

**Monthly Complaints Report
November 2005**

1.0 Overview of Complaints

This report provides an analysis of all complaints received in November 2005, as well as all outstanding complaints against Service Providers as at November 30, 2005.

Status	Nov '04	Nov '05	Dec '04 - Nov '05
Number of complaints received	100	284	2,776
Number of complaints resolved	47	147	2,199
Number of complaints unresolved	53	137	528
Number of complaints withdrawn	0	0	49
Resolution rate for complaints received	47%	52%	81%
No. of outstanding complaints resolved	49	135	39
Total number of complaints resolved	96	282	2,238
Rebate/compensation awarded to customers		TT\$280	TT\$770,275

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 Oct 31, 2005	No & % of Complaints Received in Nov '05	No & % of Nov '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '05
Billing Query	120	7 (3%)	1 (0%)	6	120 (33%)
Inadequate Supply	178	211 (88%)	139 (58%)	72	178 (49%)
Leaks	13	16 (7%)	4 (2%)	12	13 (4%)
Request for Service	17	2 (1%)	0 (0%)	2	17 (5%)
Road Restoration	9	3 (1%)	1 (0%)	2	9 (2%)
Other	26	1 (0%)	0 (0%)	1	26 (7%)
Total	363	240	145(60%)	95	363

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 Oct 31, 2005	No & % of Complaints Received in Nov '05	No & % of Nov '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '05
Billing Query	33	7 (16%)	1 (2%)	11	28 (8%)
Damage Appliances	109	9 (20%)	0 (0%)	0	118 (35%)
High / Low Voltage	51	5 (11%)	1 (2%)	7	48 (14%)
Power Outages	27	4 (9%)	0 (0%)	0	31 (9%)
Request for Service	19	1 (2%)	0 (0%)	1	19 (6%)
Street Lights / Poles	67	16 (36%)	0 (0%)	16	67 (20%)
Other	28	2 (5%)	0 (0%)	5	25 (7%)
Total	334	44	2(5%)	40	336

2.0 Complaints Analysis

Monthly	Nov '04	Nov '05	Oct '05
Number of complaints received	100	284	299
Number of complaints resolved	47	147	194
Number of complaints unresolved	53	137	105
Resolution rate for complaints received	47%	52%	65%
No. of outstanding complaints resolved	49	135	118
Total number of complaints resolved	96	282	312

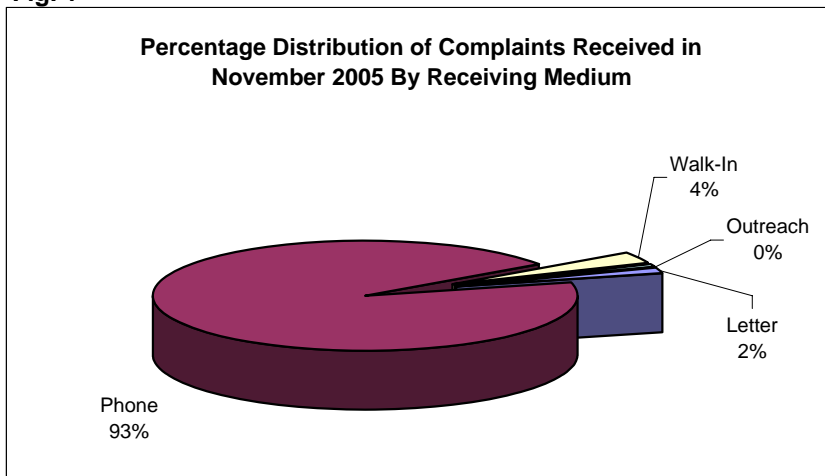
The total number of complaints received in November 2005 decreased by 15 or 5% when compared to Oct '05. Using the same comparative period, the resolution rate for November 2005 decreased by 20%. The number of complaints resolved for the current month decreased by 47 or 24% and from a previous period (unresolved from Jan '03 to Oct '05) increased by 17 or 14%. The total number of complaints resolved overall decreased by 30 or 10%. The cumulative number of complaints received and resolved from Jan - Nov '05 increased by 1443 or 121% and increased by 1270 or 155% respectively when compared to Jan - Nov '04. The withdrawn complaints represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Nov '04	Jan - Nov '05	Dec '04 - Nov '05
Number of complaints received	1,197	2,640	2,776
Number of complaints resolved	819	2,089	2,199
Number of complaints unresolved	378	506	528
Number of complaints withdrawn	84	45	49
Resolution rate	74%	81%	81%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2005 by receiving medium. The number of complaints received by Telephone decreased by 25 or 9% and Walk-In increased by 7 or 233%. There were no other significant changes when compared to Oct '05.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2005 by Service Provider. The number of complaints filed against WASA have decreased by 22 or 8% and those filed against T&TEC increased by 7 or 19% when compared to Oct '05.

