



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

May 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2010, as well as all outstanding complaints Service Providers as at May 31, 2010.

Status	May '09	May '10	Jun '09 - May '10		
Number of complaints received	521	572	5,811		
Number of complaints resolved	276	371	4,337		
Number of complaints unresolved	245	201	1,285		
Number of complaints withdrawn	0	0	183		
Resolution rate for complaints received	53%	65%	77%		
No. of outstanding complaints resolved	173	238	139		
Total number of complaints resolved	449	609	4,476		
Rebate/compensation awarded to customers	TT\$11,218	TT\$0	TT\$656,554	WASA	\$34
				T&TEC	\$31

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, '10	No & % of Complaints Received in May '10	No & % of May '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '10
Billing Query	298	14 (3%)	0 (0%)	3	309 (18%)
Inadequate Supply	1180	492 (91%)	359 (66%)	183	1130 (67%)
Leaks	79	25 (5%)	3 (1%)	14	87 (5%)
Request for Service	51	4 (1%)	3 (1%)	1	51 (3%)
Road Restoration	28	3 (1%)	0 (0%)	0	31 (2%)
Other	90	3 (1%)	0 (0%)	3	90 (5%)
Total	1726	541	365 (67%)	204	1698

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, '10	No & % of Complaints Received in May '10	No & % of May '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '10
Billing Query	26	3 (10%)	0 (0%)	1	28 (11%)
Damage Appliances	103	5 (16%)	0 (0%)	5	103 (42%)
High / Low Voltage	14	2 (6%)	0 (0%)	2	14 (6%)
Power Outages	8	0 (0%)	0 (0%)	0	8 (3%)
Request for Service	11	6 (19%)	2 (6%)	3	12 (5%)
Street Lights / Poles	62	10 (32%)	4 (13%)	17	51 (21%)
Other	32	5 (16%)	0 (0%)	6	31 (13%)
Total	256	31	6 (19%)	34	247

2.0 Complaints Analysis

Monthly	May '09	May '10	Apr '10
Number of complaints received	521	572	936
Number of complaints resolved	276	371	365
Number of complaints unresolved	245	201	571
Resolution rate for complaints received	53%	65%	39%
No. of outstanding complaints resolved	173	238	139
Total number of complaints resolved	449	609	504

The total number of complaints received in May 2010 decreased by 364 or 39% when compared to April 2010. Using the same comparative period, the resolution rate for May increased by 66%. The number of complaints resolved for the current month increased by 6 or 2% and from a previous period (unresolved from Jan '03 to Apr '10) increased by 99 or 71%. The total number of complaints resolved overall increased by 105 or 21%.

Cumulative	Jan '09 - May '09	Jan '10 - May '10	Jun '09 - May '10
Number of complaints received	1,538	3,002	5,811
Number of complaints resolved	1,008	1,997	4,337
Number of complaints unresolved	530	901	1,285
Number of complaints withdrawn	17	104	183
Resolution rate	66%	69%	77%

The cumulative number of complaints received and resolved from Jan '10 - May '10 increased by 1464 or 56% and by 989 or 98% 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 572 complaints recorded for May 2010 were reported by 436 customers of which 246 or 56% were new customers. Table 3 shows the frequency of complaints where 308 customers made only one complaint whilst cumulatively 128 or 52% of our customers made more than one complaint for the month. For the period Jan '10 - May '10, 1523 customers made 3002 complaints to the RIC of which 787 or 79% were new customers.

