



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in November 2007, as well as all outstanding complaints against Service Providers as at November 30, 2007.

Status	Nov '06	Nov '07	Dec '06 - Nov '07		
Number of complaints received	323	304	4,374		
Number of complaints resolved	173	147	3,568		
Number of complaints unresolved	150	157	801		
Number of complaints withdrawn	0	0	112		
Resolution rate for complaints received	54%	48%	84%		
No. of outstanding complaints resolved	96	83	39		
Total number of complaints resolved	269	230	3,607		
Rebate/compensation awarded to customers		TT\$0	TT\$374,552	WASA	\$340711
				T&TEC	\$33841

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, 2007	No & % of Complaints Received in Nov '07	No & % of Complaints Resolved Nov '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '07
Billing Query	276	5 (2%)	0 (0%)	0	281 (32%)
Inadequate Supply	428	210 (83%)	130 (52%)	45	463 (52%)
Leaks	27	30 (12%)	10 (4%)	8	39 (4%)
Request for Service	29	2 (1%)	0 (0%)	0	31 (4%)
Road Restoration	18	0 (0%)	0 (0%)	0	18 (2%)
Other	49	5 (2%)	0 (0%)	3	51 (6%)
Total	827	252	140(56%)	56	883

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, 2007	No & % of Complaints Received in Nov '07	No & % of Complaints Resolved Nov '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '07
Billing Query	41	7 (13%)	4 (8%)	11	33 (10%)
Damage Appliances	125	3 (6%)	0 (0%)	1	127 (39%)
High / Low Voltage	17	3 (6%)	0 (0%)	1	19 (6%)
Power Outages	19	1 (2%)	0 (0%)	0	20 (6%)
Request for Service	11	4 (8%)	1 (2%)	0	14 (4%)
Street Lights / Poles	73	28 (54%)	1 (2%)	10	90 (28%)
Other	21	6 (12%)	1 (2%)	4	22 (7%)
Total	307	52	7 (13%)	27	325

2.0 Complaints Analysis

Monthly	Nov '06	Nov '07	Oct '07
Number of complaints received	323	304	351
Number of complaints resolved	173	147	179
Number of complaints unresolved	150	157	172
Resolution rate for complaints received	54%	48%	51%
No. of outstanding complaints resolved	96	83	73
Total number of complaints resolved	269	230	252

The total number of complaints received in November 2007 decreased by 47 or 13% when compared to Oct '07. Using the same comparative period, the resolution rate for November 2007 decreased by 5%. The number of complaints resolved for the current month decreased by 32 or 18% and from a previous period (unresolved from Jan '03 to Oct '07) increased by 10 or 14%. The total number of complaints resolved overall decreased by 22 or 9%.

Cumulative	Jan - Nov '06	Jan - Nov '07	Dec '06 - Nov '07
Number of complaints received	3,603	4,059	4,374
Number of complaints resolved	2,965	3,269	3,568
Number of complaints unresolved	638	785	801
Number of complaints withdrawn	66	110	112
Resolution rate	84%	83%	84%

The cumulative number of complaints received and resolved from Jan - Nov '07 increased by 456 or 44% and by 304 or 10% respectively when compared to Jan - Nov '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 304 complaints recorded for Nov '07 were reported by 207 customers of which 92 or 44% were new customers. Table 3 shows the frequency of complaints where 125 customers made only one complaint whilst cumulatively 82 or 71% of our customers made more than one complaint. For the period Jan - Nov '07, 1669 customers made 4059 complaints to the RIC of which 1192 or 79% were new customers.

