



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

May 2008

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in May 2008, as well as all outstanding con Service Providers as at May 31, 2008.

Status	May '07	May '08	Jun '07 - May '08	
Number of complaints received	515	479	3,611	
Number of complaints resolved	304	248	2,920	
Number of complaints unresolved	211	231	603	
Number of complaints withdrawn	0	0	87	
Resolution rate for complaints received	<b>59%</b>	<b>52%</b>	<b>83%</b>	
No. of outstanding complaints resolved	280	76	39	
Total number of complaints resolved	<b>584</b>	<b>324</b>	<b>2,959</b>	
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$483,812</b>	WASA T&TEC

**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, 2008	No & % of Complaints Received in May '08	No & % of Complaints Resolved May '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '08
Billing Query	269	5 (1%)	0 (0%)	1	273 (32%)
Inadequate Supply	309	416 (93%)	240 (53%)	55	430 (51%)
Leaks	32	21 (5%)	6 (1%)	7	40 (5%)
Request for Service	34	2 (0%)	0 (0%)	0	36 (4%)
Road Restoration	18	2 (0%)	0 (0%)	0	20 (2%)
Other	41	3 (1%)	0 (0%)	0	44 (5%)
<b>Total</b>	<b>703</b>	<b>449</b>	<b>246(55%)</b>	<b>63</b>	<b>843</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 Apr 30, 2008	No & % of Complaints Received in May '08	No & % of Complaints Resolved May '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '08
Billing Query	25	5 (17%)	0 (0%)	2	28 (11%)
Damage Appliances	114	1 (3%)	0 (0%)	1	114 (45%)
High / Low Voltage	5	2 (7%)	0 (0%)	1	6 (2%)
Power Outages	7	3 (10%)	0 (0%)	1	9 (4%)
Request for Service	8	2 (7%)	0 (0%)	0	10 (4%)
Street Lights / Poles	55	11 (37%)	2 (7%)	6	58 (23%)
Other	22	6 (20%)	0 (0%)	2	26 (10%)
<b>Total</b>	<b>236</b>	<b>30</b>	<b>2 (7%)</b>	<b>13</b>	<b>251</b>

## 2.0 Complaints Analysis

<b>Monthly</b>	<b>May '07</b>	<b>May '08</b>	<b>Apr '08</b>
Number of complaints received	515	479	312
Number of complaints resolved	304	248	139
Number of complaints unresolved	211	231	173
<b>Resolution rate for complaints received</b>	<b>59%</b>	<b>52%</b>	<b>45%</b>
No. of outstanding complaints resolved	280	76	247
Total number of complaints resolved	584	324	386

The total number of complaints received in May 2008 increased by 167 or 54% when compared to April 2008. Using the same comparative period, the resolution rate for May 2008 increased by 16%. The number of complaints resolved for the current month increased by 109 or 78% and from a previous period (unresolved from Jan '04 to Apr '08) decreased by 171 or 69%. The total number of complaints resolved overall decreased by 62 or 16%.

<b>Cumulative</b>	<b>Jan - May '07</b>	<b>Jan - May '08</b>	<b>Jun '07 - May '08</b>
Number of complaints received	2,335	1,621	3,611
Number of complaints resolved	1,888	1,085	2,920
Number of complaints unresolved	447	505	603
Number of complaints withdrawn	74	31	87
Resolution rate	84%	68%	83%

The cumulative number of complaints received and resolved from Jan - May '08 decreased by 714 or 36% and 803 or 43% respectively when compared to Jan - May '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 479 complaints recorded for May '08 were reported by 310 customers of which 113 or 36% were new customers. Table 3 shows the frequency of complaints where 162 customers made only one complaint whilst cumulatively 148 or 55% of our customers made more than one complaint. For the period Jan - May '08, 799 customers made 1621 complaints to the RIC of which 438 or 79% were new customers.