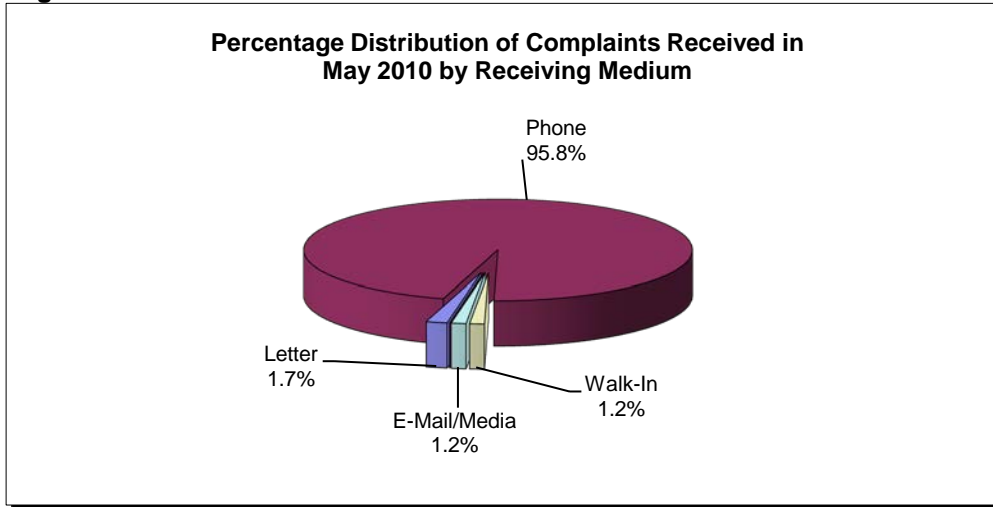
Table 3: Frequency of Complaints

No. of Complaints	No. of May '10 Customers	% of Repeat Customers for May '10	No. of Customers from Jan '10 - May '10	% of Repeat Customers from Jan '10 - May '10
1	308	0	736	0
2	120	28	472	31
3	8	2	142	9
4	0	0	81	5
5	0	0	38	2
>6	0	0	54	4
	436		1523	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in May 2010 by receiving medium. The number of complaints received by Letter decreased by 1 or 9%, Telephone decreased by 123 or 18%, Walk in decreased by 5 or 42%, and e-mail/Media decreased by 2 or 22% when compared to April 2010.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2010 by Service Provider. The number of complaints filed against WASA have decreased by 130 or 19% and those filed against T&TEC have decreased by 1 or 3% when compared to April 2010.

Fig. 2

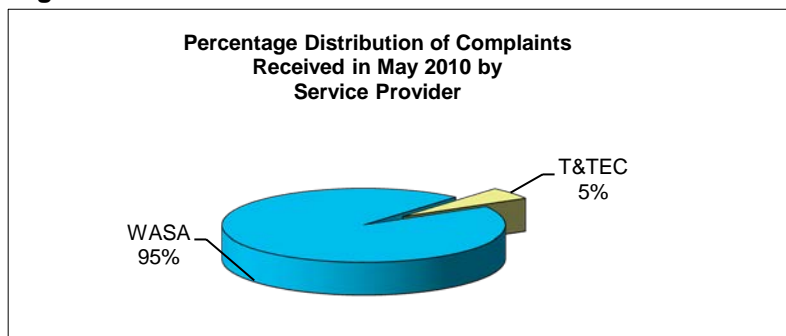
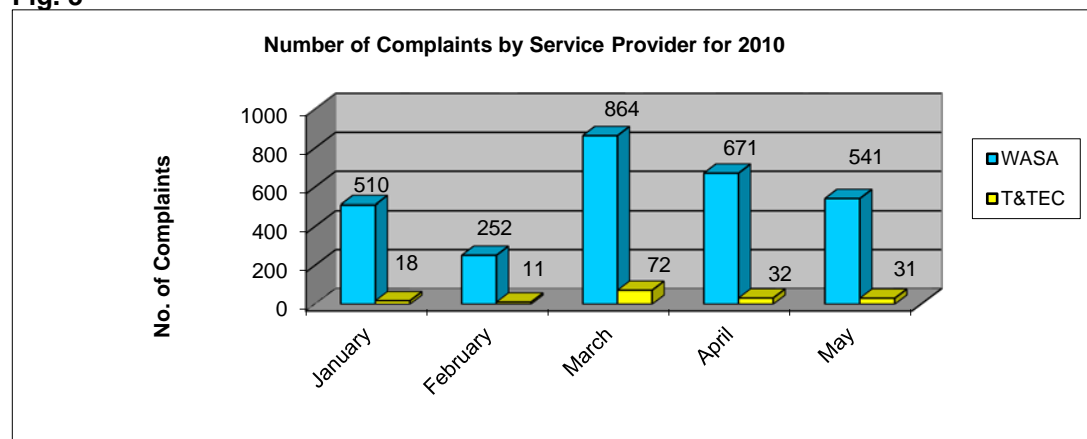