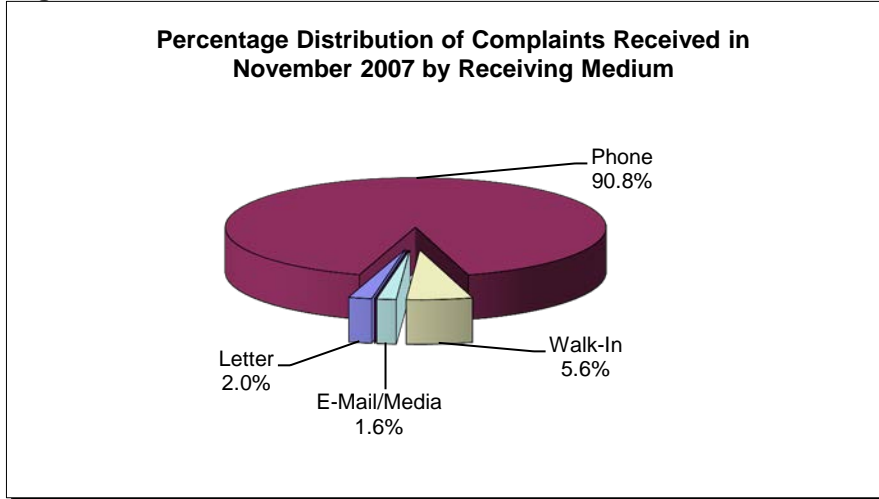
Table 3: Frequency of Complaints

No. of Complaints	No. of Nov '07 Customers	% of Repeated Customers Nov '07	No. of Customers Jan - Nov '07	% of Repeated Customers Jan - Nov '07
1	125	0	852	0
2	68	33	387	23
3	9	4	119	7
4	4	2	92	6
5	1	0	50	3
>6	0	0	169	10
0	207		1669	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2007 by receiving medium. The number of complaints received by Letter decreased by 11 or 65%, Telephone decreased by 49 or 15%, Walk in increased by 9 or 113%, and e-mail/Media increased by 4 or 400% when compared to Oct '07.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2007 by Service Provider. The number of complaints filed against WASA have decreased by 51 or 17% and those filed against T&TEC increased by 4 or 8% when compared to Oct '07.

Fig. 2

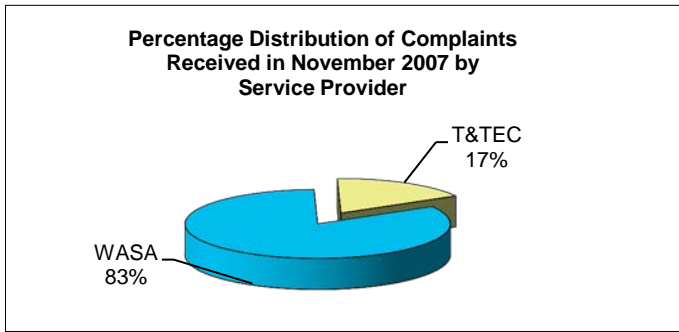
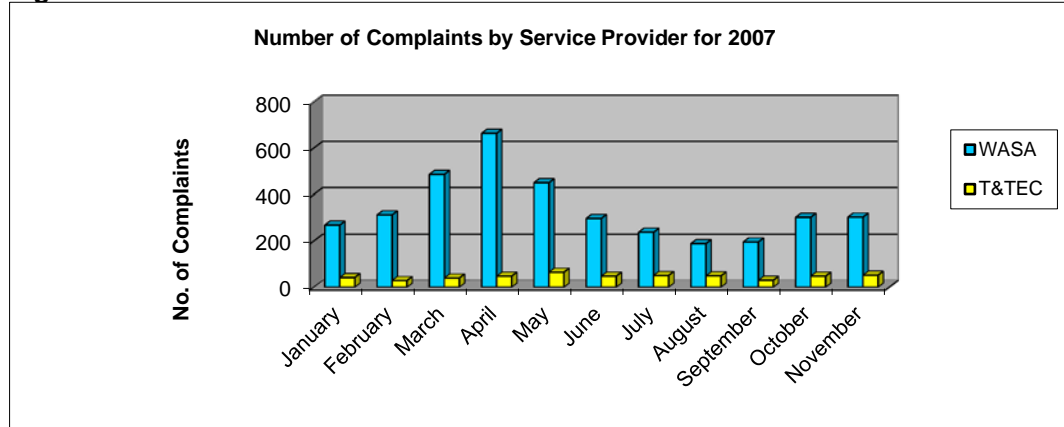


