



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

November 2006

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in November 2006, as well as all outstanding complaints against Service Providers as at November 30, 2006.

Status	Nov '05	Nov '06	Dec '05 - Nov '06
Number of complaints received	284	323	3,900
Number of complaints resolved	147	173	3,248
Number of complaints unresolved	137	150	637
Number of complaints withdrawn	0	0	82
<b>Resolution rate for complaints received</b>	<b>52%</b>	<b>54%</b>	<b>85%</b>
No. of outstanding complaints resolved	135	96	39
Total number of complaints resolved	<b>282</b>	<b>269</b>	<b>3,287</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$111</b>	<b>TT\$501,084</b>

WASA \$411,240  
T&TEC \$89,844

**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, 2006	No & % of Complaints Received in Nov '06	No & % of Nov '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '06
Billing Query	213	14 (5%)	0 (0%)	3	224 (41%)
Inadequate Supply	203	243 (86%)	161 (57%)	53	232 (42%)
Leaks	19	20 (7%)	7 (2%)	10	22 (4%)
Request for Service	23	0 (0%)	0 (0%)	1	22 (4%)
Road Restoration	10	1 (0%)	0 (0%)	0	11 (2%)
Other	34	3 (1%)	0 (0%)	0	37 (7%)
<b>Total</b>	<b>502</b>	<b>281</b>	<b>168(60%)</b>	<b>67</b>	<b>548</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 Oct 31, 2006	No & % of Complaints Received in Nov '06	No & % of Nov '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '06
Billing Query	20	6 (14%)	3 (7%)	5	18 (6%)
Damage Appliances	117	6 (14%)	0 (0%)	0	123 (42%)
High / Low Voltage	23	9 (21%)	1 (2%)	6	25 (8%)
Power Outages	17	0 (0%)	0 (0%)	3	14 (5%)
Request for Service	9	1 (2%)	0 (0%)	0	10 (3%)
Street Lights / Poles	84	16 (38%)	1 (2%)	8	91 (31%)
Other	18	4 (10%)	0 (0%)	7	15 (5%)
<b>Total</b>	<b>288</b>	<b>42</b>	<b>5 (12%)</b>	<b>29</b>	<b>296</b>

## 2.0 Complaints Analysis

Monthly	Nov '05	Nov '06	Sep '06
Number of complaints received	284	323	306
Number of complaints resolved	147	173	187
Number of complaints unresolved	137	150	119
Resolution rate for complaints received	52%	54%	61%
No. of outstanding complaints resolved	135	96	133
Total number of complaints resolved	282	269	320

The total number of complaints received in November 2006 increased by 17 or 6% when compared to Sep '06. Using the same comparative period, the resolution rate for November 2006 decreased by 12%. The number of complaints resolved for the current month decreased by 14 or 7% and from a previous period (unresolved from Jan '03 to Oct '06) decreased by 37 or 28%. The total number of complaints resolved overall decreased by 51 or 16%.

Cumulative	Jan - Nov '05	Jan - Nov '06	Dec '05 - Nov '06
Number of complaints received	2,640	3,603	3,900
Number of complaints resolved	2,089	2,965	3,248
Number of complaints unresolved	551	623	637
Number of complaints withdrawn	45	66	82
Resolution rate	81%	84%	85%

The cumulative number of complaints received and resolved from Jan - Nov '06 increased by 963 or 36% and 876 or 42% respectively when compared to Jan - Nov '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 323 complaints recorded for November 2006 were reported by 222 customers of which 107 or 48% were new customers. Table 3 shows the frequency of complaints where 143 customers made only one complaint whilst cumulatively 79 or 36% of our customers made more than one complaint. For the period Jan '06 to Nov '06, 1465 customers made 3,603 complaints to the RIC of which 1136 or 78% were new customers.