Fig. 3

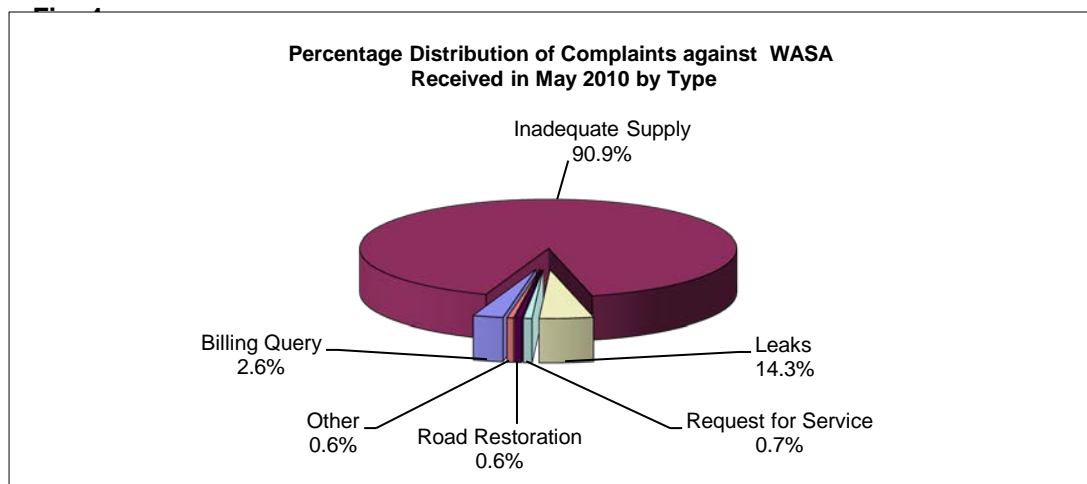


5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2010 by type. When compared to April 2010 the number of complaints related to Billing Queries increased by 1 or 8%, Inadequate Supply decreased by 115 or 19%, Leaks decreased by 10 or 29%, Request for Service decreased by 1 or 20%, Road Restoration decreased by 1 or 25% and the category Other decreased by 1 or 25%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, '10	No of Complaints Received in May '10	No of Complaints Resolved May '10	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '10
Billing Query	298	14	0	3	309 (18%)
Inadequate Supply	1180	492	359	183	1130 (67%)
Leaks	79	25	3	14	87 (5%)
Request for Service	51	4	3	1	51 (3%)
Road Restoration	28	3	0	0	31 (2%)
Other	90	3	0	3	90 (5%)
Total	1726	541	365	204	1698



Cumulative	Jan '10 - May '10	Jun '09 - May '10
Number of complaints received	2,838	5,457
Number of complaints resolved	1,922	4,101
Number of complaints unresolved	812	1,167
Number of complaints withdrawn	104	183
Resolution rate	70%	78%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

