Monthly Complaints Report May 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in May 2011, as well as all outstanding complaints against Service Providers as at May 31, 2011.

Status	May '10	May '11	Jun '10 - May '11
Number of complaints received	572	232	2,451
Number of complaints resolved	371	116	2,138
Number of complaints unresolved	201	116	272
Number of complaints withdrawn	0	0	41
Resolution rate for complaints received	65%	50%	89%
No. of outstanding complaints resolved	238	64	78
Total number of complaints resolved	609	180	2,216
Rebate/compensation awarded to customers	TT\$0	TT\$500	TT\$1,593,578

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, '11	No & % of Complaints Received in May '11		No & % of May '11 Complaints Resolved		No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '11	
Billing Query	263	6	(3%)	0	(0%)	11	258	(43%)
Inadequate Supply	182	161	(82%)	95	(48%)	21	227	(38%)
Leaks	24	21	(11%)	9	(5%)	13	23	(4%)
Request for Service	28	1	(1%)	1	(1%)	1	27	(5%)
Road Restoration	8	3	(2%)	1	(1%)	1	9	(2%)
Other	49	4	(2%)	0	(0%)	0	53	(9%)
Total	554	196		106	(54%)	47	597	

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, '11	No & % of Complaints Received in May '11		No & % of May '11 Complaints Resolved		No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints a at May 31, '1	
Billing Query	8	0	(0%)	0	(0%)	5	3	(2%)
Damage Appliances	39	6	(17%)	1	(3%)	0	44	(36%)
High / Low Voltage	5	2	(6%)	1	(3%)	3	3	(2%)
Power Outages	7	10	(28%)	3	(8%)	3	11	(9%)
Request for Service	8	2	(6%)	0	(0%)	1	9	(7%)
Street Lights / Poles	26	10	(28%)	4	(11%)	3	29	(24%)
Other	19	6	(17%)	1	(3%)	2	22	(18%)
Total	112	36		10	(28%)	17	121	

2.0 Complaints Analysis

Monthly	May '10	May '11	Apr '11
Number of complaints received	572	232	186
Number of complaints resolved	371	116	116
Number of complaints unresolved	201	116	70
Resolution rate for complaints received	65%	50%	62%
No. of outstanding complaints resolved	238	64	78
Total number of complaints resolved	609	180	194

The total number of complaints received in May 2011 increased by 46 or 25% when compared to Apr '11. Using the same comparative period, the resolution rate for May 2011 decreased by 20%. The number of complaints resolved from a previous period (unresolved from Feb '06 to Apr '11) decreased by 14 or 18%. The total number of complaints resolved overall decreased by 14 or 7%.

Cumulative	Jan '10 - May '10	Jan '11 - May '11	Jun '10 - May '11
Number of complaints received	3,002	886	2,451
Number of complaints resolved	1,997	670	2,138
Number of complaints unresolved	901	200	272
Number of complaints withdrawn	104	16	41
Resolution rate	69%	77%	89%

The cumulative number of complaints received and resolved from Jan '11 - May '11 decreased by 2116 or 70% and 1327 or 66% 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

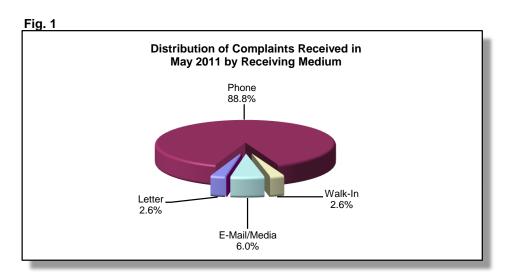
The 232 complaints recorded for May 2011 were reported by 174 customers of which 58 or 33% were new customers. Table 3 shows the frequency of complaints where 119 customers made only one complaint whilst cumulatively 55 or 32% of our customers made more than one complaint. For the period Jan '11-May '11, 531 customers made 886 complaints to the RIC of which 246 or 46% were new customers.