Fig. 2

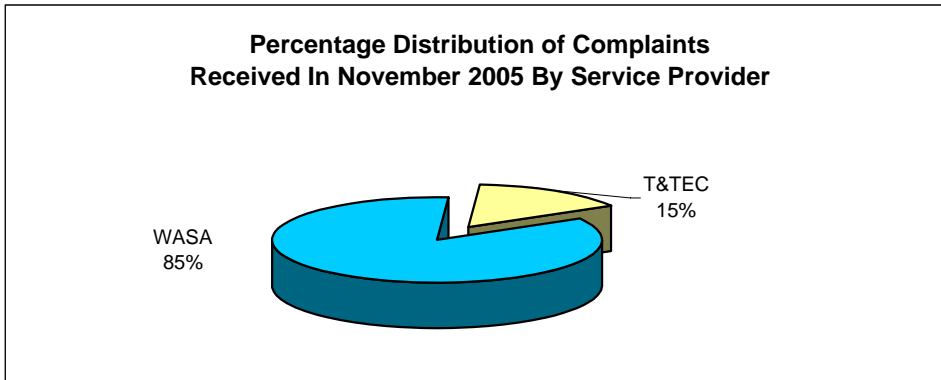
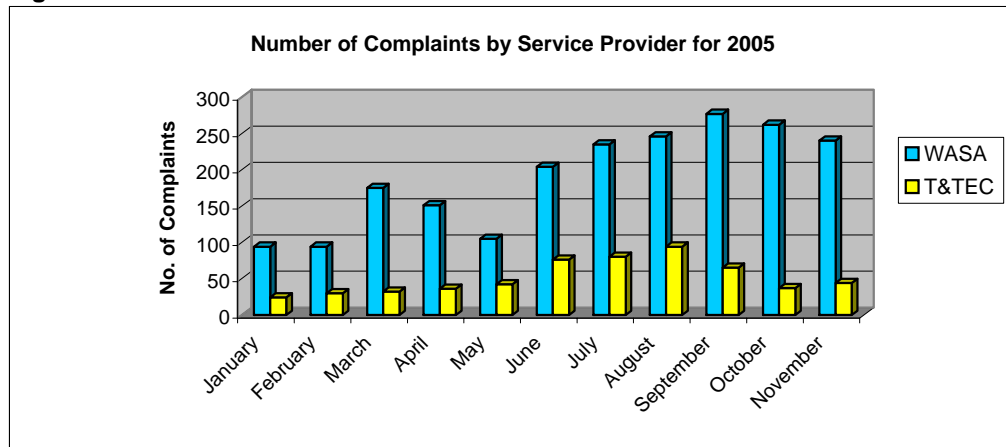


Fig. 3



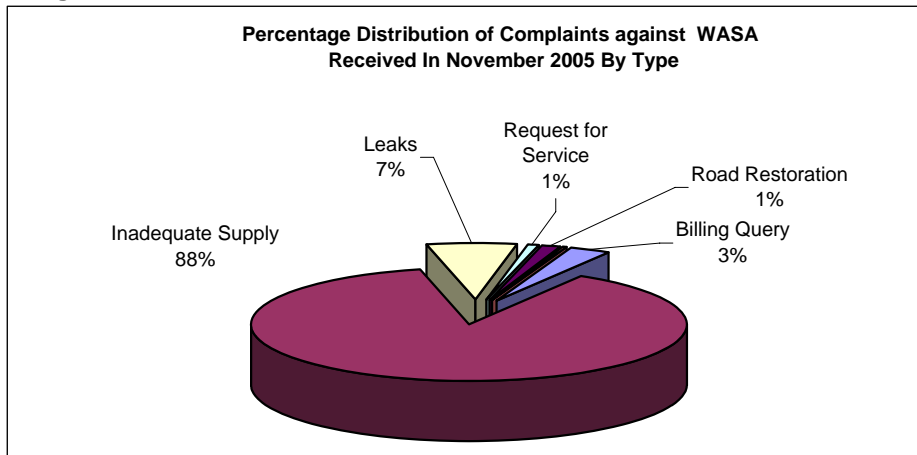
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in November 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2005 by type. When compared to Oct '05 the number of complaints related to Inadequate Supply decreased by 34 or 14%, Leaks increased by 9 or 129%, Road Restoration increased by 2 or 200%, and the category Other increased by 2 or 200%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Oct 31, 2005	No of Complaints Received in Nov '05	No of Nov '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '05
Billing Query	120	7	1	6	120
Inadequate Supply	178	211	139	72	178
Leaks	13	16	4	12	13
Request for Service	17	2	0	2	17
Road Restoration	9	3	1	2	9
Other	26	1	0	1	26
Total	363	240	145	95	363