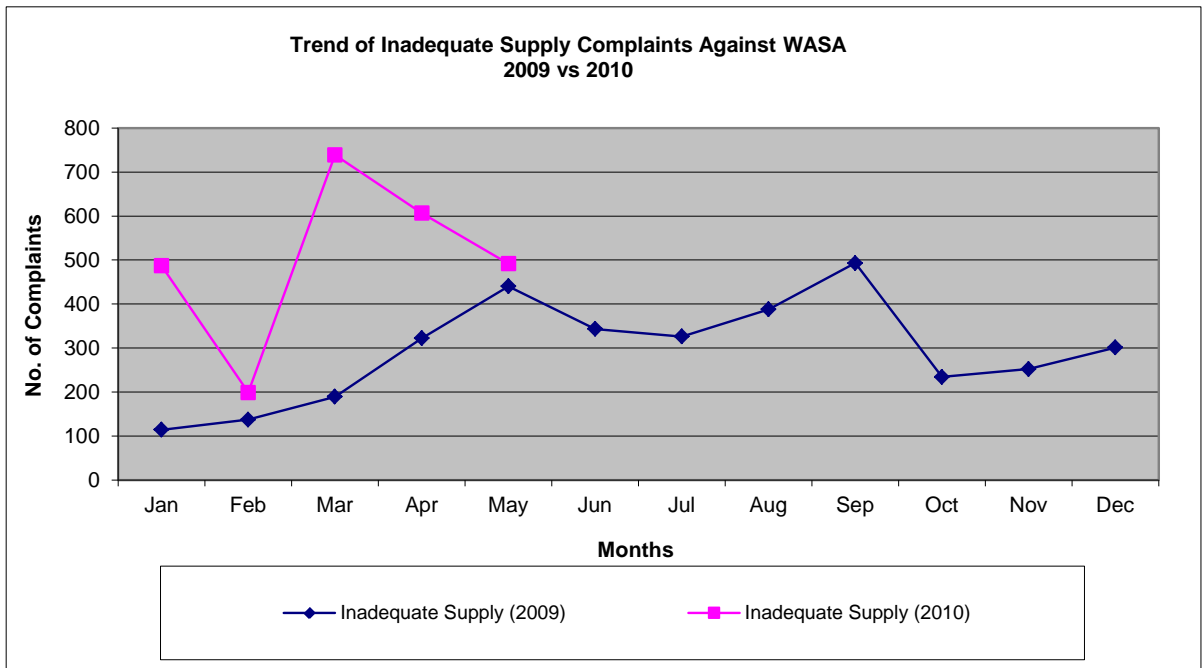
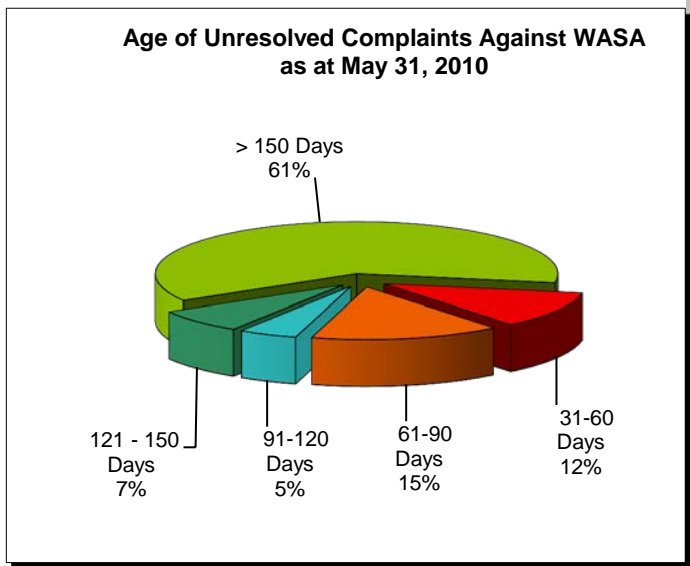


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	May '10	Apr '10	% Change
31-60 Days	192	287	-33%
61-90 Days	256	80	221%
91-120 Days	79	129	-38%
121 - 150 Days	124	53	134%
> 150 Days	1032	861	20%

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	11 (6%)	6 (2%)	6 (8%)	3 (2%)	271 (26%)	297
Inadequate Supply	154 (80%)	201 (79%)	58 (73%)	113 (91%)	601 (58%)	1127
Leaks	17 (9%)	31 (12%)	10 (13%)	0 (0%)	29 (3%)	87
Other	6 (3%)	9 (4%)	3 (4%)	4 (3%)	68 (7%)	90
Request for Service	1 (1%)	4 (2%)	2 (3%)	3 (2%)	41 (4%)	51
Road Restoration	3 (2%)	5 (2%)	0 (0%)	1 (1%)	22 (2%)	31
	192	256	79	124	1032	1683