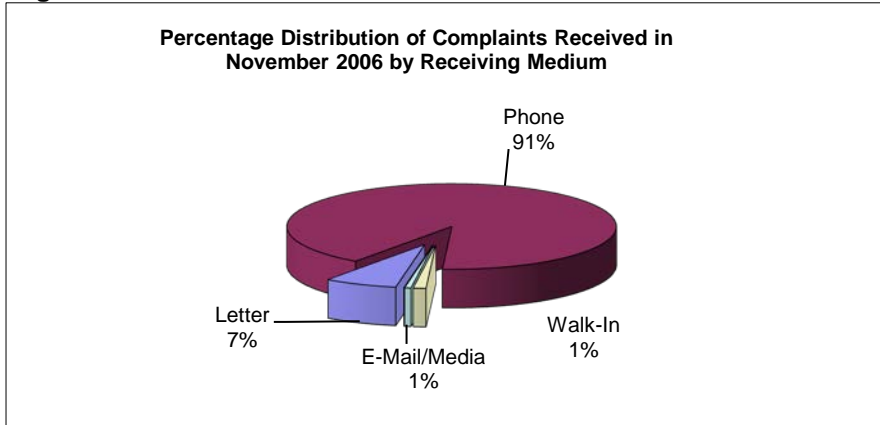
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Nov '06 Customers	% of Repeated Customers Nov'06	No. of Customers Jan '06 - Nov '06	% of Repeated Customers Jan '06 - Nov'06
1	143		776	53.0
2	63	28.4	308	21.0
3	11	5.0	112	7.6
4	4	1.8	80	5.5
5	1	0.5	42	2.9
>6			147	10.0
	222		1465	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2006 by receiving medium. The number of complaints received by Letter increased by 20 or 667% and Telephone decreased by 4 or 1%. There were no other significant changes when compared to Sep '06.

Fig. 1



#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2006 by Service Provider. The number of complaints filed against WASA have decreased by 9 or 3% and those filed against T&TEC increased by 26 or 163% when compared to Sep '06.

Fig. 2

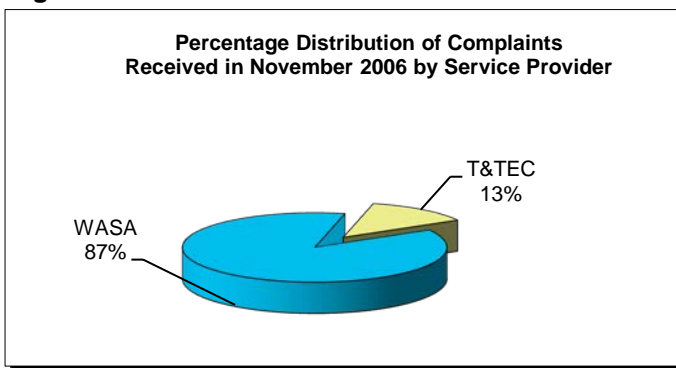
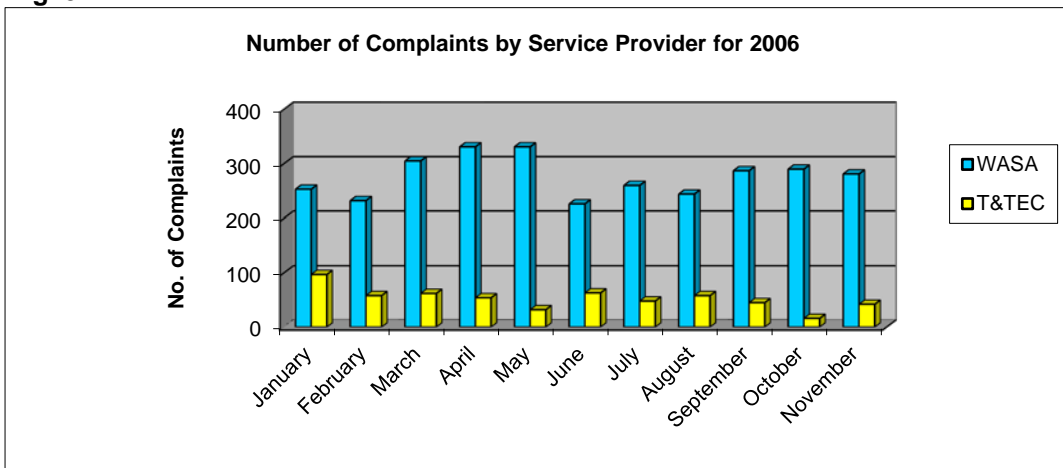


