



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2007, as well as all outstanding complaints against Service Providers as at May 31, 2007

| Status | May '06 | May '07 | Jun '06 - May '07 | | |
|--|---------|---------|-------------------|---------------|---------------------|
| Number of complaints received | 363 | 515 | 4,497 | | |
| Number of complaints resolved | 217 | 304 | 3,845 | | |
| Number of complaints unresolved | 146 | 211 | 641 | | |
| Number of complaints withdrawn | 0 | 0 | 105 | | |
| Resolution rate for complaints received | 60% | 59% | 88% | | |
| No. of outstanding complaints resolved | 152 | 280 | 39 | | |
| Total number of complaints resolved | 369 | 584 | 3,884 | | |
| Rebate/compensation awarded to customers | | TT\$0 | TT\$526,393 | WASA T&TEC | \$436840 \$89553 |

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 Apr 30, 2007 | No & % of Complaints Received in May '07 | No & % of May '07 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at May 31, '07 |
|---------------------|--|--|---------------------------------------|--|---|
| Billing Query | 240 | 15 (3%) | 1 (0%) | 12 | 242 (35%) |
| Inadequate Supply | 423 | 387 (86%) | 276 (61%) | 196 | 338 (49%) |
| Leaks | 30 | 28 (6%) | 16 (4%) | 17 | 25 (4%) |
| Request for Service | 26 | 4 (1%) | 0 (0%) | 3 | 27 (4%) |
| Road Restoration | 14 | 9 (2%) | 0 (0%) | 3 | 20 (3%) |
| Other | 41 | 7 (2%) | 1 (0%) | 5 | 42 (6%) |
| Total | 774 | 450 | 294(65%) | 236 | 694 |

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 Apr 30, 2007 | No & % of Complaints Received in May '07 | No & % of May '07 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at May 31, '07 |
|-----------------------|--|--|---------------------------------------|--|---|
| Billing Query | 24 | 16 (25%) | 3 (5%) | 7 | 30 (10%) |
| Damage Appliances | 120 | 2 (3%) | 0 (0%) | 1 | 121 (39%) |
| High / Low Voltage | 13 | 6 (9%) | 0 (0%) | 3 | 16 (5%) |
| Power Outages | 12 | 0 (0%) | 0 (0%) | 3 | 9 (3%) |
| Request for Service | 8 | 3 (5%) | 0 (0%) | 1 | 10 (3%) |
| Street Lights / Poles | 109 | 35 (54%) | 7 (11%) | 29 | 108 (35%) |
| Other | 15 | 3 (5%) | 0 (0%) | 0 | 18 (6%) |
| Total | 301 | 65 | 10 (15%) | 44 | 312 |

2.0 Complaints Analysis

| Monthly | May '06 | May '07 | Apr '07 |
|---|---------|---------|---------|
| Number of complaints received | 363 | 515 | 712 |
| Number of complaints resolved | 217 | 304 | 333 |
| Number of complaints unresolved | 146 | 211 | 379 |
| Resolution rate for complaints received | 60% | 59% | 47% |
| No. of outstanding complaints resolved | 152 | 280 | 216 |
| Total number of complaints resolved | 369 | 584 | 549 |

The total number of complaints received in May 2007 decreased by 197 or 28% when compared to Apr '07. Using the same comparative period, the resolution rate for May 2007 increased by 26%. The number of complaints resolved for the current month decreased by 29 or 9% and from a previous period (unresolved from Jan '03 to Apr '07) increased by 64 or 30%. The total number of complaints resolved overall increased by 35 or 6%.

| Cumulative | Jan - May '06 | Jan - May '07 | Jun '06 - May '07 |
|---------------------------------|---------------|---------------|-------------------|
| Number of complaints received | 1,740 | 2,335 | 4,497 |
| Number of complaints resolved | 1,263 | 1,888 | 3,845 |
| Number of complaints unresolved | 477 | 445 | 641 |
| Number of complaints withdrawn | 35 | 74 | 105 |
| Resolution rate | 74% | 84% | 88% |

The cumulative number of complaints received and resolved from Jan - May '07 increased by 595 or 40% and 625 or 49% respectively when compared to Jan - May '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 515 complaints recorded for May '07 were reported by 337 customers of which 158 or 47% were new customers. Table 3 shows the frequency of complaints where 196 customers made only one complaint whilst cumulatively 141 or 42% of our customers made more than one complaint. For the period Jan - May '07, 1018 customers made 2335 complaints to the RIC of which 645 or 63% were new customers.