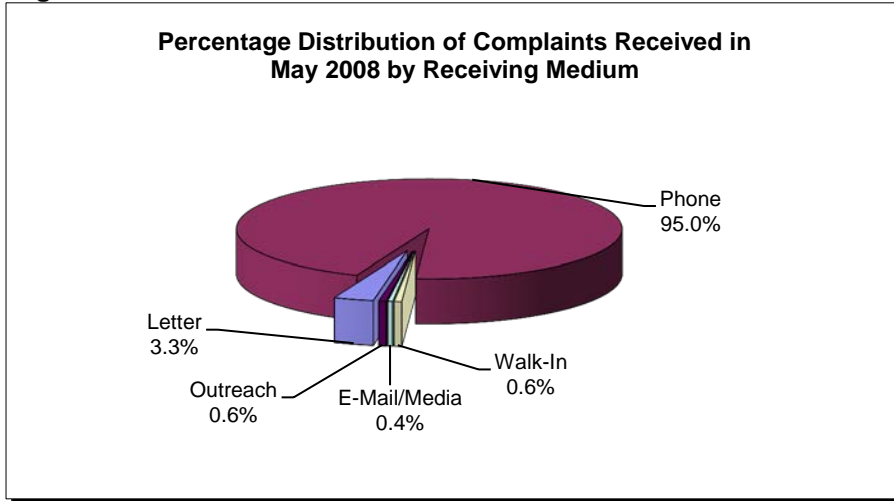
**Table 3: Frequency of Complaints**

<b>No. of Complaints</b>	<b>No. of May '08 Customers</b>	<b>% of Repeated Customers May '08</b>	<b>No. of Customers Jan - May '08</b>	<b>% of Repeated Customers Jan - May '08</b>
1	162	0	410	0
2	129	42	220	28
3	17	5	73	9
4	2	1	28	4
5	0	0	32	4
>6	0	0	36	5
0	310		799	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2008 by receiving medium. The number of complaints received by Letter increased by 10 or 167%, Telephone increased by 170 or 60%, Walk in decreased by 13 or 81%, Outreach increased by 3 or 300% and e-mail/Media decreased by 3 or 60% when compared to April 2008.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2008 by Service Provider. The number of complaints filed against WASA have increased by 160 or 55% and those filed against T&TEC increased by 7 or 30% when compared to April 2008.

Fig. 2

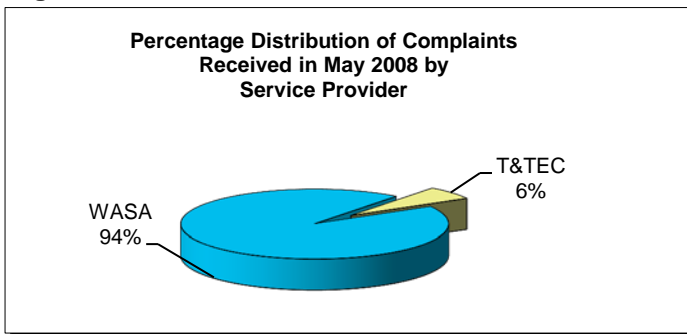
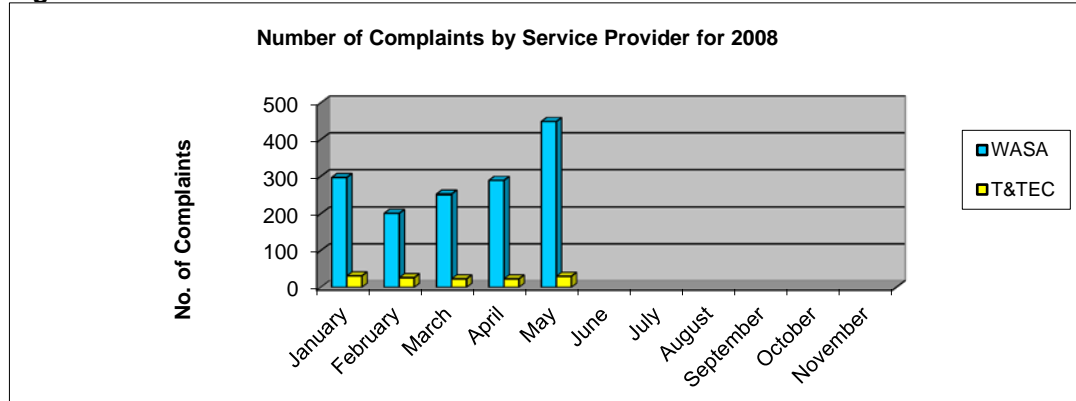


