



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

November 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in November 2009, as well as all outstanding complaints Service Providers as at November 30, 2009.

| Status | Nov '08 | Nov '09 | Dec '08 - Nov '09 | | |
|-------------------------------------------------|--------------|-------------------|--------------------|-------|-------|
| Number of complaints received | 260 | 322 | 4,197 | | |
| Number of complaints resolved | 111 | 193 | 3,378 | | |
| Number of complaints unresolved | 149 | 129 | 727 | | |
| Number of complaints withdrawn | 0 | 0 | 89 | | |
| Resolution rate for complaints received | 43% | 60% | 82% | | |
| No. of outstanding complaints resolved | 75 | 112 | 230 | | |
| Total number of complaints resolved | 186 | 305 | 3,608 | | |
| Rebate/compensation awarded to customers | TT\$0 | TT\$68,815 | TT\$875,470 | WASA | \$475 |
| | | | | T&TEC | \$396 |

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, '09 | No & % of Complaints Received in Nov '09 | No & % of Nov '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Nov 30, '09 |
|---------------------|-----------------------------------------------|------------------------------------------|---------------------------------------|------------------------------------------------|---------------------------------------------------|
| Billing Query | 282 | 5 (2%) | 1 (0%) | 12 | 274 (24%) |
| Inadequate Supply | 632 | 252 (88%) | 168 (59%) | 63 | 653 (58%) |
| Leaks | 46 | 20 (7%) | 9 (3%) | 8 | 49 (4%) |
| Request for Service | 44 | 1 (0%) | 0 (0%) | 1 | 44 (4%) |
| Road Restoration | 26 | 4 (1%) | 0 (0%) | 3 | 27 (2%) |
| Other | 72 | 3 (1%) | 0 (0%) | 0 | 75 (7%) |
| Total | 1102 | 285 | 178 (62%) | 87 | 1122 |

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, '09 | No & % of Complaints Received in Nov '09 | No & % of Nov '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Nov 30, '09 |
|-----------------------|-----------------------------------------------|------------------------------------------|---------------------------------------|------------------------------------------------|---------------------------------------------------|
| Billing Query | 25 | 9 (24%) | 6 (16%) | 8 | 20 (9%) |
| Damage Appliances | 98 | 1 (3%) | 0 (0%) | 2 | 97 (45%) |
| High / Low Voltage | 3 | 6 (16%) | 0 (0%) | 3 | 6 (3%) |
| Power Outages | 9 | 6 (16%) | 3 (8%) | 1 | 11 (5%) |
| Request for Service | 11 | 2 (5%) | 1 (3%) | 1 | 11 (5%) |
| Street Lights / Poles | 50 | 6 (16%) | 2 (5%) | 8 | 46 (21%) |
| Other | 24 | 7 (19%) | 3 (8%) | 2 | 26 (12%) |
| Total | 220 | 37 | 15 (41%) | 25 | 217 |

2.0 Complaints Analysis

| Monthly | Nov '08 | Nov '09 | Oct '09 |
|-----------------------------------------|---------|---------|---------|
| Number of complaints received | 260 | 322 | 565 |
| Number of complaints resolved | 111 | 193 | 330 |
| Number of complaints unresolved | 149 | 129 | 235 |
| Resolution rate for complaints received | 43% | 60% | 58% |
| No. of outstanding complaints resolved | 75 | 112 | 230 |
| Total number of complaints resolved | 186 | 305 | 560 |

The total number of complaints received in October 2009 decreased by 272 or 48% when compared to Sep '09. Using the same comparative period, the resolution rate for October 2009 was the same. The number of complaints resolved for the current month decreased by 159 or 48% and from a previous period (unresolved from Jan '03 to Sep '09) increased by 151 or 66%. The total number of complaints resolved overall decreased by 8 or 1%.

| Cumulative | Jan '08 - Nov '08 | Jan '09 - Nov '09 | Dec '08 - Nov '09 |
|---------------------------------|-------------------|-------------------|-------------------|
| Number of complaints received | 3,654 | 3,983 | 4,197 |
| Number of complaints resolved | 2,716 | 3,148 | 3,378 |
| Number of complaints unresolved | 938 | 756 | 727 |
| Number of complaints withdrawn | 106 | 79 | 89 |
| Resolution rate | 77% | 81% | 82% |

The cumulative number of complaints received and resolved from Jan '09 - Oct '09 increased by 267 or 38% and by 313 or 12% respectively when compared to Jan '08 - Oct '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 293 complaints recorded for Oct '09 were reported by 202 customers of which 76 or 38% were new customers. Table 3 shows the frequency of complaints where 132 customers made only one complaint whilst cumulatively 70 or 61% of our customers made more than one complaint. For the period Jan '09- Oct '09, 1512 customers made 3661 complaints to the RIC of which 928 or 79% were new customers.