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

Complaint Type	Jun '09 - May '10	Jan '10 - May '10	May '10
Billing Classification	56,107.00	-	-
Billing Query	249,459.00	8,523.00	-
Damage to Property	20,000.00	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	-	-
	\$ 344,196.00	\$ 8,523.00	\$ -

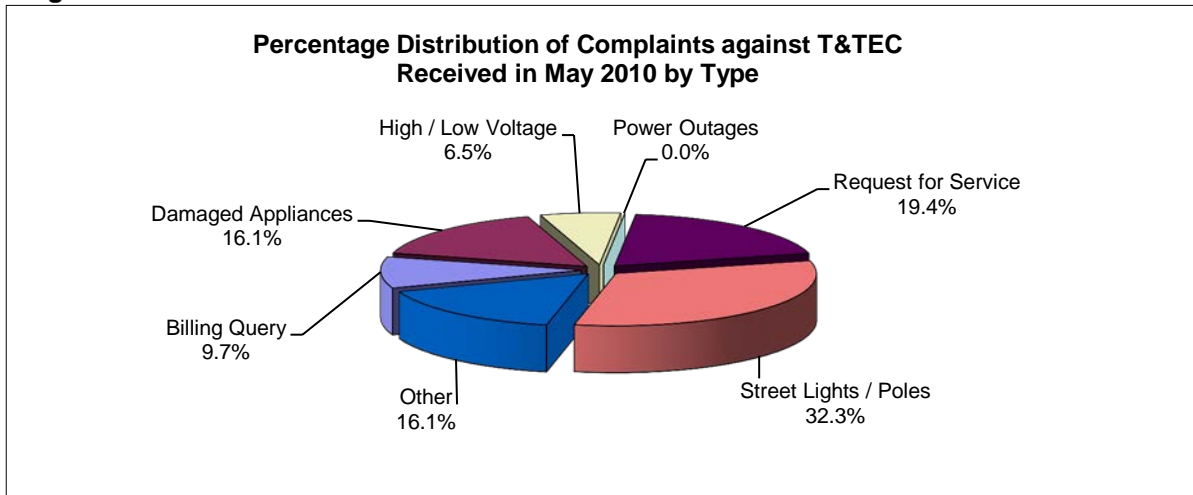
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in May 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in May 2010 by type. When compared to April 2010, the number of complaints related to Billing Queries increased by 1 or 50%, Damage Appliances decreased by 2 or 29%, High/ Low Voltage decreased by 1 or 33%, Power Outages decreased by 3 or 100%, Request for Service increased by 3 or 100%, Street Lights/Poles decreased by 1 or 9%, and the category Other increased by 2 or 67% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Apr 30, '10	No of Complaints Received in May '10	No of May '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '10
Billing Query	26	3	0	1	28 (11%)
Damaged Appliances	103	5	0	5	103 (42%)
High / Low Voltage	14	2	0	2	14 (6%)
Power Outages	8	0	0	0	8 (3%)
Request for Service	11	6	2	3	12 (5%)
Street Lights / Poles	62	10	4	17	51 (21%)
Other	32	5	0	6	31 (13%)
Total	256	31	6	34	247

Fig. 7



Cumulative	Jan '10 - May '10	Jun '09 - May '10
Number of complaints received	164	354
Number of complaints resolved	75	236
Number of complaints unresolved	89	118
Number of complaints withdrawn	0	0
Resolution rate	46%	67%