Fig. 3





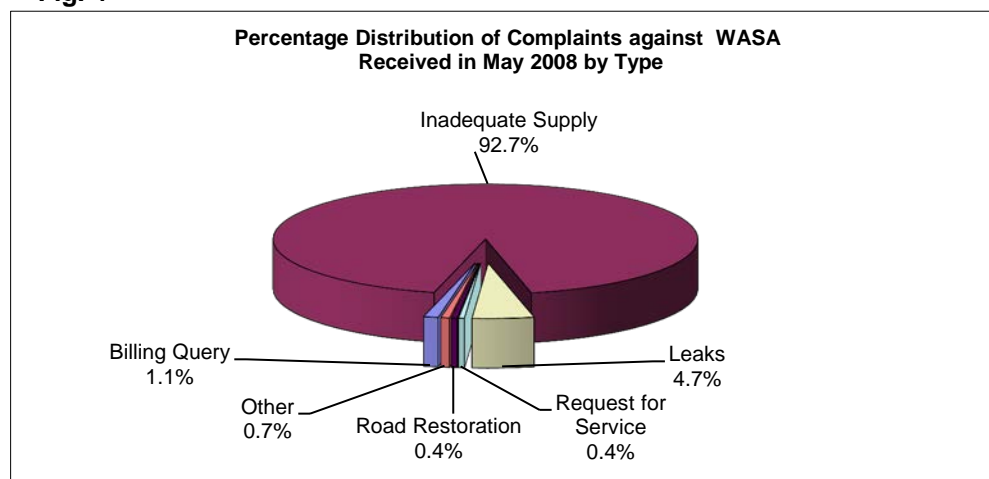
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2008 by type. When compared to April 2008 the number of complaints related to Billing Queries decreased by 14 or 74%, Inadequate Supply increased by 186 or 81%, and Leaks decreased by 7 or 25%.

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

Complaint Category	Total Unresolved Complaints as at Apr 30, 2008	No of Complaints Received in May '08	No of May '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '08
Billing Query	269	5	0	1	273 (32%)
Inadequate Supply	309	416	240	55	430 (51%)
Leaks	32	21	6	7	40 (5%)
Request for Service	34	2	0	0	36 (4%)
Road Restoration	18	2	0	0	20 (2%)
Other	41	3	0	0	44 (5%)
<b>Total</b>	<b>703</b>	<b>449</b>	<b>246</b>	<b>63</b>	<b>843</b>