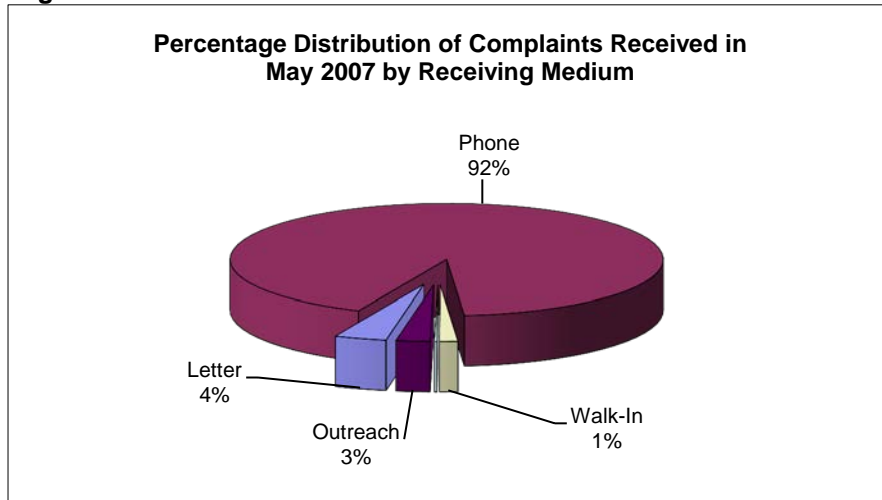
Table 3: Frequency of Complaints

| No. of Complaints | No. of May '07 Customers | % of Repeated Customers May '07 | No. of Customers Jan - May '07 | % of Repeated Customers Jan - May '07 |
|-------------------|--------------------------|---------------------------------|--------------------------------|---------------------------------------|
| 1 | 196 | 58 | 463 | 45 |
| 2 | 114 | 34 | 268 | 26 |
| 3 | 20 | 6 | 87 | 9 |
| 4 | 5 | 1 | 73 | 7 |
| 5 | 1 | 0 | 44 | 4 |
| >6 | 1 | 0 | 83 | 8 |
| 0 | 337 | | 1018 | |

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2007 by receiving medium. The number of complaints received by Letter increased by 8 or 67%, Telephone decreased by 202 or 30%, Walk in increased by 2 or 40%, and Outreach decreased by 6 or 32% when compared to Apr '07.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2007 by Service Provider. The number of complaints filed against WASA have decreased by 214 or 32% and those filed against T&TEC increased by 17 or 35% when compared to Apr '07.

Fig. 2

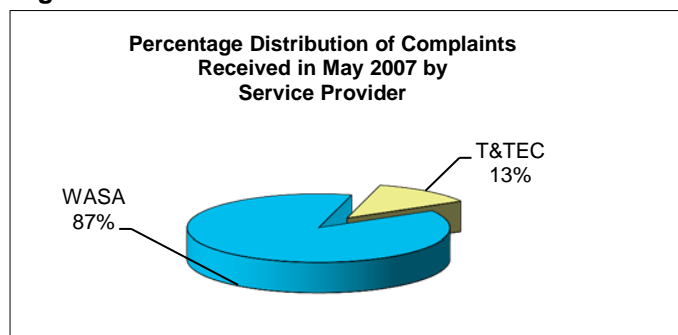
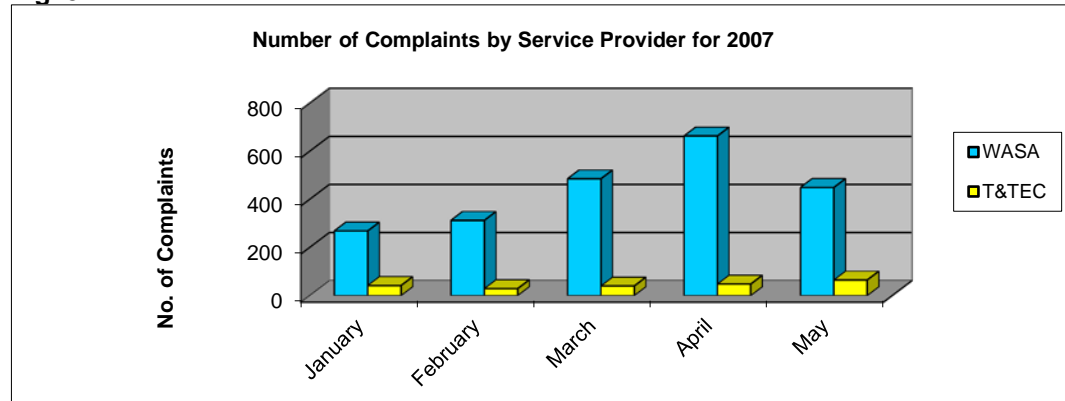