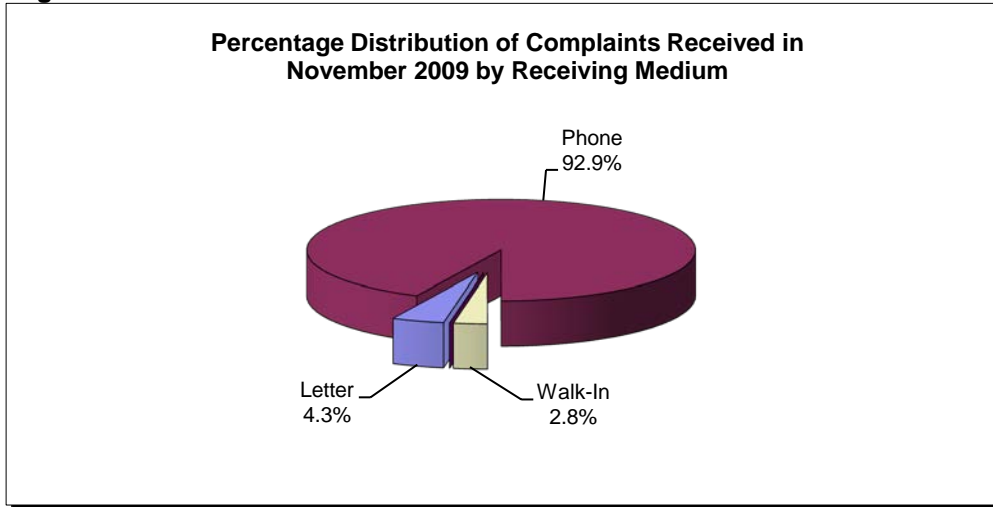
Table 3: Frequency of Complaints

| No. of Complaints | No. of Nov '09 Customers | % of Repeat Customers for Nov '09 | No. of Customers from Jan '09- Nov '09 | % of Repeat Customers from Jan '09- Nov '09 |
|-------------------|--------------------------|-----------------------------------|----------------------------------------|---------------------------------------------|
| 1 | 141 | 0 | 794 | 0 |
| 2 | 68 | 30 | 387 | 24 |
| 3 | 12 | 5 | 109 | 7 |
| 4 | 1 | 0 | 102 | 6 |
| 5 | 1 | 0 | 57 | 4 |
| >6 | 0 | 0 | 148 | 9 |
| | 223 | | 1597 | |

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2009 by receiving medium. The number of complaints received by Letter increased by 3 or 30%, Telephone decreased by 251 or 48%, Walk in decreased by 1 or 25%, Outreach decreased by 22 or 100% and e-mail/Media decreased by 1 or 17% when compared to Sep '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2009 by Service Provider. The number of complaints filed against WASA have decreased by 268 or 49% and those filed against T&TEC decreased by 4 or 17% when compared to Sep '09.

Fig. 2

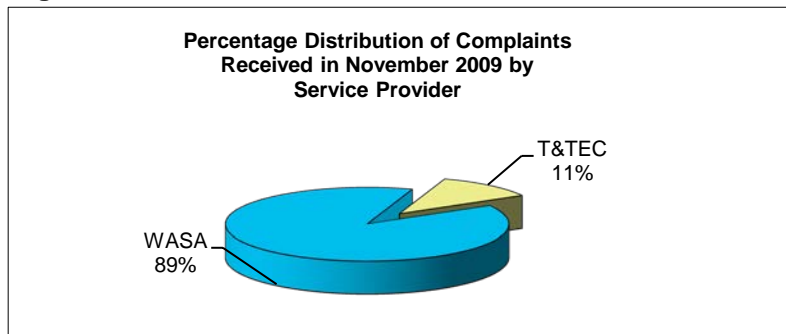
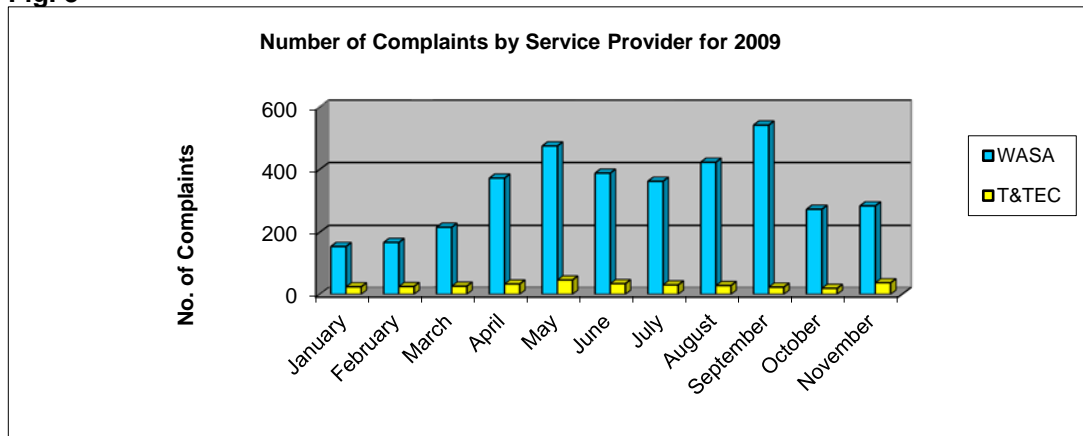