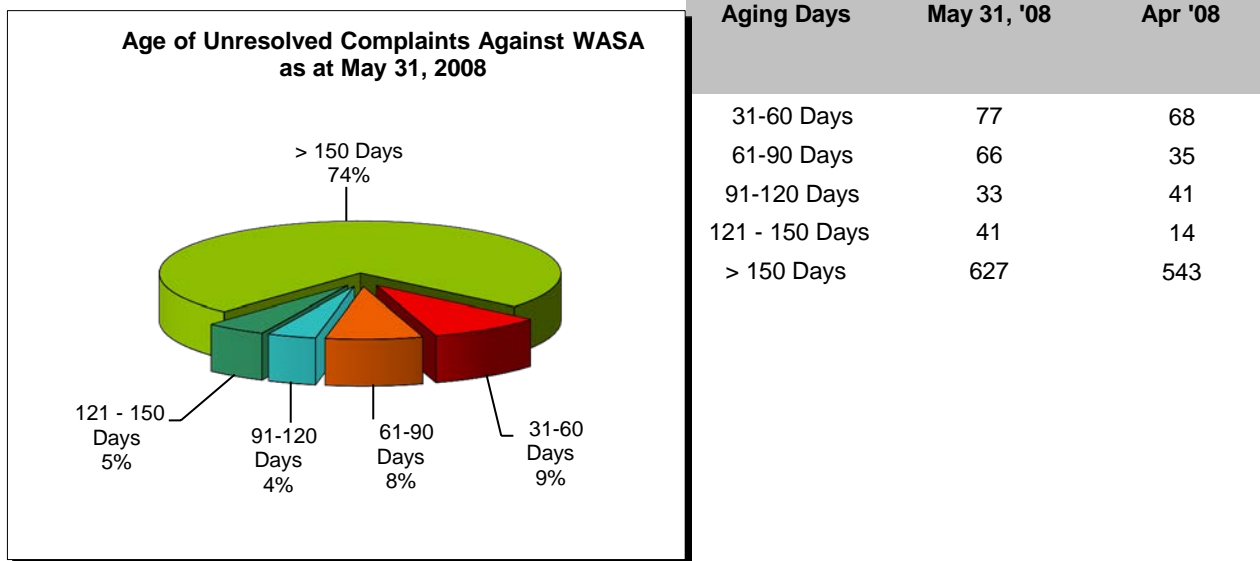
**Fig. 4**



<b>Cumulative</b>	<i>Jan - May '08</i>	<i>Jun '07 - May '08</i>
Number of complaints received	1,488	3,177
Number of complaints resolved	1,014	2,591
Number of complaints unresolved	444	504
Number of complaints withdrawn	30	81
Resolution rate	70%	84%

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. See Table 5.

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

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	15 (19%)	7 (11%)	8 (24%)	15 (37%)	228 (36%)
Inadequate Supply	43 (56%)	45 (68%)	18 (55%)	23 (56%)	302 (48%)
Leaks	11 (14%)	5 (8%)	3 (9%)	1 (2%)	20 (3%)
Other	5 (6%)	4 (6%)	1 (3%)	1 (2%)	33 (5%)
Request for Service	2 (3%)	3 (5%)	2 (6%)	(0%)	29 (5%)
Road Restoration	1 (1%)	2 (3%)	1 (3%)	1 (2%)	15 (2%)
	<b>77</b>	<b>66</b>	<b>33</b>	<b>41</b>	<b>627</b>

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

Complaint Type	Jun '07 - May '08	Jan - May '08	May '08
Billing Classification	9,740.00	76.00	-
Billing Query	246,346.00	84,174.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	5,556.00	3,256.00	-
	<b>\$ 261,642.00</b>	<b>\$ 87,506.00</b>	<b>\$ -</b>

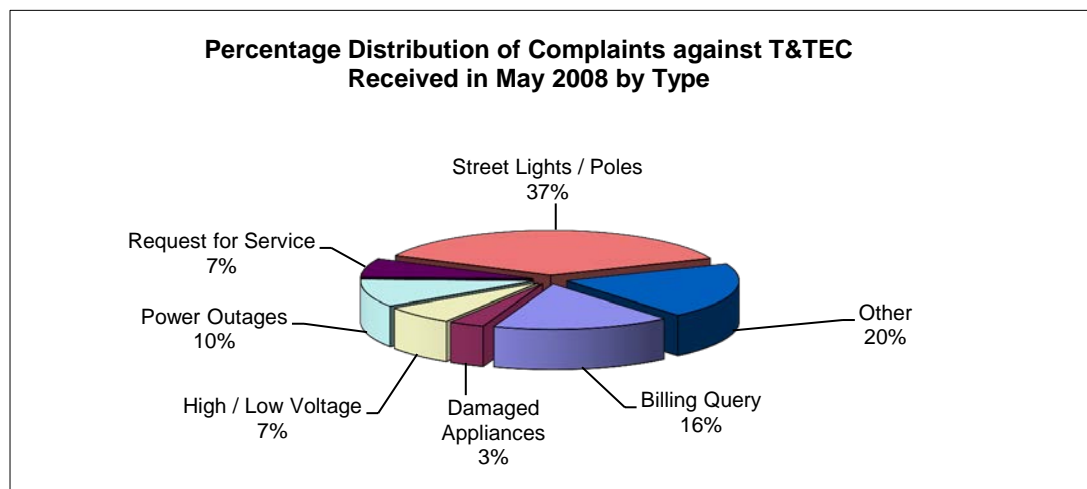
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in May 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in May 2008 by type. When compared to April 2008, the number of complaints related to Billing Queries increased by 4 or 400%, Damage Appliances decreased by 2 or 67%, High/ Low Voltage increased by 1 or 100%, Request for Service increased by 2 or 200%, Street Lights/Poles increased by 1 or 10%, and the category Other increased by 1 or 20% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Apr 30, 2008	No of Complaints Received in May '08	No of May '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '08
Billing Query	25	5	0	2	28 (11%)
Damaged Appliances	114	1	0	1	114 (45%)
High / Low Voltage	5	2	0	1	6 (2%)
Power Outages	7	3	0	1	9 (4%)
Request for Service	8	2	0	0	10 (4%)
Street Lights / Poles	55	11	2	6	58 (23%)
Other	22	6	0	2	26 (10%)
<b>Total</b>	<b>236</b>	<b>30</b>	<b>2</b>	<b>13</b>	<b>251</b>