Fig. 3



| |
|--|
| |
|--|

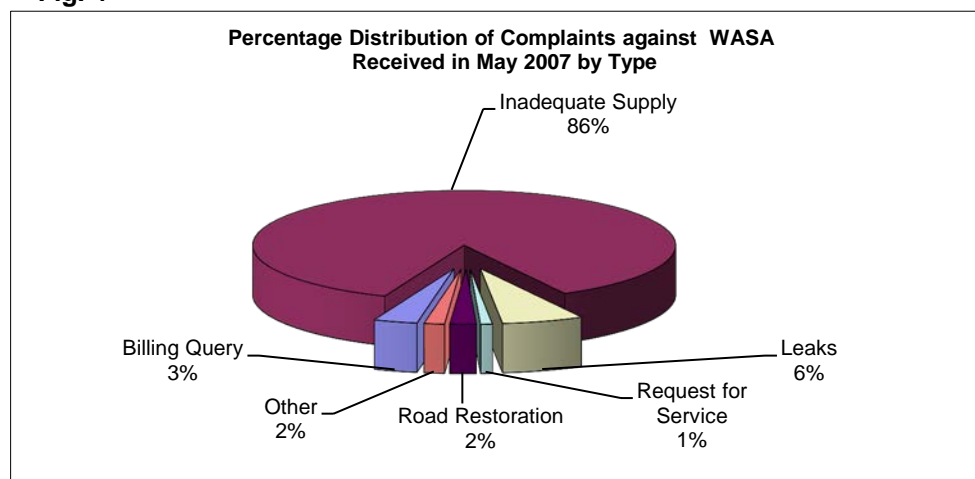
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2007 by type. When compared to Apr '07 the number of complaints related to Billing Queries increased by 6 or 67%, Inadequate Supply decreased by 244 or 39%, Leaks increased by 15 or 115% and Road Restoration increased by 8 or 800%.

Table 4: Summary of Complaints Filed Against WASA

| Complaint Category | Total Unresolved Complaints as at Apr 30, 2007 | No of Complaints Received in May '07 | No of May '07 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at May 31, '07 |
|---------------------|--|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 240 | 15 | 1 | 12 | 242 (35%) |
| Inadequate Supply | 423 | 387 | 276 | 196 | 338 (49%) |
| Leaks | 30 | 28 | 16 | 17 | 25 (4%) |
| Request for Service | 26 | 4 | 0 | 3 | 27 (4%) |
| Road Restoration | 14 | 9 | 0 | 3 | 20 (3%) |
| Other | 41 | 7 | 1 | 5 | 42 (6%) |
| Total | 774 | 450 | 294 | 236 | 694 |