Table 3: Frequency of Complaints

No. of Complaints	No. of May '11 Customers	% of Repeat Customers for May '11	No. of Customers from Jan '11-	% of Repeat Customers from Jan '11-
		may 11	May '11	May '11
1	119	0	340	0
2	52	30	115	22
3	3	2	32	6
4	0	0	25	5
5	0	0	7	1
>6	0	0	12	2
	174		531	

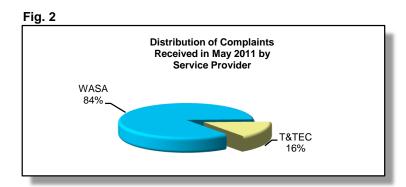
4.0 Receiving Medium

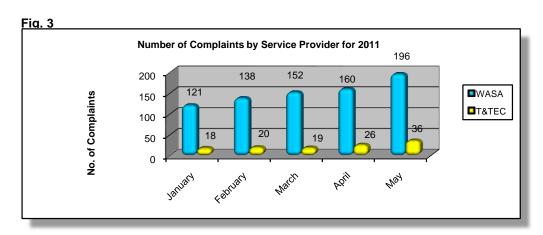
Figure 1 shows the percentage distribution of complaints recorded in May 2011 by receiving medium. The number of complaints received by Letter increased by 3 or 100%, Telephone increased by 30 or 17%, Walk in increased by 2 or 50%, and e-mail/Media increased by 11 or 367% when compared to April 2011.



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in May 2011 by Service Provider. The number of complaints filed against WASA have increased by 36 or 23% and those filed against T&TEC have increased by 10 or 38% when compared to April 2011. Figuer 3 shows the historical trend of the number of complaints by Service Providers for 2011.



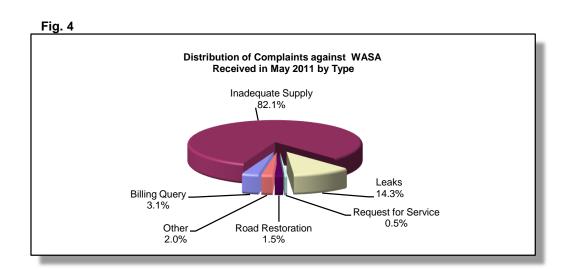


5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in May 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in May 2011 by type. When compared to April 2011 the number of complaints related to Billing Queries increased by 3 or 100%, Inadequate Supply increased by 42 or 35%, Leaks decreased by 3 or 13%, Request for Service decreased by 3 or 75%, Road Restoration decreased by 2 or 40% and the category Other decreased by 1 or 20%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Apr 30, '11	Complaints as at Complaints Mapr 30, '11 Received in May '11 Received in Recei		No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at May 31, '11
Billing Query	263	6	0	11	258 (43%)
Inadequate Supply	182	161	95	21	227 (38%)
Leaks	24	21	9	13	23 (4%)
Request for Service	28	1	1	1	27 (5%)
Road Restoration	8	3	1	1	9 (2%)
Other	49	4	0	0	53 (9%)
Total	554	196	106	47	597



Cumulative	Jan '11- May '11	Jun '10 - May '11
Number of complaints received	767	2,078
Number of complaints resolved	598	1,838
Number of complaints unresolved	153	200
Number of complaints withdrawn	16	40
Resolution rate	80%	90%

Figure 5 shows the trends of Inadequate Supply complaints reported against WASA over the last three years

Fig. 5

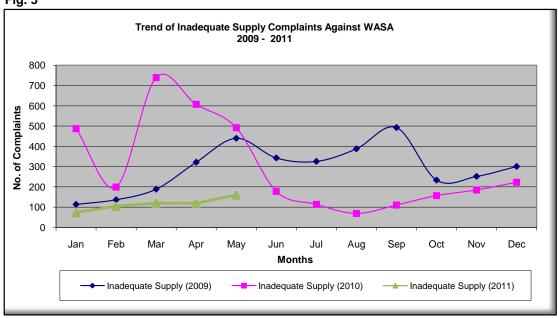
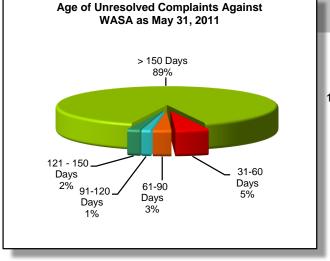