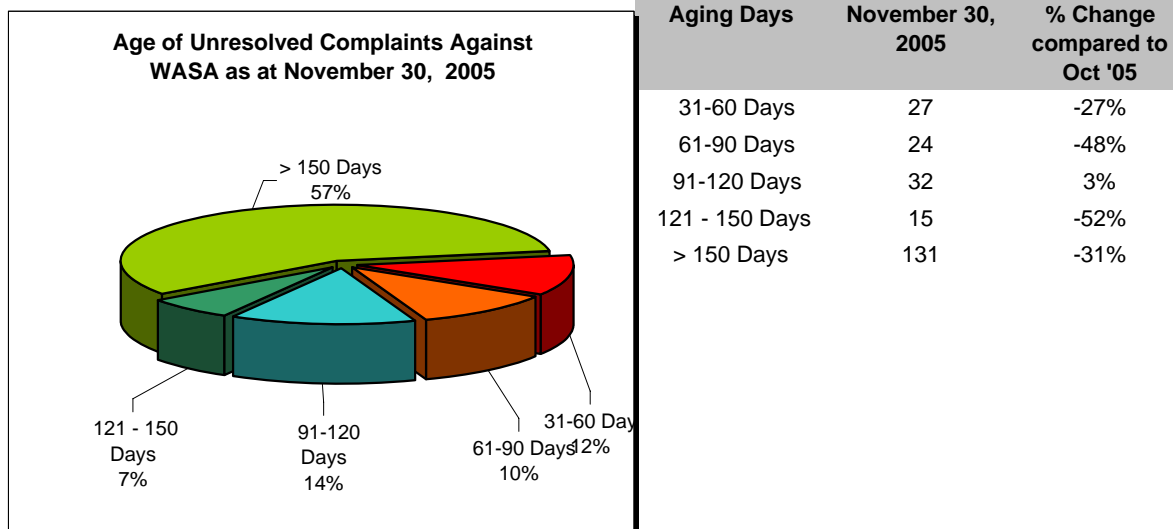
Fig. 4



Cumulative	Jan '05 - Nov '05	Dec '04 - Nov '05
Number of complaints received	2,051	2,134
Number of complaints resolved	1,780	1,856
Number of complaints unresolved	271	278
Number of complaints withdrawn	35	36
Resolution rate	88%	88%

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 Billing Queries as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Inadequate Supply	23 (85%)	20 (83%)	24 (75%)	10 (67%)	91 (69%)	130
Leaks	2 (7%)	0 (0%)	1 (3%)	1 (7%)	10 (8%)	15
Other	1 (4%)	2 (8%)	2 (6%)	1 (7%)	16 (12%)	24
Request for Service	0 (0%)	0 (0%)	4 (13%)	3 (20%)	10 (8%)	20
Road Restoration	1 (4%)	2 (8%)	1 (3%)	0 (0%)	4 (3%)	10
	27	24	32	15	131	229

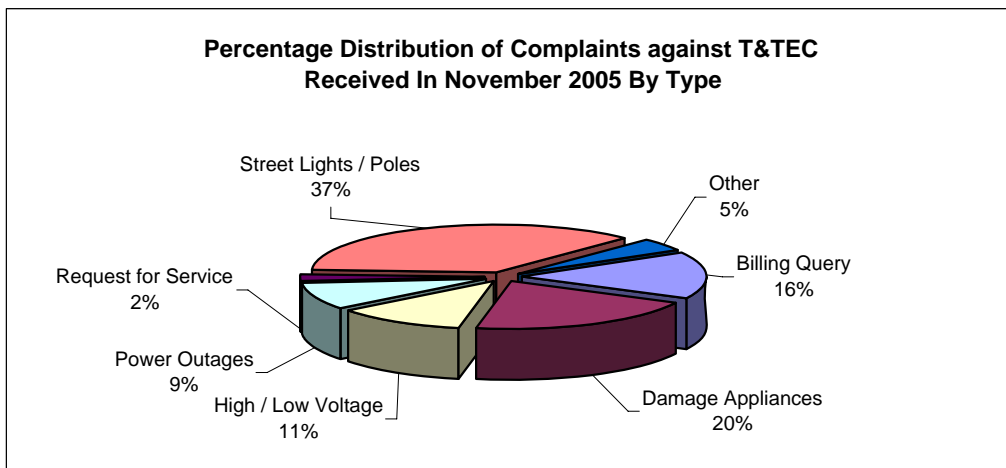
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in November 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in November 2005 by type. When compared to Oct '05, the number of complaints related to Billing Queries increased by 5 or 250%, Power Outages increased by 6 or 200%, and Voltage Fuctuations/Damages decreased by 2 or 29%. No other significant changes were recorded.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Oct 31, 2005	No of Complaints Received in Nov '05	No of Nov '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '05
Billing Query	33	7	1	11	28
Damage Appliances	109	9	0	0	118
High / Low Voltage	51	5	1	7	48
Power Outages	27	4	0	0	31
Request for Service	19	1	0	1	19
Street Lights / Poles	67	16	0	16	67
Other	28	2	0	5	25
Total	334	44	2	40	336

