



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2004

1.0 Overview of Complaints

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

1.1 Complaints Filed Against the Water and Sewerage Authority

Table 1

Complaint Category	Total Unresolved Complaints as at Oct 31, 2004	No & % of Complaints Received in Nov '04	Nov '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '04
Billing Query	94	11 (20%)	2	15	88 (49%)
Inadequate Supply	45	34 (61%)	24	8	47 (26%)
Leaks	5	9 (16%)	6	0	8 (4%)
Road Restoration	2	1 (2%)	1	1	1 (1%)
Other	37	1 (2%)	1	2	35 (20%)
Total	183	56	34	26	179

1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2

Complaint Type	Total Unresolved Complaints as at Oct 31, 2004	No & % of Complaints Received in Nov '04	Nov '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '04
Billing Query	39	12 (27%)	8	11	32 (20%)
Power Outages	13	1 (2%)	0	3	11 (7%)
Volt. Fluct /Damages	57	14 (32%)	0	4	67 (41%)
Street Lights/Poles	22	13 (30%)	3	2	30 (18%)
Request for Supply	9	1 (2%)	0	1	9 (6%)
Other	15	3 (7%)	2	2	14 (9%)
Total	155	44	13	23	163

2.0 Complaints Analysis

Monthly	Nov 2003	Oct 2004	Nov 2004
Number of complaints received	94	124	100
Number of complaints resolved	46	55	47
Number of complaints unresolved	48	69	53
Resolution rate for complaints received	49%	44%	47%
No. of outstanding complaints resolved	30	39	49
Total number of complaints resolved	76	94	96

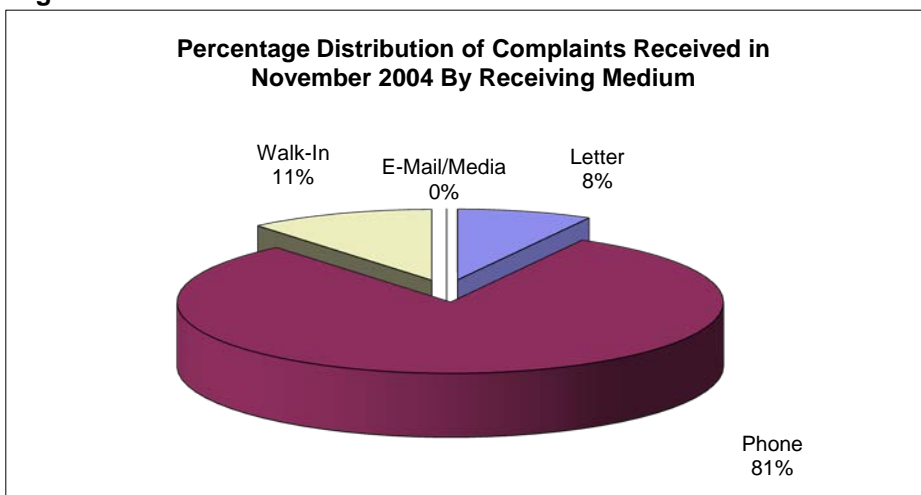
The total number of complaints received in November 2004 decreased by 24 or 19% when compared to Oct 2004. Using the same comparative period, the resolution rate for November 2004 increased by 6%. The number of complaints resolved from a previous period increased by 10 or 26% and the total number of complaints resolved overall increased by 2 or 2%. The cumulative number of complaints received and resolved from Jan - Nov '04 increased by 101 or 9% and increased 84 or 11% respectively when compared to the same period last year. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Nov '03	Jan - Nov '04	Dec '03 - Nov '04
Number of complaints received	836	1,197	1,290
Number of complaints resolved	660	817	903
Number of complaints unresolved	176	296	300
Number of complaints withdrawn	0	84	87
Resolution rate	79%	68%	70%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2004 by receiving medium. The number of complaints received through all sources decreased. Letter decreased by 5 or 38%, Telephone by 10 or 11% and Walk in by 8 or 42% when compared to Oct 2004.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2004 by Service Provider. The number of complaints filed against WASA have decreased by 14 or 20% and those filed against T&TEC decreased by 10 or 19% when compared to Oct 2004.