Fig. 3



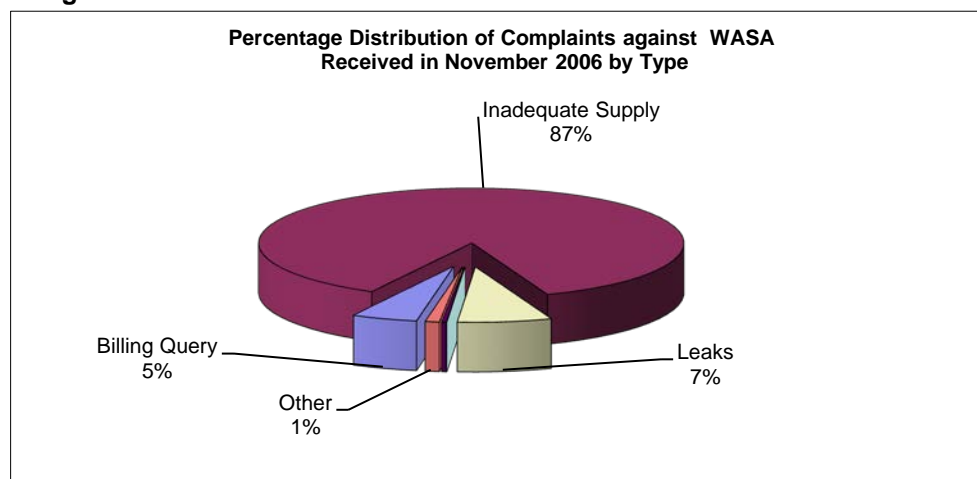
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2006 by type. When compared to Sep '06 the number of complaints related to Billing Queries increased by 9 or 180%, Inadequate Supply decreased by 22 or 8% and Leaks increased by 2 or 11%.

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

Complaint Category	Total Unresolved Complaints as at Oct 31, 2006	No of Complaints Received in Nov '06	No of Nov '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '06
Billing Query	213	14	0	3	224 (41%)
Inadequate Supply	203	243	161	53	232 (42%)
Leaks	19	20	7	10	22 (4%)
Request for Service	23	0	0	1	22 (4%)
Road Restoration	10	1	0	0	11 (2%)
Other	34	3	0	0	37 (7%)
<b>Total</b>	<b>502</b>	<b>281</b>	<b>168</b>	<b>67</b>	<b>548</b>