Fig. 3



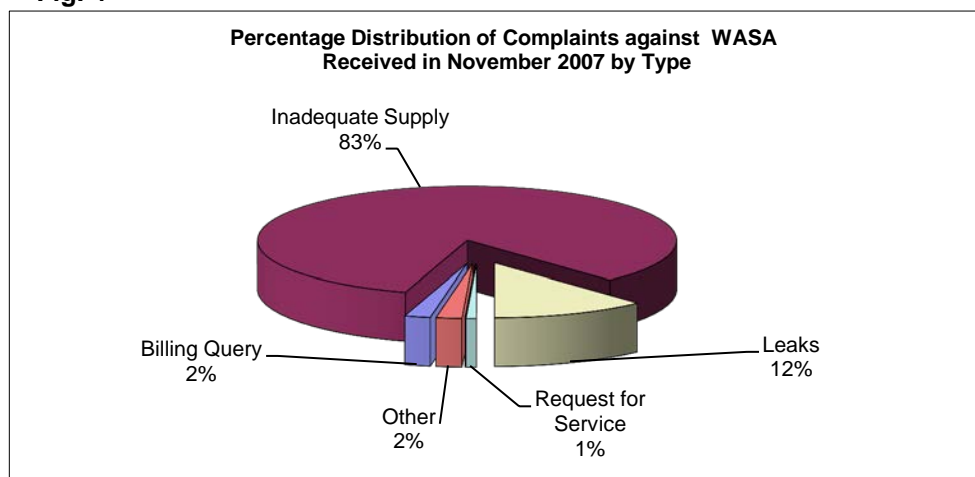
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2007 by type. When compared to Oct '07 the number of complaints related to Billing Queries decreased by 4 or 44%, Inadequate Supply decreased by 53 or 20%, Leaks increased by 12 or 67%, Road Restoration decreased by 1 or 33%, and the category Other decreased by 4 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Oct 31, 2007	No of Complaints Received in Nov '07	No of Nov '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '07
Billing Query	276	5	0	0	281 (32%)
Inadequate Supply	428	210	130	45	463 (52%)
Leaks	27	30	10	8	39 (4%)
Request for Service	29	2	0	0	31 (4%)
Road Restoration	18	0	0	0	18 (2%)
Other	49	5	0	3	51 (6%)
Total	827	252	140	56	883

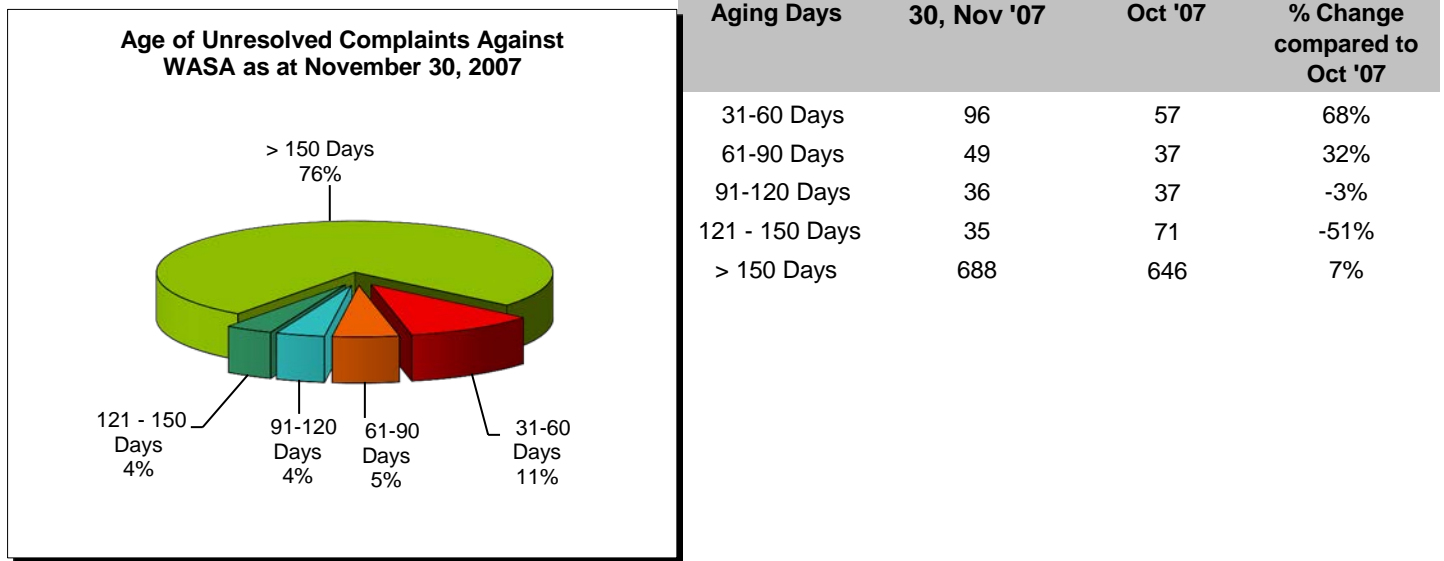
Fig. 4



Cumulative	<i>Jan - Nov '07</i>	<i>Dec '06 - Nov '07</i>
Number of complaints received	3,562	3,834
Number of complaints resolved	2,968	3,233
Number of complaints unresolved	594	601
Number of complaints withdrawn	105	107
Resolution rate	86%	87%