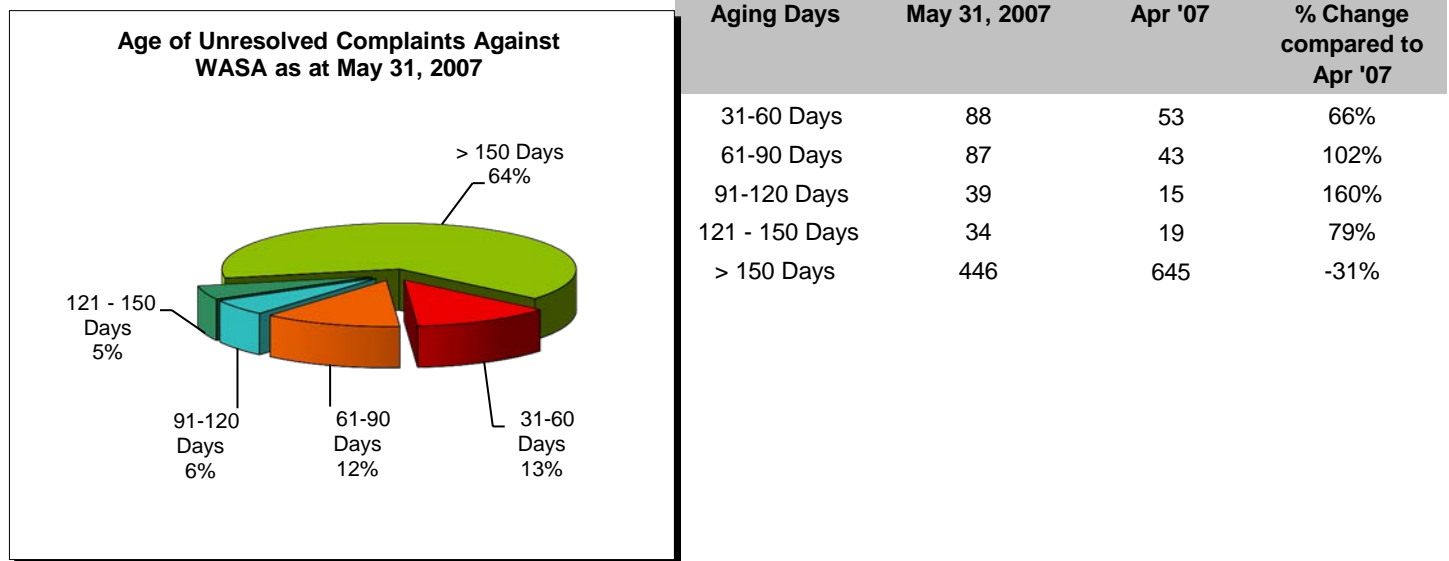
Fig. 4



| Cumulative | Jan - May '07 | Jun '06 - May '07 |
|---------------------------------|---------------|-------------------|
| Number of complaints received | 2,111 | 3,959 |
| Number of complaints resolved | 1,791 | 3,520 |
| Number of complaints unresolved | 320 | 439 |
| Number of complaints withdrawn | 72 | 94 |
| Resolution rate | 88% | 91% |

Figure 5 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. 5



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 | 8 (9%) | 18 (21%) | 5 (13%) | 8 (24%) | 203 (46%) | 240 (35%) |
| Inadequate Supply | 66 (75%) | 57 (66%) | 28 (72%) | 22 (65%) | 165 (37%) | 423 (49%) |
| Leaks | 3 (3%) | 9 (10%) | (0%) | 2 (6%) | 11 (2%) | 30 (4%) |
| Other | 6 (7%) | 1 (1%) | 3 (8%) | 1 (3%) | 31 (7%) | 41 (6%) |
| Request for Service | 4 (5%) | 1 (1%) | 2 (5%) | (0%) | 20 (4%) | 27 (4%) |
| Road Restoration | 1 (1%) | 1 (1%) | 1 (3%) | 1 (3%) | 16 (4%) | 14 (3%) |
| | 88 | 87 | 39 | 34 | 446 | 775 |

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

| Complaint Type | Jun '06 - May '07 | Jan - May '07 | May '07 |
|--------------------------------|-------------------|-------------------|-------------|
| Billing Classification | 19,087 | 13,629 | 0 |
| Billing Query | 310,989 | 125,084 | 0 |
| Damage to Property | 80,550 | 80,550 | 0 |
| Disconnection / Reconnection | 73 | 73 | 0 |
| Retroactive Billing Adjustment | 26,141 | 0 | 0 |
| | \$ 436,840 | \$ 219,336 | \$ - |