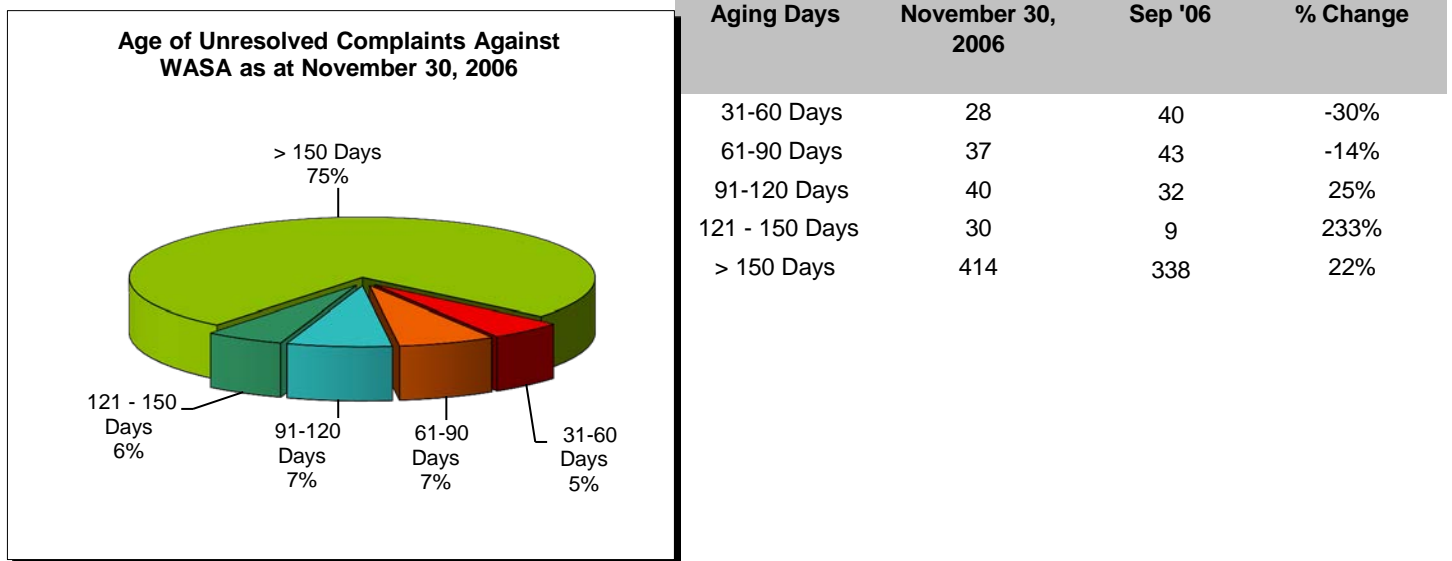
**Fig. 4**



Cumulative	Jan - Nov '06	Dec '05 - Nov '06
Number of complaints received	3,020	3,292
Number of complaints resolved	2,593	2,856
Number of complaints unresolved	427	436
Number of complaints withdrawn	51	67
Resolution rate	87%	89%

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**



Aging Days	November 30, 2006	Sep '06	% Change
31-60 Days	28	40	-30%
61-90 Days	37	43	-14%
91-120 Days	40	32	25%
121 - 150 Days	30	9	233%
> 150 Days	414	338	22%

The majority of complaints that are over 150 days relates to Billing Queries and inadequate supply as shown in Table 5.

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

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	5 (18%)	11 (30%)	13 (33%)	17 (57%)	178 (43%)	206 (41%)
Inadequate Supply	18 (64%)	20 (54%)	19 (48%)	6 (20%)	170 (41%)	177 (42%)
Leaks	3 (11%)	3 (8%)	1 (3%)	3 (10%)	12 (3%)	14 (4%)
Other	(0%)	2 (5%)	2 (5%)	4 (13%)	29 (7%)	34 (7%)
Request for Service	(0%)	(0%)	4 (10%)	(0%)	18 (4%)	23 (4%)
Road Restoration	2 (7%)	1 (3%)	1 (3%)	(0%)	7 (2%)	8 (2%)
	<b>28</b>	<b>37</b>	<b>40</b>	<b>30</b>	<b>414</b>	<b>462</b>

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

Complaint Type	Dec '05 - Nov '06	Nov '06
Billing Classification	9,316.00	-
Billing Query	375,783.00	-
Retroactive Billing Adjustment	26,141.00	-
<b>Total</b>	<b>\$ 411,240.00</b>	<b>\$ -</b>