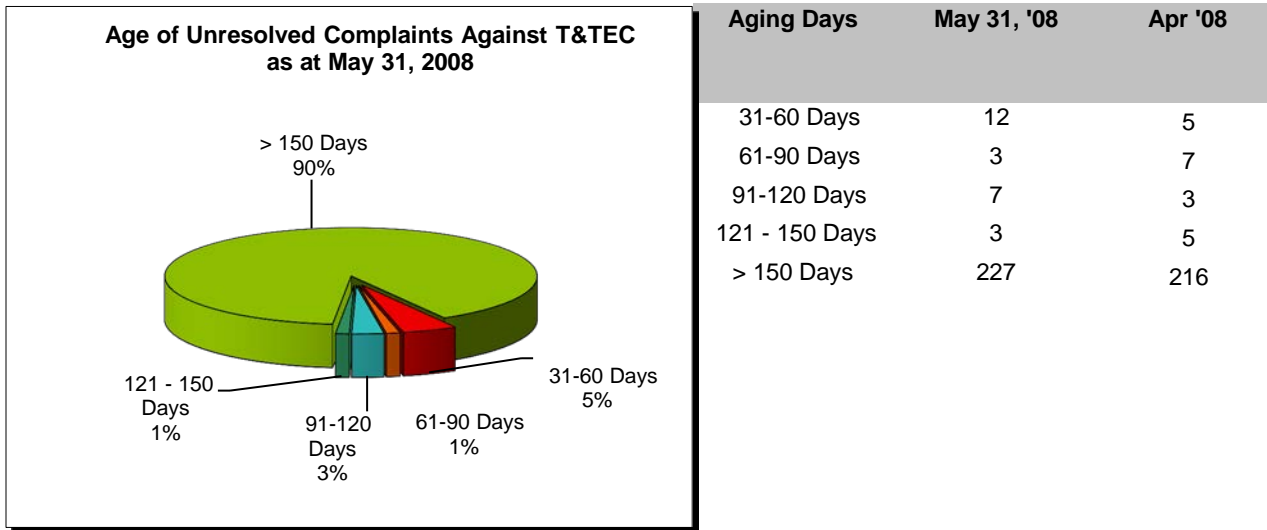
**Fig. 6**



Cumulative	Jan - May '08	Jun '07 - May '08
Number of complaints received	133	434
Number of complaints resolved	71	329
Number of complaints unresolved	61	99
Number of complaints withdrawn	1	6
Resolution rate	54%	77%

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**



Aging Days	May 31, '08	Apr '08
31-60 Days	12	5
61-90 Days	3	7
91-120 Days	7	3
121 - 150 Days	3	5
> 150 Days	227	216

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				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	(0%)	(0%)	1 (14%)	1 (33%)	26 (11%)
Damaged Appliances	2 (17%)	1 (33%)	(0%)	(0%)	111 (49%)
High / Low Voltage	1 (8%)	(0%)	(0%)	(0%)	5 (2%)
Other	4 (33%)	(0%)	3 (43%)	1 (33%)	19 (8%)
Power Outages	2 (17%)	(0%)	(0%)	(0%)	7 (3%)
Request for Service	(0%)	1 (33%)	(0%)	(0%)	9 (4%)
Street Lights / Poles	3 (25%)	1 (33%)	3 (43%)	1 (33%)	50 (22%)
<b>Totals</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>227</b>