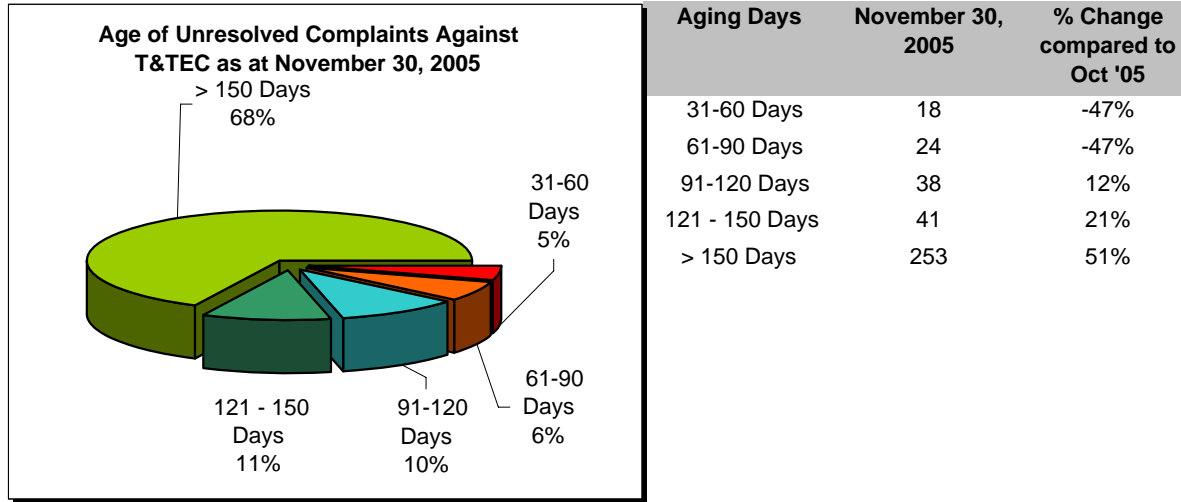
Fig. 6



Cumulative	<i>Jan '05 - Nov '0</i>	<i>Dec '04 - Nov '05</i>
Number of complaints received	544	606
Number of complaints resolved	309	343
Number of complaints unresolved	235	250
Number of complaints withdrawn	10	13
Resolution rate	58%	58%

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	November 30, 2005	% Change compared to Oct '05
31-60 Days	18	-47%
61-90 Days	24	-47%
91-120 Days	38	12%
121 - 150 Days	41	21%
> 150 Days	253	51%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: 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	1 (6%)	1 (4%)	2 (5%)	0 (0%)	11 (4%)	15
Damage Appliances	2 (11%)	2 (8%)	2 (5%)	1 (2%)	15 (6%)	115
High / Low Voltage	7 (39%)	9 (38%)	14 (37%)	20 (49%)	96(38%)	46
Other	1 (6%)	2 (8%)	2 (5%)	3 (7%)	9 (4%)	22
Power Outages	4 (22%)	5 (21%)	8 (21%)	5 (12%)	42(17%)	31
Request for Service	3 (17%)	5 (21%)	10 (26%)	12 (29%)	80(32%)	17
Totals	18	24	38	41	253	374