Fig. 2

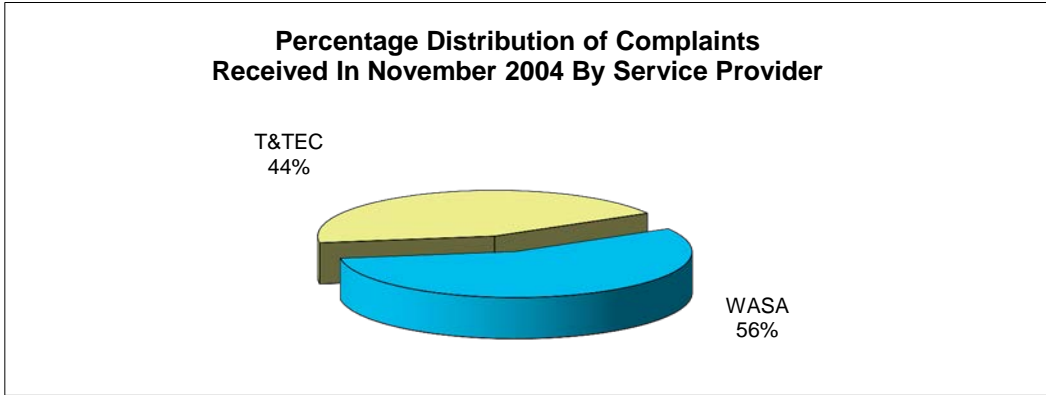
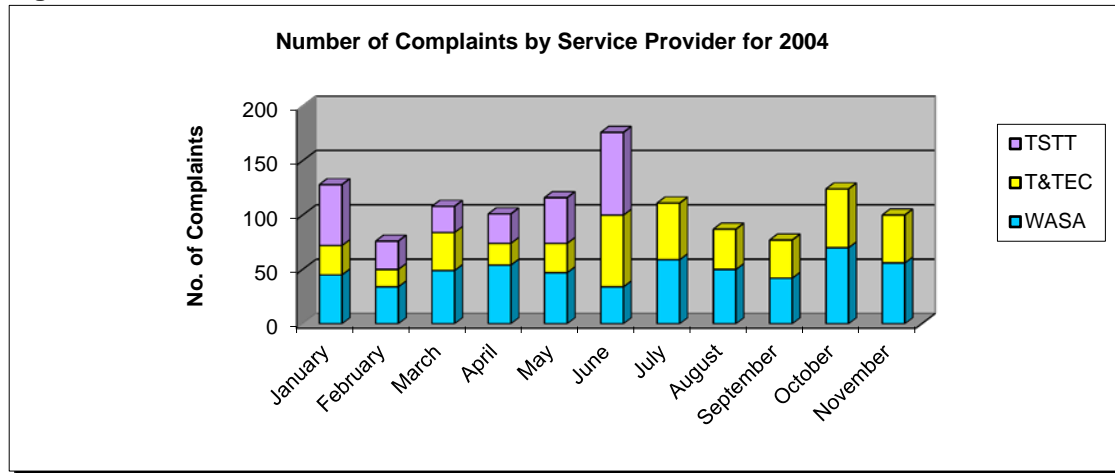