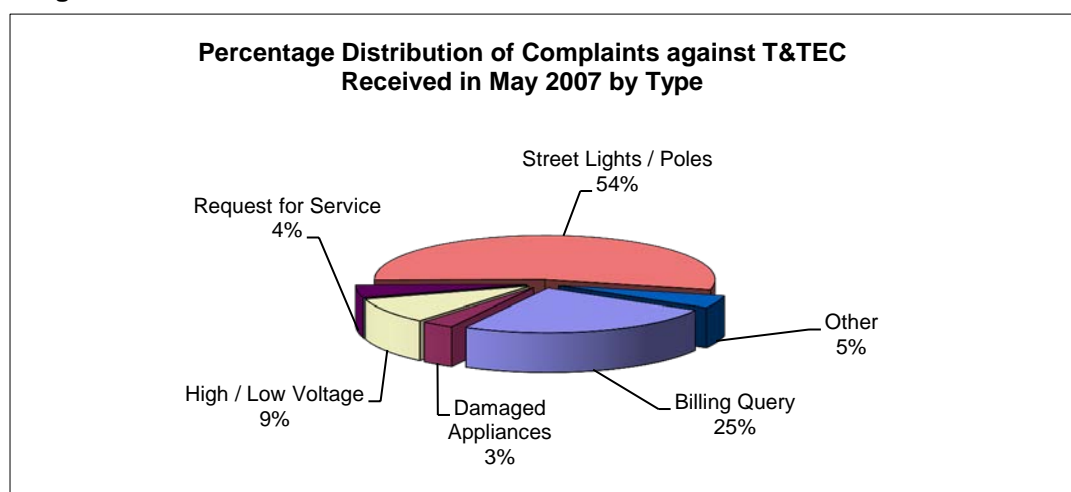
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in May 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in May 2007 by type. When compared to Apr '07, the number of complaints related to Billing Queries increased by 5 or 45%, Damage Appliances decreased by 4 or 67%, High/ Low Voltage increased by 1 or 20%, Power Outages decreased by 3 or 100%, Request for Service decreased by 2 or 40%, Street Lights/Poles increased by 17 or 94%, and the category Other increased by 3 or 300%.

Table 5: Summary of Complaints Filed Against T&TEC

| Complaint Type | Total Unresolved Complaints as at Apr 30, 2007 | No of Complaints Received in May '07 | No of May '07 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at May 31, '07 |
|-----------------------|--|--------------------------------------|-----------------------------------|--|---|
| Billing Query | 24 | 16 | 3 | 7 | 30 (10%) |
| Damaged Appliances | 120 | 2 | 0 | 1 | 121 (39%) |
| High / Low Voltage | 13 | 6 | 0 | 3 | 16 (5%) |
| Power Outages | 12 | 0 | 0 | 3 | 9 (3%) |
| Request for Service | 8 | 3 | 0 | 1 | 10 (3%) |
| Street Lights / Poles | 109 | 35 | 7 | 29 | 108 (35%) |
| Other | 15 | 3 | 0 | 0 | 18 (6%) |
| Total | 301 | 65 | 10 | 44 | 312 |