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

Fig. 8

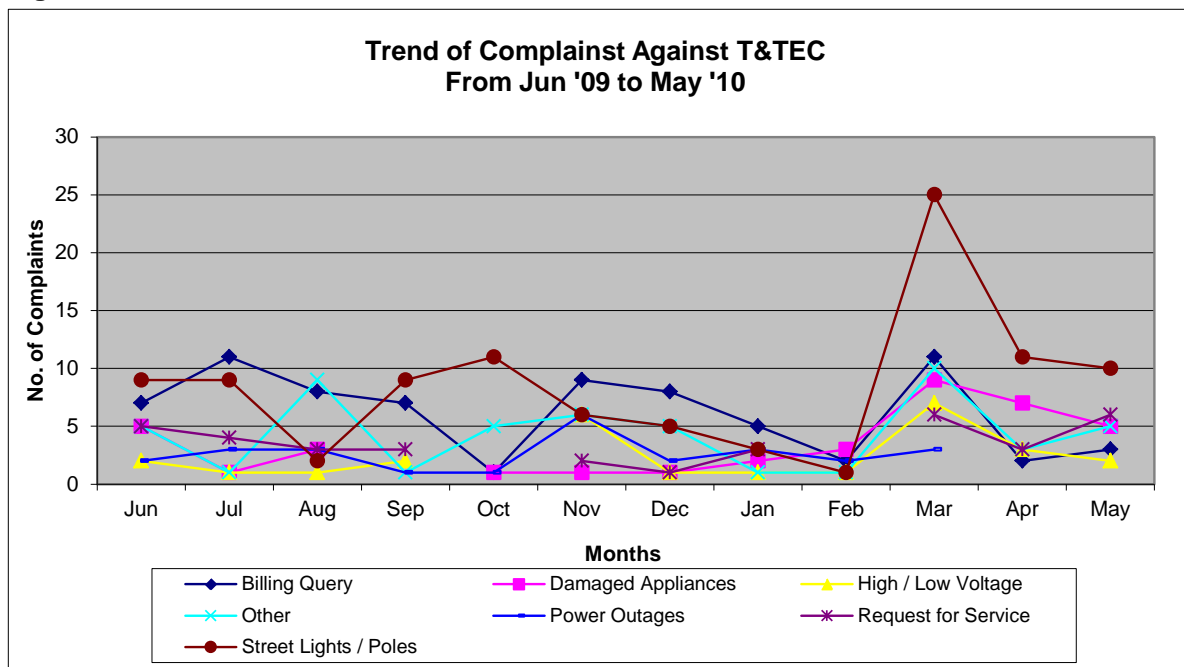
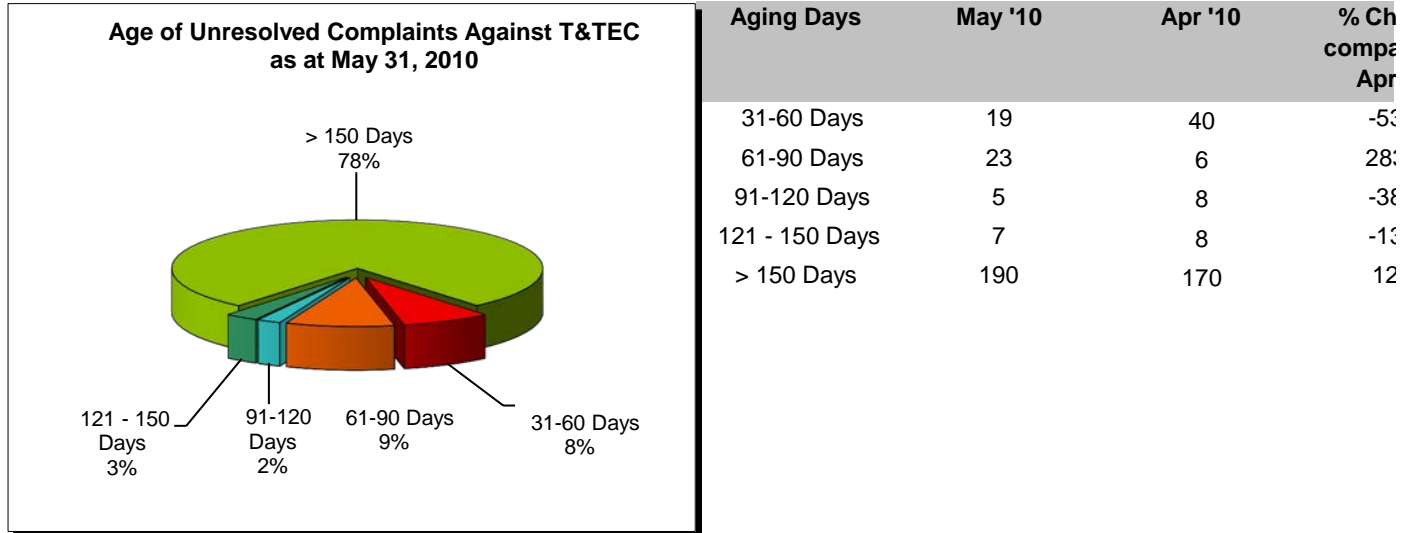