Fig. 3

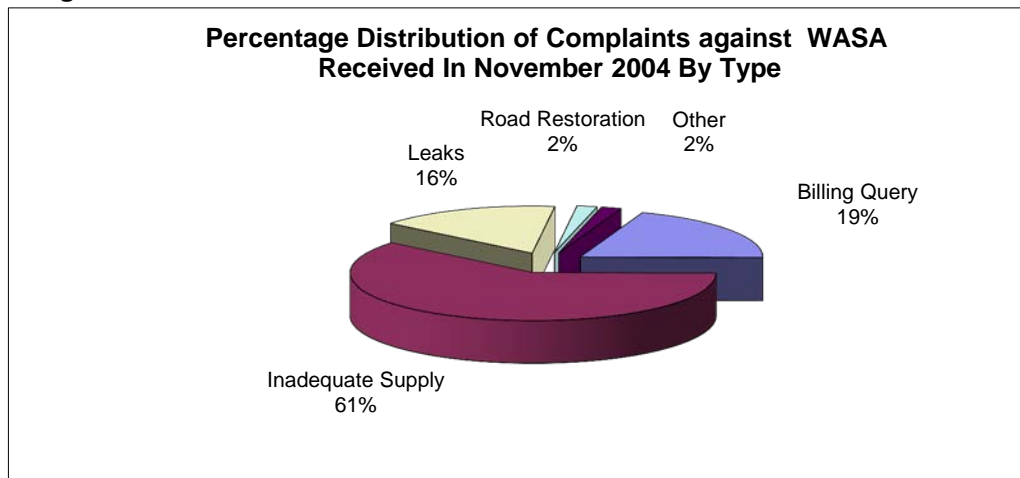


4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in November 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2004 by type. The Number of Billing Queries decreased by 12 or 52%. There were no other significant changes when compared to Oct 2004.

Table 3

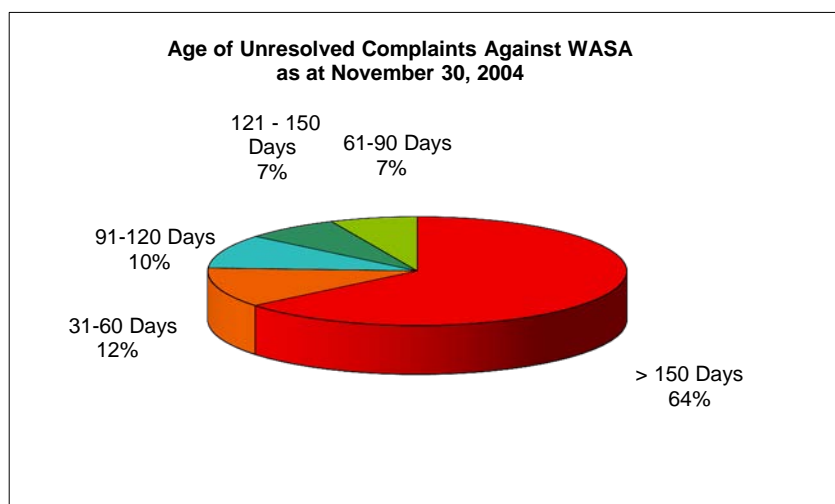
Complaint Category	Total Unresolved Complaints as at Oct 31, 2004	No & % of Complaints Received in Nov '04	Nov '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '04
Billing Query	94	11	2	15	88 (49%)
Inadequate Supply	45	34	24	8	47 (26%)
Leaks	5	9	6	0	8 (4%)
Road Restoration	2	1	1	1	1 (1%)
Other	37	1	1	2	35 (20%)
Total	183	56	34	26	179

Fig. 4

Cumulative	Jan - Nov '04	Dec '03 - Nov '04
Number of complaints received	532	572
Number of complaints resolved	385	422
Number of complaints unresolved	147	150
Number of complaints withdrawn	2	2
Resolution rate	72%	74%

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 been unresolved.

Fig. 5



The majority of complaints that are over 150 days relates to Billing Queries. As a result of our meeting with WASA, they have assigned a person who will be devoted to dealing with billing queries from the RIC. For the month of November we have seen some encouraging movement of a two percentage (2%) reduction in complaints >150 days.