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	May '11	Apr '11	% Change compared to Apr '11
31-60 Days	29	17	71%
61-90 Days	16	8	100%
91-120 Days	8	14	-43%
121 - 150 Days	11	8	38%
> 150 Days	533	507	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

	Aging Days											
Complaint Category	31-0	60	61-9	90	91-1	20	121-	150	> 1	50	To	tal
Billing Query	3	(10%)	4	(25%)	2	(25%)	7	(64%)	242	(45%)	258	(43%)
Inadequate Supply	9	(31%)	10	(63%)	3	(38%)	2	(18%)	203	(38%)	227	(38%)
Leaks	6	(21%)	1	(6%)	0	(0%)	0	(0%)	16	(3%)	23	(4%)
Other	4	(14%)	1	(6%)	2	(25%)	2	(18%)	44	(8%)	53	(9%)
Request for Service	2	(7%)	0	(0%)	0	(0%)	0	(0%)	25	(5%)	27	(5%)
Road Restoration	5	(17%)	0	(0%)	1	(13%)	0	(0%)	3	(1%)	9	(2%)
	29	•	16	•	8		11		533		597	·

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

Complaint Type	Ju	ın '10 - May '11	Já	an '11- May '11	May '11
Billing Classification		7,413.00		1,755.00	-
Billing Query		328,777.00		213,174.00	500.00
Damage to Property Disconnection / Reconnection		72,438.00		46,938.00	-
Other Claims		55,533.00		55,533.00	-
	\$	464,161.00	\$	317,400.00	\$ 500.00

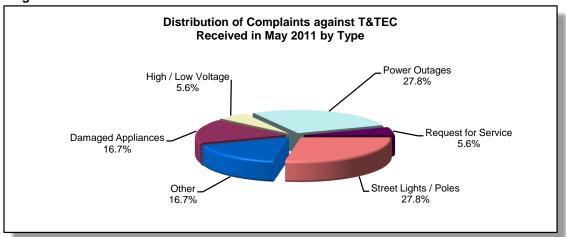
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in May 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in May 2011 by type. When compared to April 2011, the number of complaints related to Billing Queries decreased by 2 or 100%, Damage Appliances increased by 3 or 100%, High/ Low Voltage decreased by 1 or 33%, Power Outages increased by 5 or 100%, Request for Service increased by 1 or 100%, Street Lights/Poles decreased by 1 or 9%, and the category Other increased by 5 or 500%.

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Apr 30, '11	No of Complaints Received in May '11	No of May '11 Complaints Resolved	Complaints Resolved From Previous Period	Unre Compl	solved aints as
Billing Query	8	0	0	5	3	(2%)
Damaged Appliances	39	6	1	0	44	(36%)
High / Low Voltage	5	2	1	3	3	(2%)
Power Outages	7	10	3	3	11	(9%)
Request for Service	8	2	0	1	9	(7%)
Street Lights / Poles	26	10	4	3	29	(24%)
Other	19	6	1	2	22	(18%)
Total	112	36	10	17	121	

Fig. 7



Cumulative	Jan '11- May '11	Jun '10 - May '11
Number of complaints received	119	373
Number of complaints resolved	72	300
Number of complaints unresolved	47	72
Number of complaints withdrawn	0	1
Resolution rate	61%	81%