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	30, Nov '07	Oct '07	% Change compared to Oct '07
31-60 Days	96	57	68%
61-90 Days	49	37	32%
91-120 Days	36	37	-3%
121 - 150 Days	35	71	-51%
> 150 Days	688	646	7%

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	9 (9%)	11 (22%)	8 (22%)	13 (37%)	261 (38%)	296 (33%)
Inadequate Supply	64 (67%)	33 (67%)	23 (64%)	17 (49%)	326 (47%)	428 (51%)
Leaks	9 (9%)	2 (4%)	1 (3%)	1 (3%)	26 (4%)	27 (4%)
Other	6 (6%)	(0%)	2 (6%)	2 (6%)	41 (6%)	50 (6%)
Request for Service	4 (4%)	1 (2%)	1 (3%)	1 (3%)	24 (3%)	29 (3%)
Road Restoration	4 (4%)	2 (4%)	1 (3%)	1 (3%)	10 (1%)	18 (2%)
	96	49	36	35	688	848

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

Complaint Type	Dec '06 - Nov '07	Jan - Nov '07	Nov '07
Billing Classification	13,629.00	13,629.00	-
Billing Query	246,459.00	238,218.00	-
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	\$ 340,711.00	\$332,470.00	\$ -

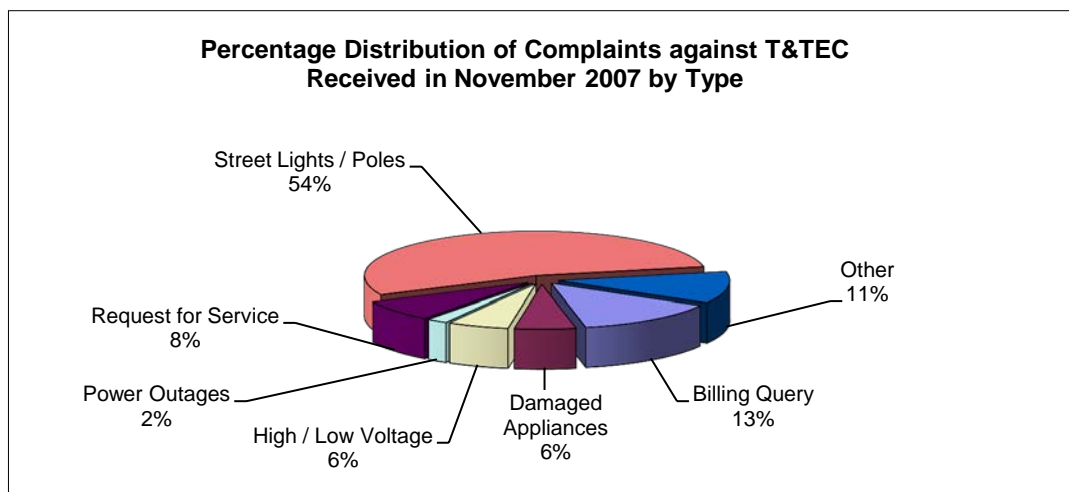
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in November 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in November 2007 by type. When compared to Oct '07, the number of complaints related to Billing Queries decreased by 6 or 46%, Damage Appliances decreased by 2 or 40%, Power Outages decreased by 6 or 86%, Request for Service increased by 2 or 100%, Street Lights/Poles increased by 13 or 87%, and the category Other increased by 2 or 50% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Oct 31, 2007	No of Complaints Received in Nov '07	No of Nov '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '07
Billing Query	41	7	4	11	33 (10%)
Damaged Appliances	125	3	0	1	127 (39%)
High / Low Voltage	17	3	0	1	19 (6%)
Power Outages	19	1	0	0	20 (6%)
Request for Service	11	4	1	0	14 (4%)
Street Lights / Poles	73	28	1	10	90 (28%)
Other	21	6	1	4	22 (7%)
Total	307	52	7	27	325