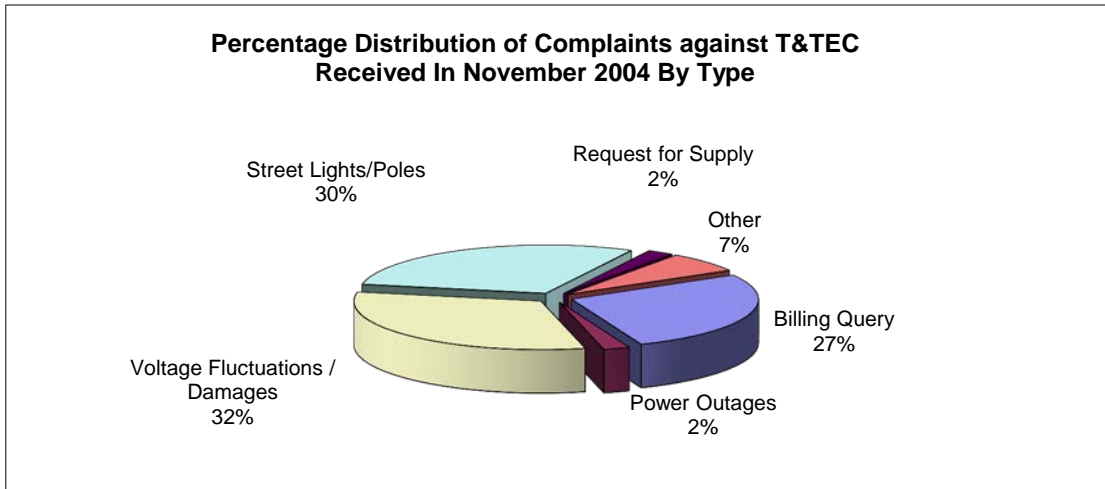
4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in November 2004 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in November 2004 by type. The Number of Billing Queries increased by 3 or 33%, Power Outages decreased by 5 or 83%, Voltage Fluctuations/Damages decreased by 5 or 26%, Street Lights/Poles increased by 3 or 30%, Request for Service decreased by 2 or 67% and Other types of complaints decreased by 4 or 57% when compared to Oct 2004.

Table 4

Complaint Type	Total Unresolved Complaints as at Oct 31, 2004	No & % of Complaints Received in Nov '04	Nov '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '04
Billing Query	39	12	8	11	32 (20%)
Power Outages	13	1	0	3	11 (7%)
Volt. Fluct /Damages	57	14	0	4	67 (41%)
Street Lights/Poles	22	13	3	2	30 (18%)
Request for Supply	9	1	0	1	9 (6%)
Other	15	3	2	2	14 (9%)
Total	155	44	13	23	163

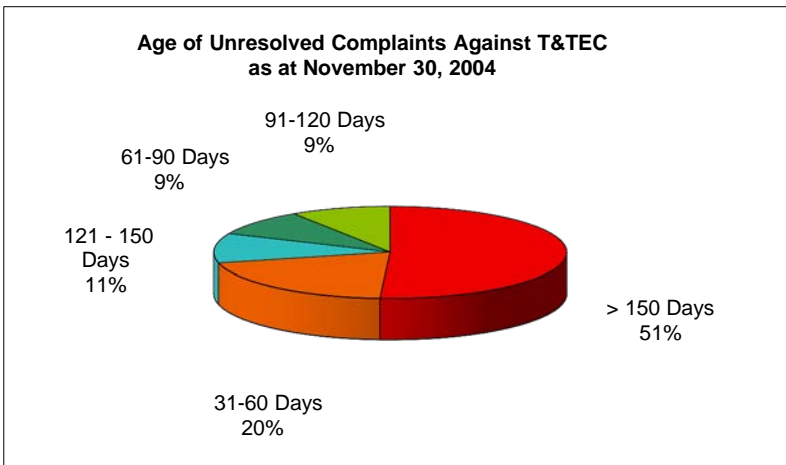
Fig. 6



Cumulative	Jan - Nov '04	Dec '03 - Nov '04
Number of complaints received	408	426
Number of complaints resolved	259	276
Number of complaints unresolved	149	150
Number of complaints withdrawn	4	4
Resolution rate	63%	65%

Figure 7 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 been unresolved.

Fig. 7



The majority of complaints that are over 150 days relates to damaged appliances. Despite our meeting with T&TEC on the issue of attending to unresolved complaints, there has been no significant improvement in the response time. A detailed report on the responsiveness of each Area office is being forwarded to T&TEC and a meeting will be scheduled to address this issue.

