percentage of Unresolved Complaints as at May 31, by type. Figure 3 shows the percentage distribution of the complaints received in May 2004 by type. The number of Billing Queries increased by 9 or 180% and Inadequate Supply decreased by 22 or 54%, when compared to April 2004.

Table 4

Complaint Category	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	46	14 (30%)	3	3	54 (47%)
Inadequate Supply	26	19 (40%)	12	10	23 (20%)
Leaks	6	6 (13%)	6	3	3 (3%)
Road Restoration	2	2 (4%)	0	0	4 (3%)
Other	26	6 (13%)	1	0	31 (27%)
Total	106	47	22	16	115

Fig. 3



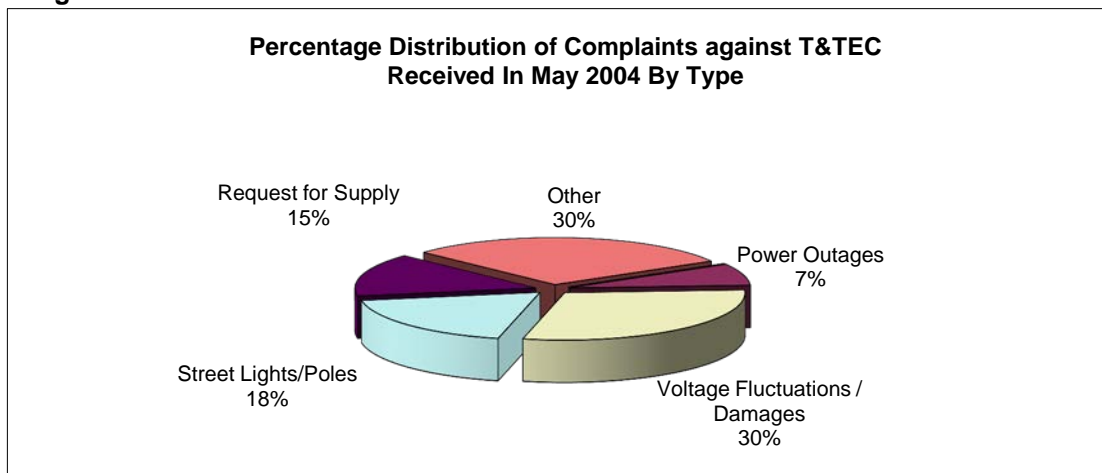
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in May 2004 and their status, as well as, the number and percentage of Unresolved Complaints as at May 31 by type. Figure 4 shows the percentage distribution of the complaints received in May 2004 by type. The complaint category Other increased by 3 or 60% when compared to April 2004.

Table 5

Complaint Type	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	20	0 (0%)	0	0	20 (19%)
Power Outages	7	2 (7%)	2	2	5 (5%)
Volt. Fluct /Damages	40	8 (30%)	1	9	38 (36%)
Street Lights/Poles	6	5 (18%)	2	1	8 (8%)
Request for Supply	10	4 (15%)	1	2	11 (10%)
Other	16	8 (30%)	0	1	23 (22%)
Total	99	27	6	15	105

Fig. 4



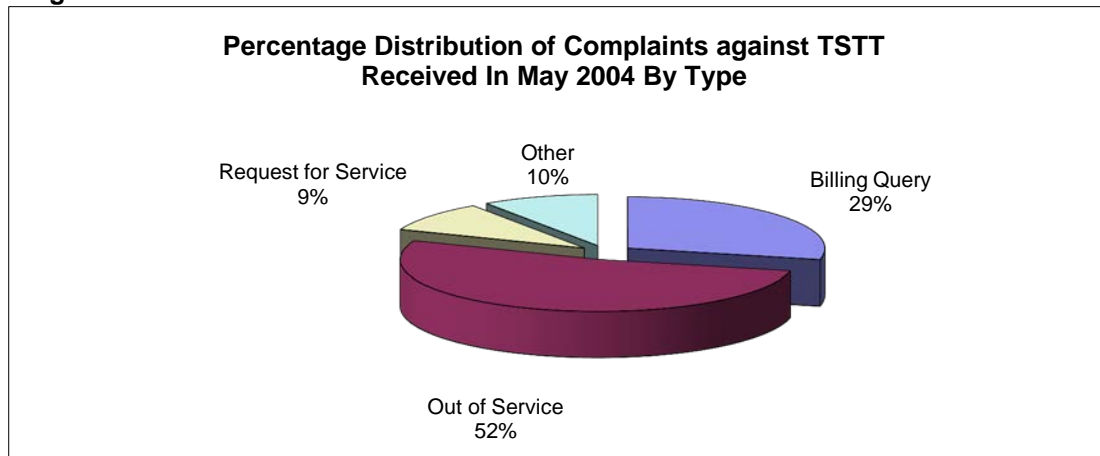
4.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 6 shows the number and types of complaints received against TSTT in May 2004 and their status, as well as, the number and percentage of Unresolved Complaints as at May 31 by type. Figure 5 shows the percentage distribution of the complaints received in May 2004 by type. The number of Billing Queries and Out of Service increased by 5 or 71% and 14 or 175% respectively. The complaint category Other decreased by 6 or 60% when compared to April 2004.