Fig. 3



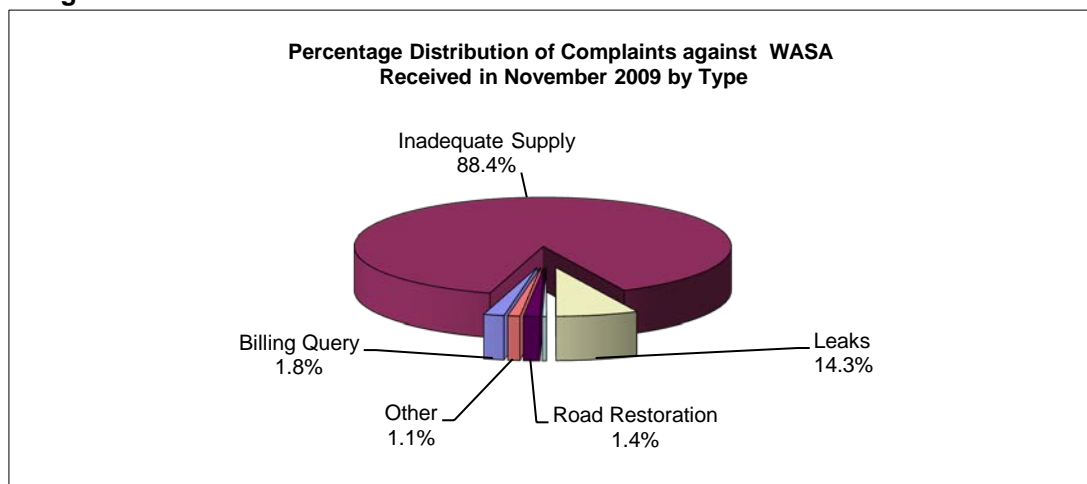
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2009 by type. When compared to Sep '09 the number of complaints related to Billing Queries increased by 6 or 55%, Inadequate Supply decreased by 259 or 53%, Leaks decreased by 12 or 41%, Road Restoration decreased by 4 or 100%, and the category Other increased by 3 or 150%.

Table 4: Summary of Complaints Filed Against WASA

| Complaint Category | Total Unresolved Complaints as at Oct 31, '09 | No of Complaints Received in Nov '09 | No of Nov '09 Complaints Resolved | No of Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Nov 30, '09 |
|---------------------|-----------------------------------------------|--------------------------------------|-----------------------------------|------------------------------------------------|---------------------------------------------------|
| Billing Query | 282 | 5 | 1 | 12 | 274 (24%) |
| Inadequate Supply | 632 | 252 | 168 | 63 | 653 (58%) |
| Leaks | 46 | 20 | 9 | 8 | 49 (4%) |
| Request for Service | 44 | 1 | 0 | 1 | 44 (4%) |
| Road Restoration | 26 | 4 | 0 | 3 | 27 (2%) |
| Other | 72 | 3 | 0 | 0 | 75 (7%) |
| Total | 1102 | 285 | 178 | 87 | 1122 |

Fig. 4



| Cumulative | Jan '09- Nov '09 | Dec '08 - Nov '09 |
|---------------------------------|------------------|-------------------|
| Number of complaints received | 3,658 | 3,823 |
| Number of complaints resolved | 2,917 | 3,096 |
| Number of complaints unresolved | 663 | 637 |
| Number of complaints withdrawn | 78 | 87 |
| Resolution rate | 81% | 83% |