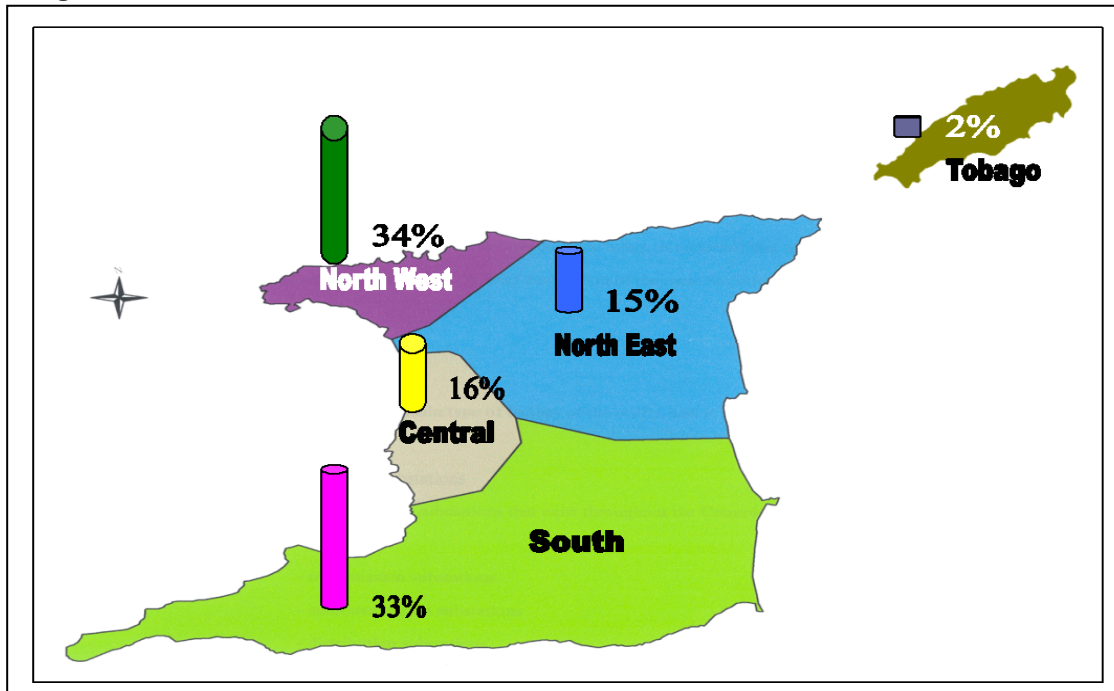
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in November 2004 by geographic regions.

Table 5

REGION	WASA	T&TEC	Total
North East	7 (13%)	8 (17%)	15 (15%)
North West	15 (28%)	19 (41%)	34 (34%)
Central	11 (20%)	5 (11%)	16 (16%)
South	21 (39%)	12 (26%)	33 (33%)
Tobago	0 (0%)	2 (4%)	2 (2%)
Total	54	46	100

Fig. 8



The number of complaints from the Central region decreased by 6 or 27%, North East decreased by 10 or 40%, North West increased by 1 or 3%, and complaints from the South region decreased by 9 or 21% when compared to Oct 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Nov '04 .

Table 6

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	49
	Supply	South	Williamsville	19
	"	South	Penal	17
	"	North West	Port of Spain	17
	"	North West	St. James	16
	"	North West	Diego Martin	15
	"	North East	Arima	13
	"	Central	Chaguanas	11
	Leaks	North East	Arima	6
	Other	North East	Tunapuna	5
	Billing Query	North West	Port of Spain	7
	Billing Query	South	Penal	6
	T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas
Tobago			Tobago	11
Billing Query		North East	Arima	9
		North West	Diego Martin	7

6.0 Distribution of Complaints Received Per Week

Figure 6 shows the distribution of the complaints received in November 2004

Fig. 6