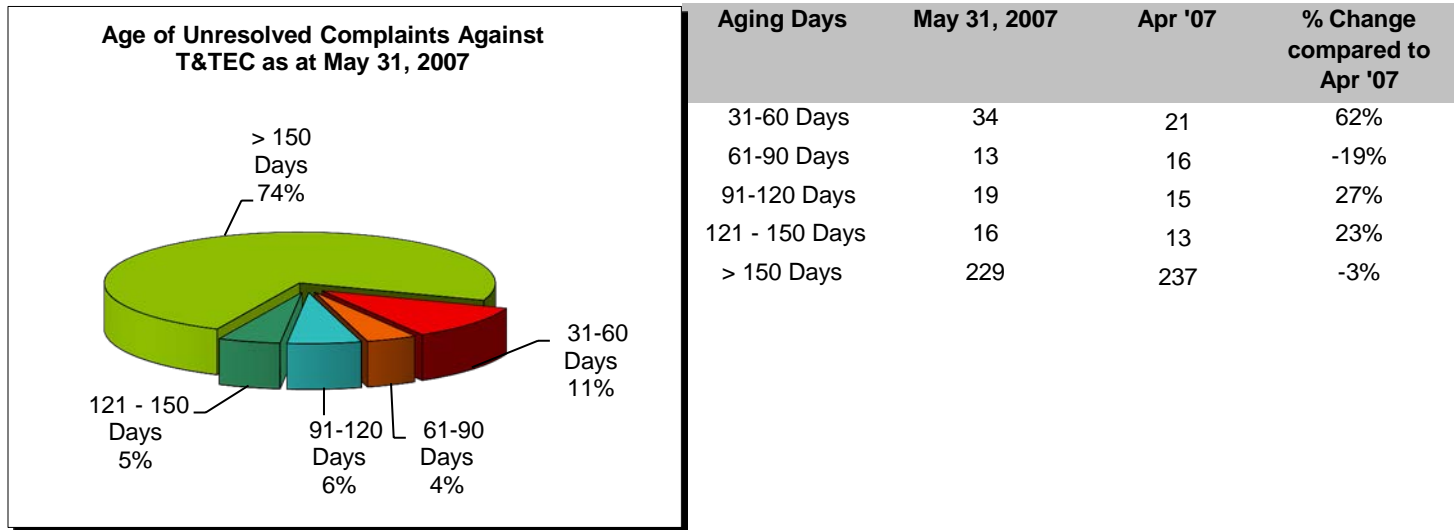
Fig. 6



| Cumulative | Jan - May '07 | Jun '06 - May '07 |
|---------------------------------|----------------------|--------------------------|
| Number of complaints received | 224 | 538 |
| Number of complaints resolved | 97 | 325 |
| Number of complaints unresolved | 125 | 202 |
| Number of complaints withdrawn | 2 | 11 |
| Resolution rate | 44% | 62% |

Figure 7 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. 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 | | | | | Total |
|-----------------------|------------|-----------|-----------|-----------|------------|------------|
| | 31-60 | 61-90 | 91-120 | 121 - 150 | > 150 | |
| Billing Query | 4 (12%) | 1 (8%) | 2 (11%) | 1 (6%) | 21 (9%) | 29 (9%) |
| Damaged Appliances | 5 (15%) | 5 (38%) | 4 (21%) | 5 (31%) | 102 (45%) | 121 (39%) |
| High / Low Voltage | 5 (15%) | 1 (8%) | (0%) | (0%) | 10 (4%) | 16 (5%) |
| Other | (0%) | 2 (15%) | 1 (5%) | 2 (13%) | 13 (6%) | 18 (6%) |
| Power Outages | 2 (6%) | (0%) | (0%) | 3 (19%) | 4 (2%) | 9 (3%) |
| Request for Service | 4 (12%) | (0%) | (0%) | (0%) | 6 (3%) | 10 (3%) |
| Street Lights / Poles | 14 (41%) | 4 (31%) | 12 (63%) | 5 (31%) | 73 (32%) | 108 (35%) |
| Totals | 34 | 13 | 19 | 16 | 229 | 311 |

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

| Complaint Type | Jun '06 - May '07 | Jan - May '07 | May '07 |
|---------------------|---------------------|--------------------|-------------|
| Billing Query | 17,224.00 | - | - |
| Damaged Appliance | 71,081.00 | 7,702.00 | - |
| Request for Service | 1,248.00 | - | - |
| | \$ 89,553.00 | \$ 7,702.00 | \$ - |

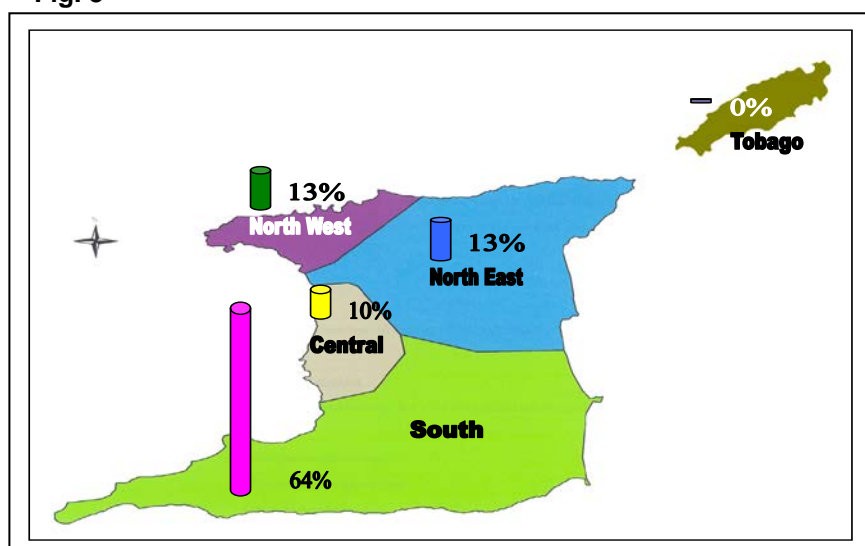
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in May 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