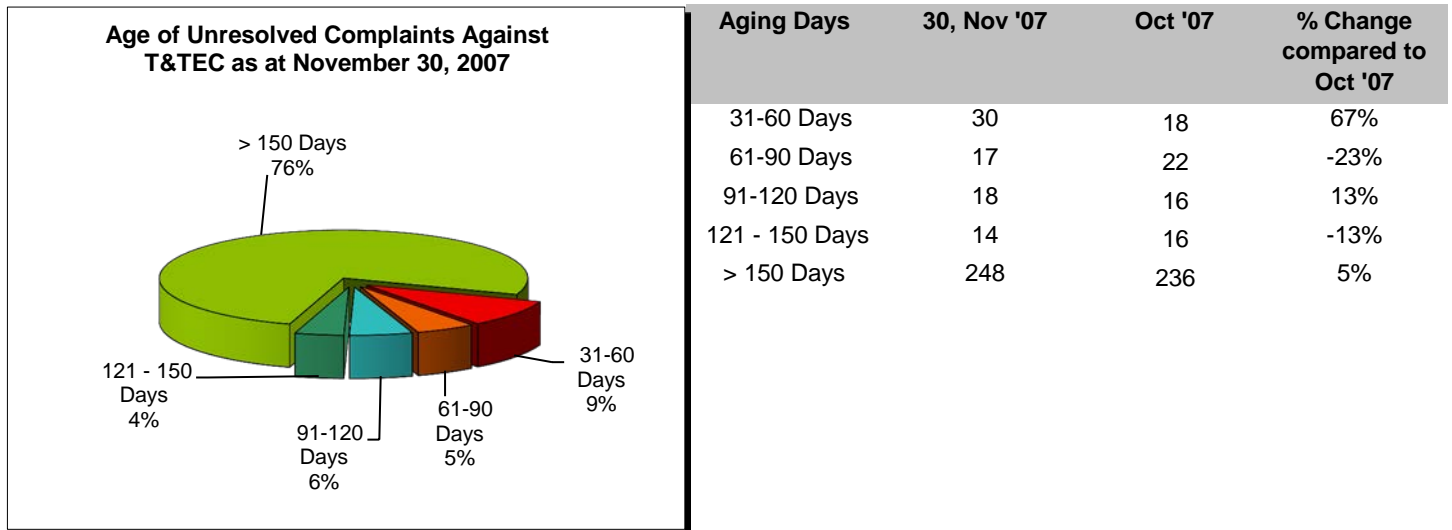
Fig. 6



Cumulative	Jan - Nov '07	Dec '06 - Nov '07
Number of complaints received	497	540
Number of complaints resolved	301	335
Number of complaints unresolved	191	200
Number of complaints withdrawn	5	5
Resolution rate	61%	63%

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	30, Nov '07	Oct '07	% Change compared to Oct '07
31-60 Days	30	18	67%
61-90 Days	17	22	-23%
91-120 Days	18	16	13%
121 - 150 Days	14	16	-13%
> 150 Days	248	236	5%

The majority of complaints that are over 150 days relates to Damaged Appliances and Street Lights / Poles 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	5 (17%)	(0%)	4 (22%)	2 (14%)	22 (9%)	33 (10%)
Damaged Appliances	5 (17%)	2 (12%)	2 (11%)	6 (43%)	112 (45%)	127 (39%)
High / Low Voltage	1 (3%)	1 (6%)	2 (11%)	3 (21%)	12 (5%)	19 (6%)
Other	3 (10%)	3 (18%)	1 (6%)	(0%)	15 (6%)	22 (7%)
Power Outages	5 (17%)	5 (29%)	5 (28%)	(0%)	6 (2%)	21 (6%)
Request for Service	3 (10%)	1 (6%)	1 (6%)	1 (7%)	9 (4%)	15 (5%)
Street Lights / Poles	8 (27%)	5 (29%)	3 (17%)	2 (14%)	72 (29%)	90 (28%)
Totals	30	17	18	14	248	327

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

Complaint Type	Dec '06 - Nov '07	Jan - Nov '07	Nov '07
Billing Query	16,142.00	1,133.00	-
Damaged Appliance	17,699.00	17,124.00	-
Request for Service	-	-	-
	\$ 33,841.00	\$ 18,257.00	\$ -