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

Complaint Type	Jun '07 - May '08	Jan - May '08	May '08
Billing Query	184,497.00	96,833.00	-
Damaged Appliance	37,673.00	27,854.00	-
Request for Service	-	-	-
	<b>\$ 222,170.00</b>	<b>\$ 124,687.00</b>	<b>\$ -</b>



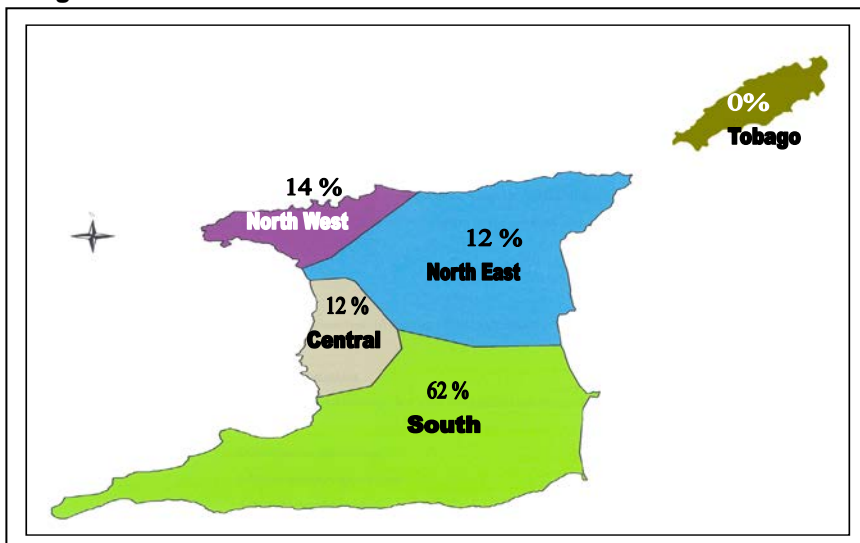
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in May 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	55 (12%)	2 (7%)	57 (12%)
North West	59 (13%)	7 (23%)	66 (14%)
Central	53 (12%)	6 (20%)	59 (12%)
South	281 (63%)	15 (50%)	296 (62%)
Tobago	1 (0%)	0 (0%)	1 (0%)
<b>Total</b>	<b>449</b>	<b>30</b>	<b>479</b>

**Fig. 8**



When compared to Apr '08, the number of complaints from the Central region decreased by 4 or 6%, from the North East increased by 3 or 6%, from the North West increased by 13 or 25%, complaints from the South region increased by 156 or 111% while those from Tobago decreased by 1 or 50%.

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 '08 .

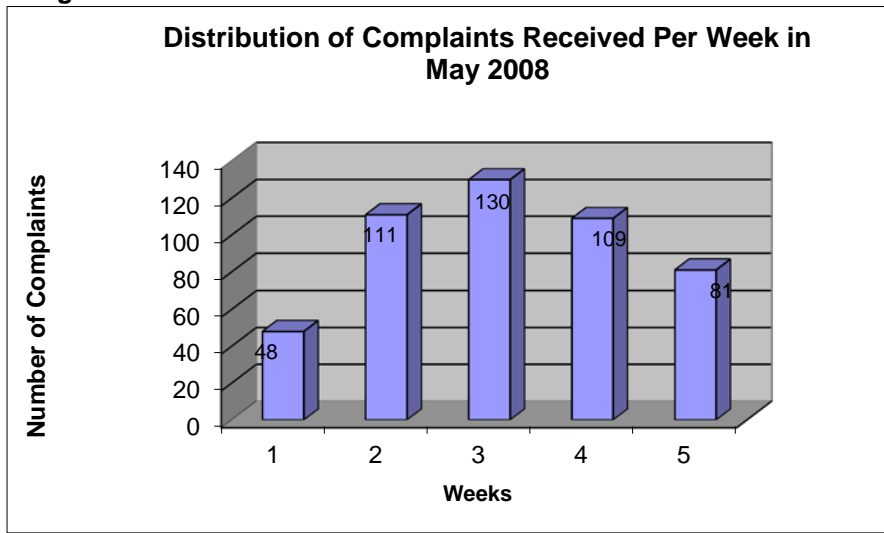
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	28
			Cunupia	10
			Couva	10
		North East	Arima	12
			D'Abadie	6
			Aranguez	5
		North West	Glencoe	33
			Diego Martin	25
			Port of Spain	13
		South	Barrackpore	149
			Penal	125
			Princes Town	45
T&TEC	Street Lights / Poles	South	Barrackpore	9
	Street Lights / Poles	South	Princes Town	7
	Street Lights / Poles	South	Penal	5
	Billing Query	Central	Chaguanas	4