| REGION | WASA | T&TEC | Total |
|------------|-----------|----------|-----------|
| North East | 48 (11%) | 17 (26%) | 65 (13%) |
| North West | 47 (10%) | 19 (29%) | 66 (13%) |
| Central | 45 (10%) | 6 (9%) | 51 (10%) |
| South | 310 (69%) | 22 (34%) | 332 (64%) |
| Tobago | 0 (0%) | 1 (2%) | 1 (0%) |
| Total | 450 | 65 | 515 |

Fig. 8



When compared to Apr '07, the number of complaints from the Central region decreased by 16 or 24%, from the North East increased by 20 or 44%, from the North West decreased by 19 or 22%, complaints from the South region decreased by 183 or 36% while we received only 1 complaint from 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 - May '07 .

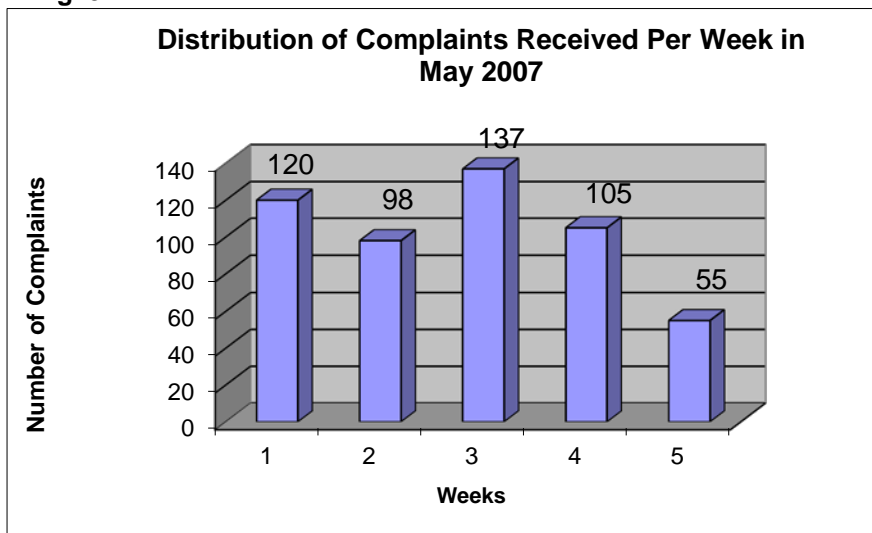
Table 9: Problematic Areas

| Service Provider | Complaint Category | Region | Area | No of Complaints |
|------------------|-----------------------|------------|---------------|------------------|
| WASA | Inadequate Supply | South | Penal | 566 |
| | " | South | Barrackpore | 221 |
| | " | South | Princes Town | 146 |
| | " | South | San Fernando | 91 |
| | " | South | Debe | 65 |
| | " | South | Gasparillo | 58 |
| | " | South | Santa Flora | 45 |
| | " | North West | Glencoe | 44 |
| | Billing Query | North West | Laventille | 37 |
| | Billing Query | Central | Flanagin Town | 34 |
| | Leaks | Central | Couva | 32 |
| | | | | |
| T&TEC | Street Lights / Poles | South | Princes Town | 11 |
| | Street Lights / Poles | South | Barrackpore | 10 |
| | Billing Query | North West | Diego Martin | 4 |
| | Street Lights / Poles | Central | Cunupia | 4 |

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in May 2007

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - May '07