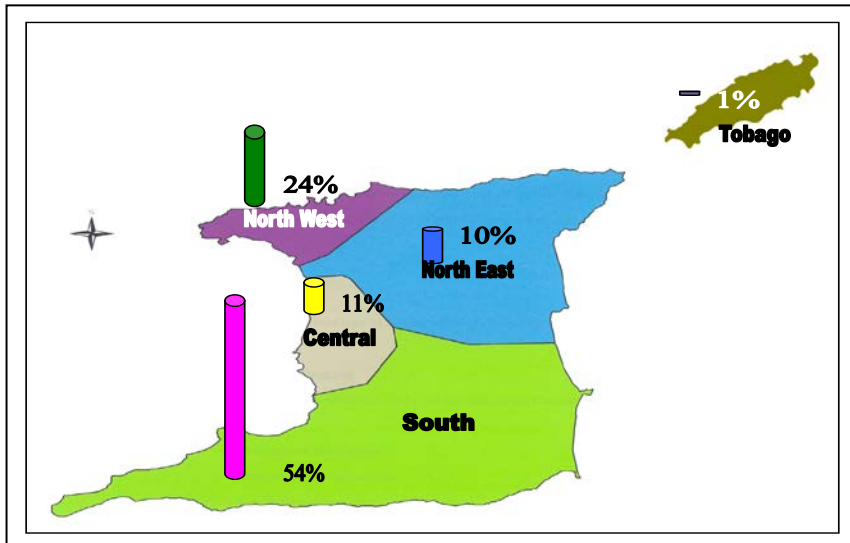
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in November 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	18 (7%)	11 (21%)	29 (10%)
North West	53 (21%)	20 (38%)	73 (24%)
Central	28 (11%)	5 (10%)	33 (11%)
South	152 (60%)	13 (25%)	165 (54%)
Tobago	1 (0%)	3 (6%)	4 (1%)
Total	252	52	304

Fig. 8



When compared to Oct '07, the number of complaints from the Central region decreased by 12 or 27%, from the North East increased by 1 or 4%, from the North West decreased by 21 or 22%, complaints from the South region decreased by 16 or 9% while those from Tobago increased by 1 or 33%.

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 '07 .

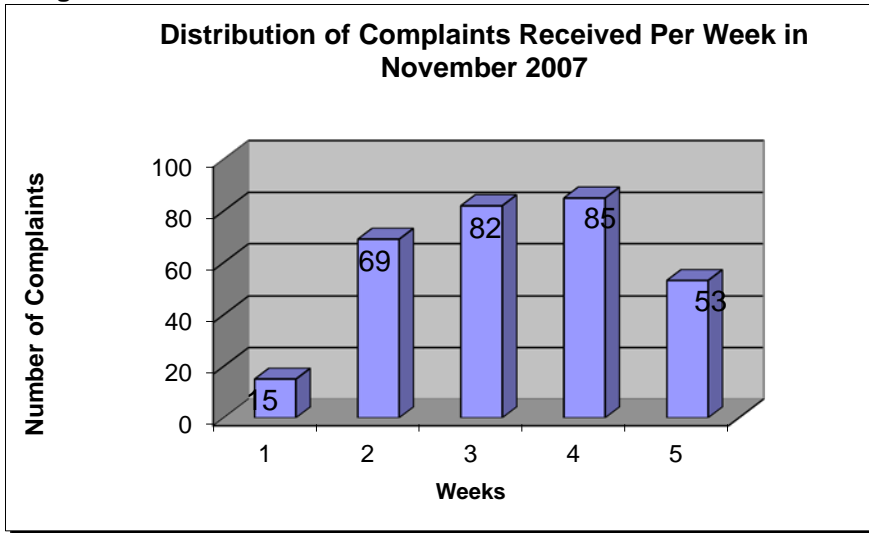
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	801
		South	Barrackpore	373
		South	Princes Town	219
		South	San Fernando	133
		South	Debe	92
		North West	Diego Martin	87
		South	Santa Flora	74
		North West	Glencoe	68
	South	Gasparillo	65	
	North West	Laventille	63	
		Leaks	South	Rio Claro
T&TEC	Street Lights / Poles	South	Princes Town	19
	Street Lights / Poles	South	San Fernando	17
	Street Lights / Poles	South	Barrackpore	15
	Street Lights / Poles	North West	Santa Cruz	7

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in November 2007

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Nov '07