## 7.0 Distribution of Complaints Received Per Week

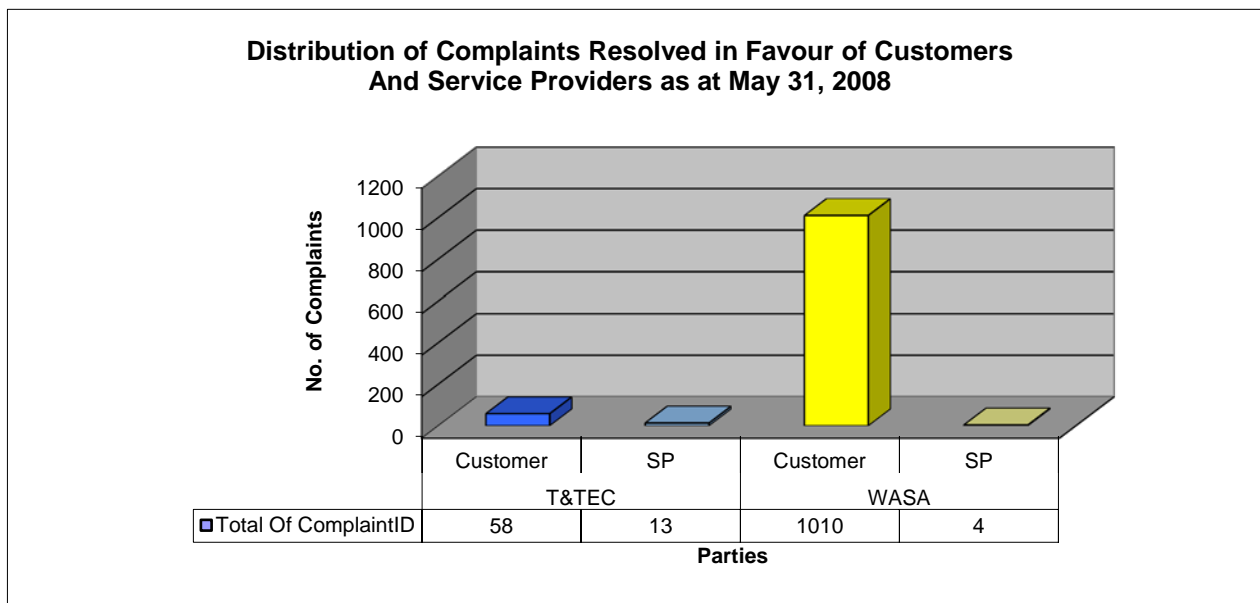
Figure 9 shows the distribution of the complaints received in May 2008

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - May '08



lplaints against

\$261642  
\$222170











**% Change  
compared to  
Apr '08**

13%  
89%  
-20%  
193%  
15%

s as shown in

<b>Total</b>
268 (32%)
308 (51%)
32 (5%)
41 (5%)
34 (4%)
18 (2%)
<b>701</b>



**% Change  
compared to  
Apr '08**

140%  
-57%  
133%  
-40%  
5%

<b>Total</b>
28 (11%)
114 (45%)
6 (2%)
27 (11%)
9 (4%)
10 (4%)
58 (23%)
<b>252</b>