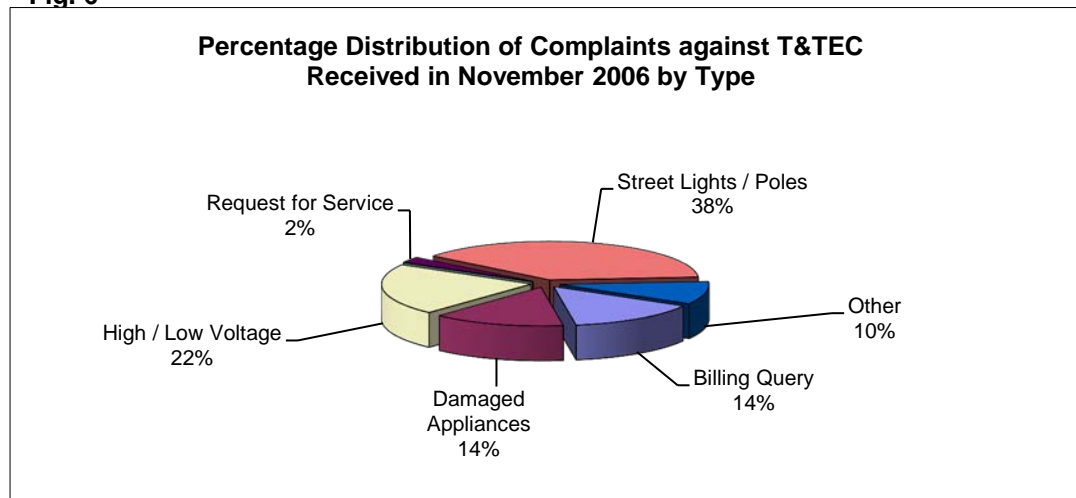
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in November 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in November 2006 by type. When compared to Sep '06, the number of complaints related to Billing Queries increased by 5 or 500%, Damage Appliances increased by 6 or 600%, High/Low Voltage increased by 8 or 800%, Power Outages decreased by 3 or 100%, Request for Service decreased by 2 or 67%, Street Lights/Poles increased by 9 or 129%, and the category Other increased by 3 or 300%.

**Table 6: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Oct 31, 2006	No of Complaints Received in Nov '06	No of Nov '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '06
Billing Query	20	6	3	5	18 (6%)
Damaged Appliances	117	6	0	0	123 (42%)
High / Low Voltage	23	9	1	6	25 (8%)
Power Outages	17	0	0	3	14 (5%)
Request for Service	9	1	0	0	10 (3%)
Street Lights / Poles	84	16	1	8	91 (31%)
Other	18	4	0	7	15 (5%)
<b>Total</b>	<b>288</b>	<b>42</b>	<b>5</b>	<b>29</b>	<b>296</b>