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

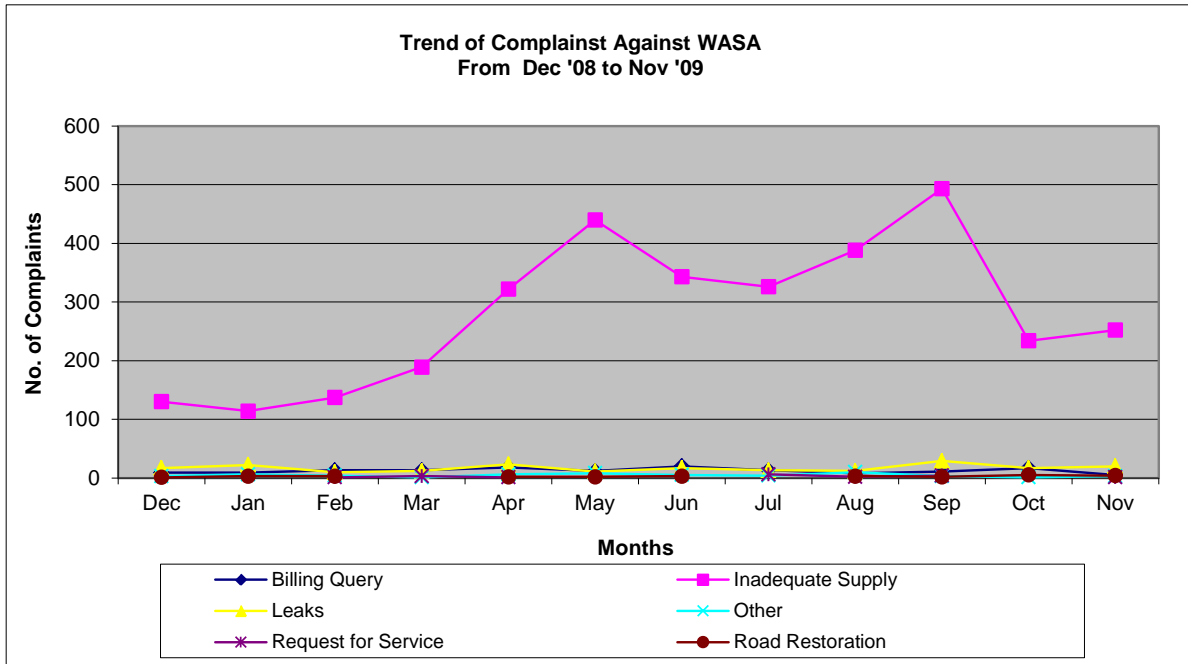
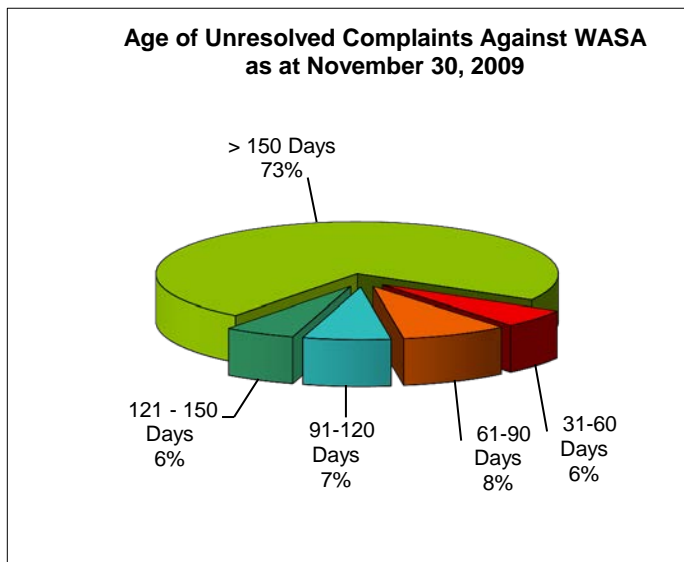


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



| Aging Days | Nov '09 | Oct '09 | % Change Oct |
|----------------|---------|---------|--------------|
| 31-60 Days | 64 | 121 | -47 |
| 61-90 Days | 96 | 96 | 0 |
| 91-120 Days | 79 | 80 | -1 |
| 121 - 150 Days | 64 | 99 | -35 |
| > 150 Days | 820 | 945 | -13 |