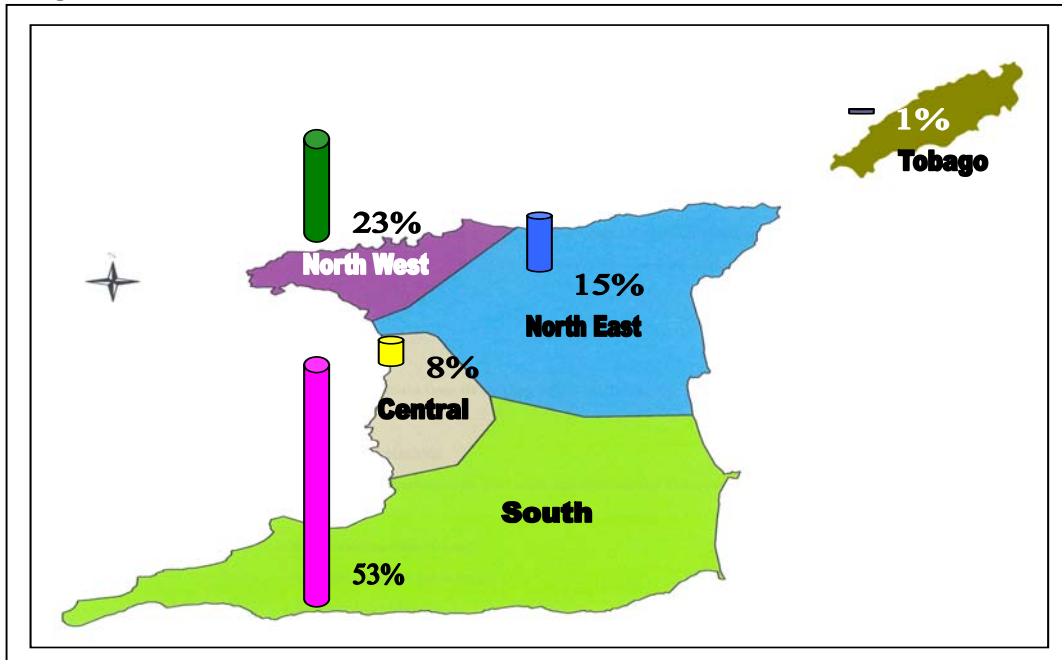
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 November 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	30 (13%)	13 (30%)	43 (15%)
North West	49 (20%)	17 (39%)	66 (23%)
Central	18 (8%)	5 (11%)	23 (8%)
South	142 (59%)	8 (18%)	150 (53%)
Tobago	1 (0%)	1 (2%)	2 (1%)
Total	240	44	284

Fig. 8



When compared to Oct '05, the number of complaints from the Central region decreased by 16 or 41%, from the North East increased by 21 or 95%, from the North West increased by 25 or 61%, complaints from the South region decreased by 46 or 23%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Nov '05 .

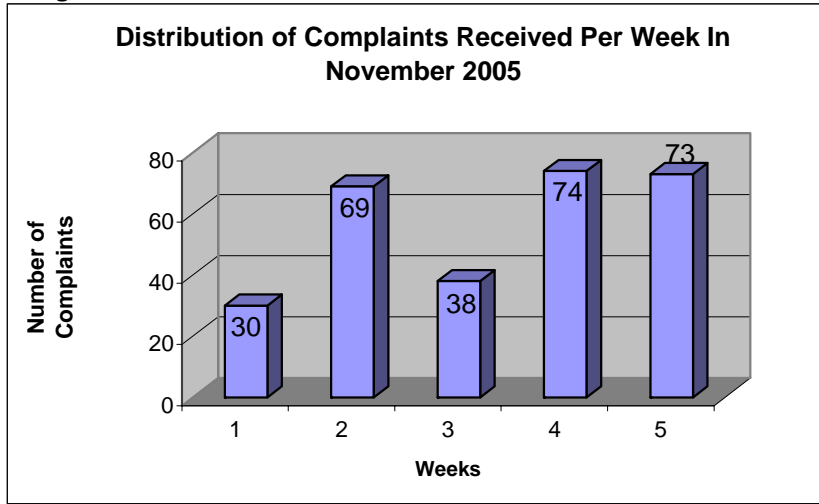
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	310
		South	Penal	161
		South	Barrackpore	159
		South	San Fernando	87
		South	Williamsville	85
		South	Gasparillo	59
		South	Moruga	57
		North West	Belmont	48
	Billing Query	North East	Arima	17
	Billing Query	South	Penal	16
	Leaks	North West	St. James	10
T&TEC	Street Lights / Poles	South	Penal	13
	Billing Query	North East	Arima	9
	Street Lights / Poles	North West	Maraval	7
	Street Lights / Poles	South	Barrackpore	7

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in November 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05 - Nov '05