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	May '10	Apr '10	% Change compared to Apr
31-60 Days	19	40	-53%
61-90 Days	23	6	283%
91-120 Days	5	8	-38%
121 - 150 Days	7	8	-13%
> 150 Days	190	170	12%

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					Totals
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	1 (5%)	4 (17%)	1 (20%)	2 (29%)	19 (10%)	27
Damaged Appliances	6 (32%)	7 (30%)	1 (20%)	1 (14%)	86 (45%)	101
High / Low Voltage	2 (11%)	5 (22%)	0 (0%)	1 (14%)	6 (3%)	14
Other	2 (11%)	0 (0%)	0 (0%)	0 (0%)	29 (15%)	31
Power Outages	0 (0%)	1 (4%)	2 (40%)	1 (14%)	5 (3%)	9
Request for Service	2 (11%)	0 (0%)	0 (0%)	1 (14%)	9 (5%)	12
Street Lights / Poles	6 (32%)	6 (26%)	1 (20%)	1 (14%)	36 (19%)	50
Totals	19	23	5	7	190	244

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

Complaint Type	Jun '09 - May '10	Jan '10 - May '10	May '10
Billing Query	146,213.00	35,656.00	-
Damaged Appliance	47,453.00	4,500.00	-
KVA Reduction	-	-	-
Other Claims	118,692.00	-	-
	\$ 312,358.00	\$ 40,156.00	\$ -

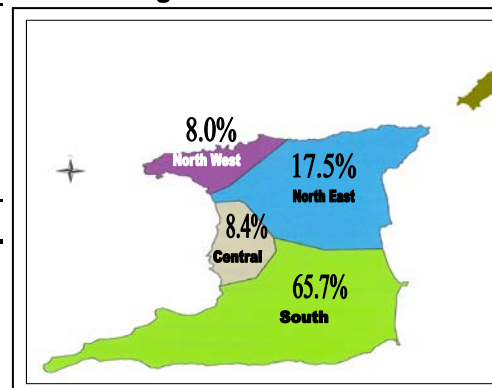
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in May 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	96 (18%)	4 (13%)	100 (17%)
North West	39 (7%)	7 (23%)	46 (8%)
Central	42 (8%)	6 (19%)	48 (8%)
South	364 (67%)	12 (39%)	376 (66%)
Tobago	0 (0%)	2 (6%)	2 (0%)
Total	541	31	572

Fig. 10



When compared to April 2010, the number of complaints received in May 2010 from the Central region decreased by 70 or 59%, from the North East decreased by 23 or 19%, from the North West decreased by 9 or 16%, complaints from the South region decreased by 31 or 8% while those from Tobago increased by 2 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 '10 - May '10 .