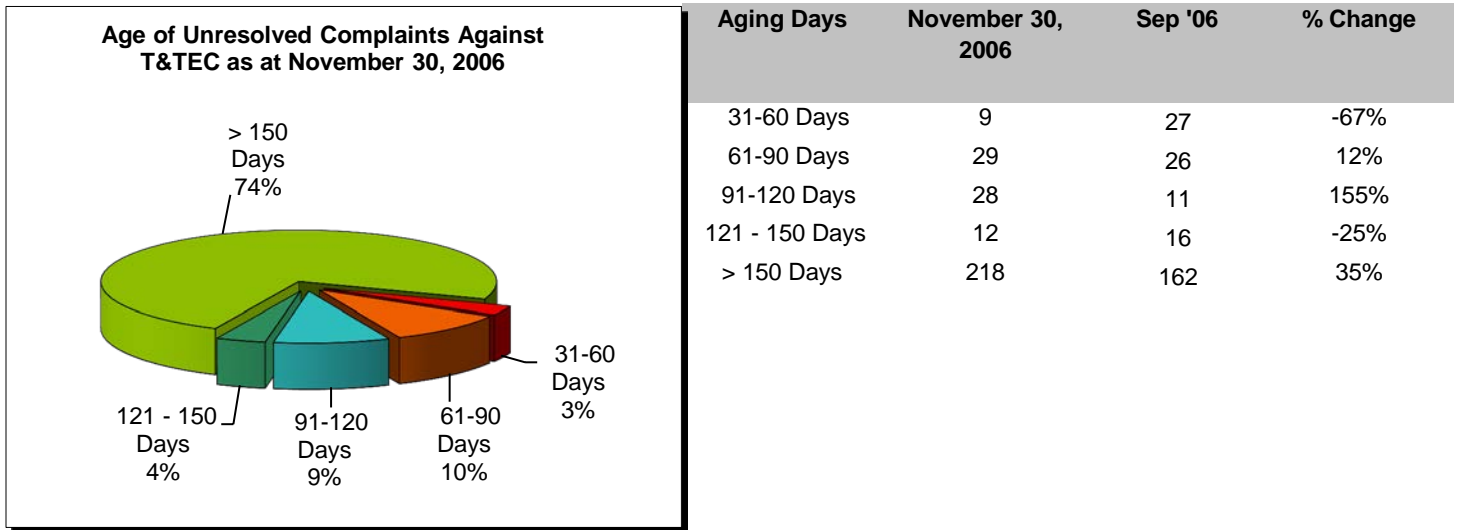
**Fig. 6**



Cumulative	Jan - Nov '06	Dec '05 - Nov '06
Number of complaints received	583	608
Number of complaints resolved	372	392
Number of complaints unresolved	196	201
Number of complaints withdrawn	15	15
Resolution rate	65%	66%

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, 2006	Sep '06	% Change
31-60 Days	9	27	-67%
61-90 Days	29	26	12%
91-120 Days	28	11	155%
121 - 150 Days	12	16	-25%
> 150 Days	218	162	35%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	1 (11%)	3 (10%)	2 (7%)	1 (8%)	11 (5%)	18 (6%)
Damaged Appliances	(0%)	3 (10%)	9 (32%)	4 (33%)	107 (49%)	123 (42%)
High / Low Voltage	1 (11%)	2 (7%)	2 (7%)	(0%)	20 (9%)	25 (8%)
Other	(0%)	3 (10%)	3 (11%)	(0%)	9 (4%)	15 (5%)
Power Outages	1 (11%)	2 (7%)	1 (4%)	(0%)	10 (5%)	14 (5%)
Request for Service	2 (22%)	3 (10%)	(0%)	(0%)	6 (3%)	11 (4%)
Street Lights / Poles	4 (44%)	13 (45%)	11 (39%)	7 (58%)	55 (25%)	90 (30%)
<b>Totals</b>	<b>9</b>	<b>29</b>	<b>28</b>	<b>12</b>	<b>218</b>	<b>296</b>

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

Complaint Type	Jan - Nov '06	Nov '06
Billing Query	19,886.00	-
Damage to Property	111.00	111.00
Damaged Appliance	68,599.00	-
Request for Service	1,248.00	-
<b>Total</b>	<b>\$ 89,844.00</b>	<b>\$ 111.00</b>