Table 6

Complaint Type	Total Unresolved Complaints as at April 30, 2004	No & % of Complaints Received in May. '04	May. '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '04
Billing Query	19	12 (29%)	4	3	24 (51%)
Out of Service	6	22 (51%)	14	4	10 (21%)
Request for Service	3	4 (10%)	0	0	7 (15%)
Other	8	4 (10%)	2	4	6 (13%)
Total	36	42	20	11	47

Fig. 5



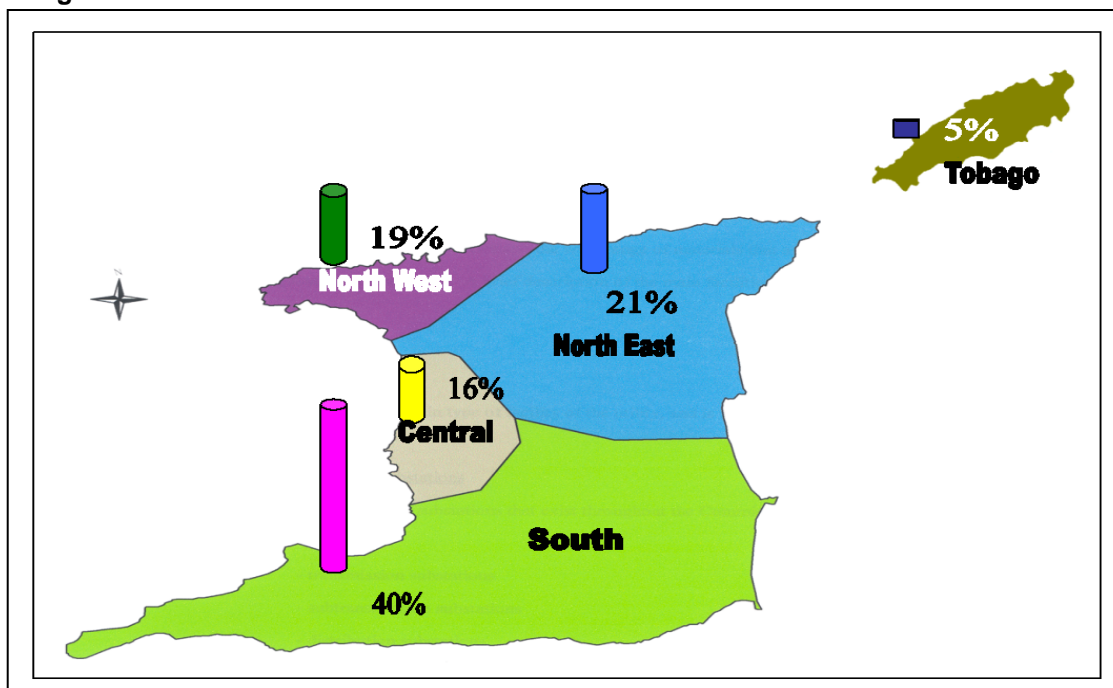
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in May 2004 by geographic regions.

Table 7

REGION	WASA	T&TEC	TSTT	Total
North East	11 (23%)	6 (22%)	7 (17%)	24 (21%)
North West	10 (21%)	6 (22%)	6 (14%)	22 (19%)
Central	4 (9%)	7 (26%)	7 (17%)	18 (16%)
South	20 (43%)	5 (19%)	22 (52%)	47 (40%)
Tobago	2 (4%)	3 (11%)	0 (0%)	5 (4%)
Total	47	27	42	116

Fig. 6



The number of complaints from the South, North East and Tobago regions increased by 12 or 34%, 3 or 14% and 3 or 150% respectively when compared to April 2004.

Table 8 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - May '04 .

Table 8

Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Princes Town	14	
	"	South	Williamsville	14	
	"	North West	Port of Spain	10	
	"	South	Penal	9	
	"	North West	St. James	7	
	"	North East	Arima	6	
	"	Central	Chaguanas	5	
	"	South	Gasparillo	4	
	Leaks	North East	Arima	5	
	Other	South	San Fernando	4	
	Billing Query	South	Williamsville	4	
	Billing Query	North West	Port of Spain	4	
	T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas	4
		"	Tobago		4
TSTT	Out of Service	South	San Fernando	18	
	Out of Service	South	Princes Town	14	
	Out of Service	South	Williamsville	7	
	Out of Service	South	Gasparillo	6	
	Billing Query	South	Princes Town	4	

6.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in May 2004

Fig. 7