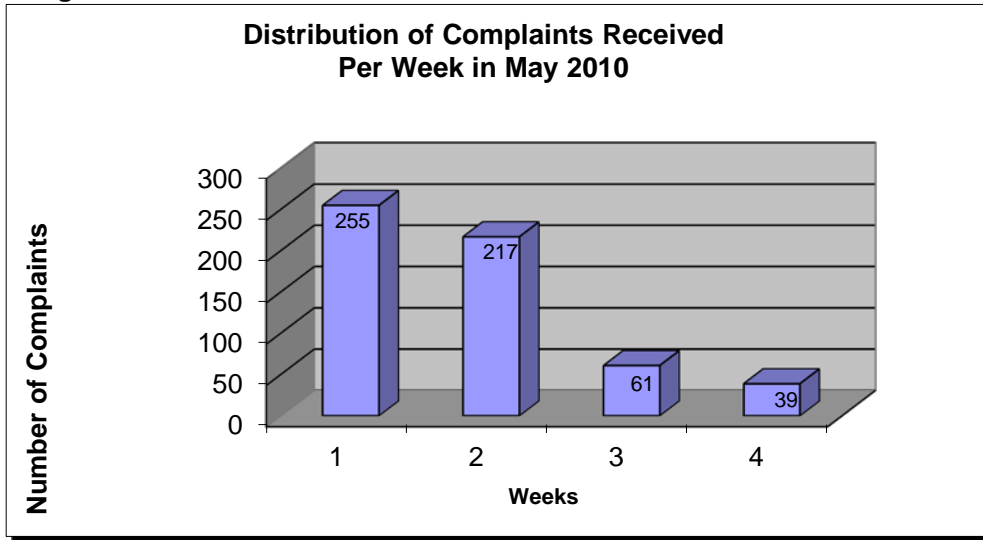
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	135
			Claxton Bay	72
			Cunupia	34
		North East	Arima	134
			Talparo	51
			D'Abadie	27
		North West	San Juan	41
			Port of Spain	17
			Santa Cruz	17
			South	Penal
		South	Barrackpore	209
			Princes Town	186
			Siparia	109
T&TEC	Billing Query		North West	Port of Spain
Billing Query	Central	Chaguanas	4	
Street Lights / Poles	South	San Fernando	4	
Street Lights / Poles	South	Penal	4	

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in May 2010

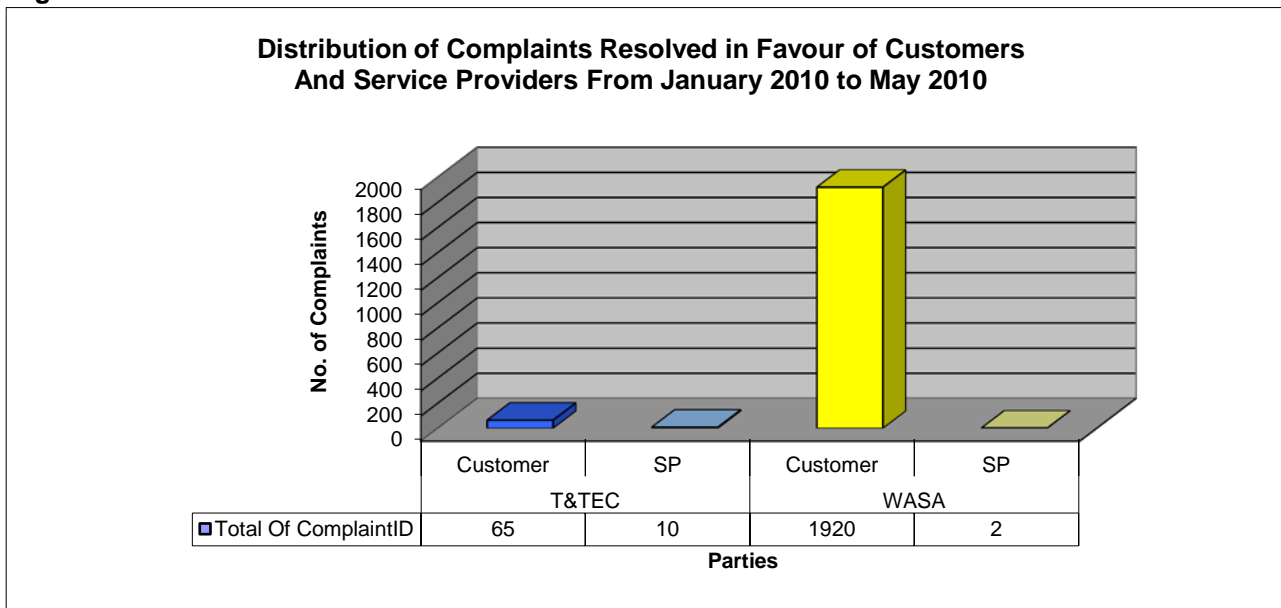
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - May '10

Fig. 12



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