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

Fig. 8

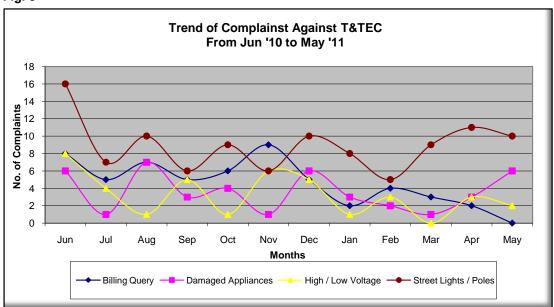
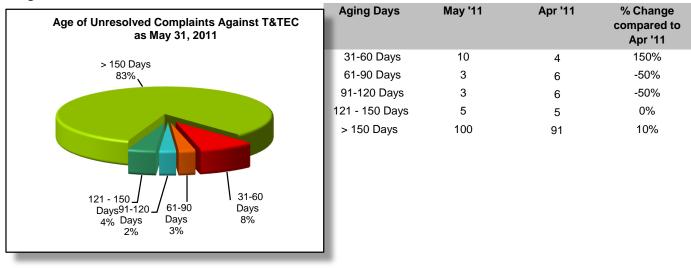


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



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

	Aging Days											
Complaint Category	31-6	0	61-9	90	91-	120	121 -	150	> 1	50	To	tal
Billing Query	0	(0%)	0	(0%)	0	(0%)	1	(20%)	2	(2%)	3	(2%)
Damaged Appliances	3	(30%)	1	(33%)	2	(67%)	3	(60%)	35	(35%)	44	(36%)
High / Low Voltage	1	(10%)	0	(0%)	0	(0%)	0	(0%)	2	(2%)	3	(2%)
Other	0	(0%)	1	(33%)	0	(0%)	0	(0%)	21	(21%)	22	(18%)
Power Outages	2	(20%)	0	(0%)	0	(0%)	0	(0%)	9	(9%)	11	(9%)
Request for Service	1	(10%)	0	(0%)	1	(33%)	0	(0%)	7	(7%)	9	(7%)
Street Lights / Poles	3	(30%)	1	(33%)	0	(0%)	1	(20%)	24	(24%)	29	(24%)
Totals	10		3		3		5		100		121	

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

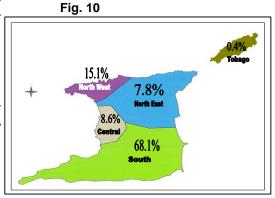
Complaint Type	Jun '10 - May '11	Jan '11- May '11	May '11
Billing Query	1,082,306.00	106,384.00	-
Damaged Appliance	43,975.00	17,274.00	-
KVA Reduction	-	-	-
Other Claims	3,136.00	2,100.00	-
	\$ 1,129,417.00	\$ 125,758.00	\$ -

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 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION North East	WAS	T&TEC		Total		
	14	(7%)	4	(11%)	18	(8%)
North West	25	(13%)	10	(28%)	35	(15%)
Central	16	(8%)	4	(11%)	20	(9%)
South	141	(72%)	17	(47%)	158	(68%)
Tobago	0	(0%)	1	(3%)	1	(0%)
Total	196		36		232	



When compared to April 2011, the number of complaints received in May 2011 from the Central region increased by 2 or 11%, those from the North East decreased by 10 or 36%, from the North West decreased by 22 or 39%, complaints from the South region increased by 75 or 90% while those from Tobago increased by 1 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '11- May '11.

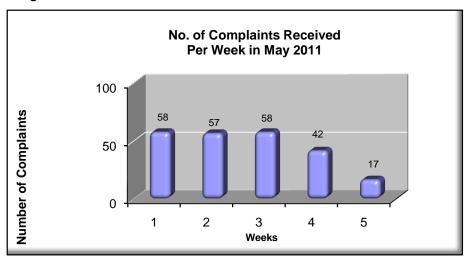
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	Central	Claxton Bay	13
	Supply		Cunupia	7
	"		Freeport	7
	"	North East	Champ Fleurs	13
	"		Arima	4
	"		D'Abadie	4
	"	North West	Santa Cruz	21
	"		Diego Martin	17
	"		Glencoe	16
	"	South	Barrackpore	110
	"		Princes Town	77
	"		Penal	44
	"		Gasparillo	29
T&TEC	Street Lights / Poles	South	Penal	6
	Power Outages	South	Penal	5
	High / Low Voltage	North West	Belmont	3
	Street Lights / Poles	North West	Diego Martin	3

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in May 2011

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 '11- May '11

Fig. 12