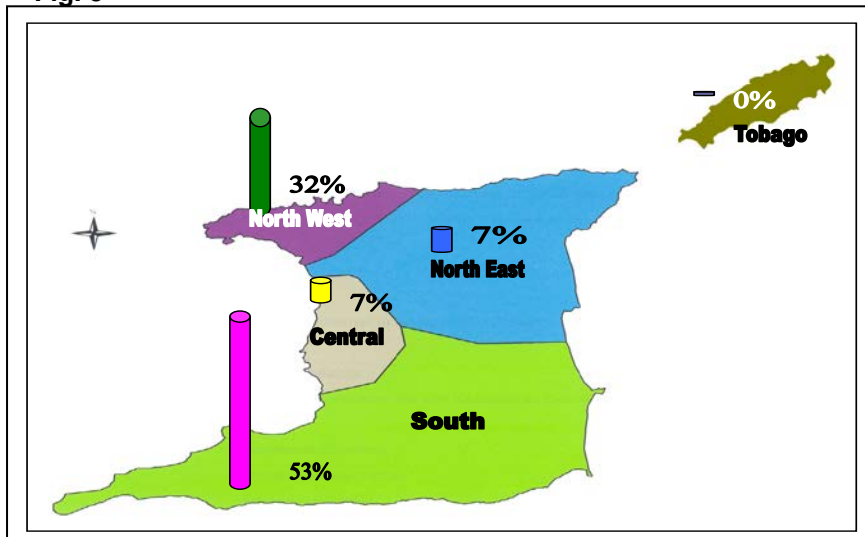
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 November 2006 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	15 (5%)	9 (21%)	24 (7%)
North West	90 (32%)	14 (33%)	104 (32%)
Central	23 (8%)	1 (2%)	24 (7%)
South	153 (54%)	17 (40%)	170 (53%)
Tobago	0 (0%)	1 (2%)	1 (0%)
<b>Total</b>	<b>281</b>	<b>42</b>	<b>323</b>

**Fig. 8**



When compared to Sep '06, the number of complaints from the Central region decreased by 33 or 58%, from the North East increased by 12 or 100%, from the North West increased by 48 or 86%, complaints from the South region decreased by 11 or 6% while those from Tobago increased by 1 or 100%.



For the month of Nov '06 areas in the South region such as Barrackpore, Princes Town and Penal continued to experience an inadequate supply as evident by the number of complaints recorded for the current period of 38, 34 and 27 respectively. Other areas that reported this similar type of complaint in the North Western region are St Anns with 18 complaints, Laventille 13 and Cascade 10.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Nov '06.

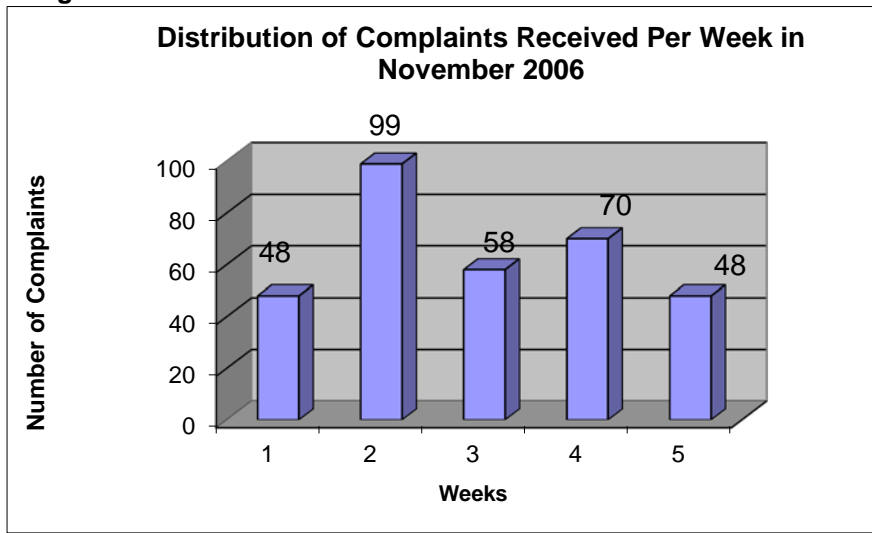
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	454
		South	Barrackpore	287
		South	Princes Town	265
		South	San Fernando	108
		North West	St. Anns	74
		North West	St. James	60
		North West	Belmont	58
		North West	Laventille	55
	North West	St. James	60	
		Billing Query	Central	Piarco
	Billing Query	Central	Piarco	32
	Leaks	South	Rio Claro	27
T&TEC	Street Lights / Poles	South	Barrackpore	30
	Street Lights / Poles	Tobago	Tobago	20
	High / Low Voltage	South	Penal	12
	Damaged Appliances	Tobago	Tobago	10

## 7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in November 2006

Fig. 9



## 8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Nov '06