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

| Complaint Category | Aging Days | | | | | To |
|---------------------|------------|-----------|-----------|-----------|------------|-------------|
| | 31-60 | 61-90 | 91-120 | 91-120 | > 150 | |
| Billing Query | 17 (27%) | 10 (10%) | 7 (9%) | 7 (11%) | 233 (28%) | 277 |
| Inadequate Supply | 34 (53%) | 70 (73%) | 59 (75%) | 46 (72%) | 444 (54%) | 888 |
| Leaks | 8 (13%) | 8 (8%) | 3 (4%) | 3 (5%) | 27 (3%) | 36 |
| Other | 1 (2%) | 3 (3%) | 6 (8%) | 2 (3%) | 64 (8%) | 74 |
| Request for Service | 0 (0%) | 4 (4%) | 2 (3%) | 6 (9%) | 32 (4%) | 44 |
| Road Restoration | 4 (6%) | 1 (1%) | 2 (3%) | 0 (0%) | 20 (2%) | 22 |
| | 64 | 96 | 79 | 64 | 820 | 1341 |

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

| Complaint Type | Dec '08 - Nov '09 | Jan '09- Nov '09 | Nov '09 |
|--------------------------------|----------------------|----------------------|---------------------|
| Billing Classification | 56,431.00 | 56,431.00 | 8,818.00 |
| Billing Query | 384,238.00 | 379,233.00 | 19,903.00 |
| Damage to Property | 20,000.00 | 20,000.00 | - |
| Disconnection / Reconnection | - | - | - |
| Retroactive Billing Adjustment | 18,630.00 | 18,630.00 | - |
| | \$ 479,299.00 | \$ 474,294.00 | \$ 28,721.00 |

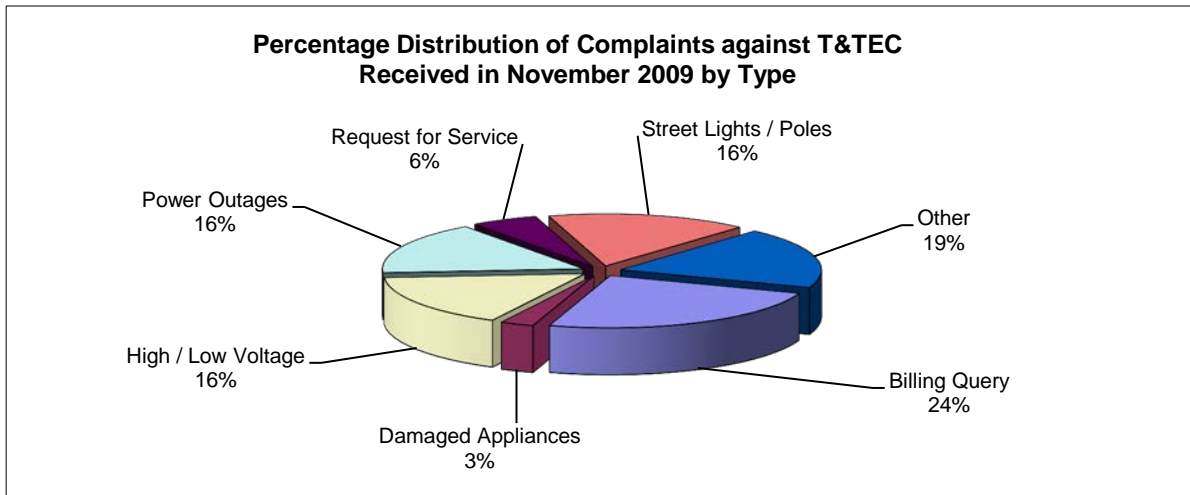
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in October 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in October 2009 by type. When compared to Sep '09, the number of complaints related to Billing Queries decreased by 6 or 86%, Damage Appliances increased by 1 or 100%, High/ Low Voltage decreased by 2 or 100%, Request for Service decreased by 3 or 100%, Street Lights/Poles increased by 2 or 22%, and the category Other increased by 4 or 400% .

Table 5: Summary of Complaints Filed Against T&TEC

| Complaint Type | Total Unresolved Complaints as at Oct 31, '09 | No of Complaints Received in Nov '09 | No of Nov '09 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at Nov 30, '09 |
|-----------------------|-----------------------------------------------|--------------------------------------|-----------------------------------|------------------------------------------|---------------------------------------------------|
| Billing Query | 25 | 9 | 6 | 8 | 20 (9%) |
| Damaged Appliances | 98 | 1 | 0 | 2 | 97 (45%) |
| High / Low Voltage | 3 | 6 | 0 | 3 | 6 (3%) |
| Power Outages | 9 | 6 | 3 | 1 | 11 (5%) |
| Request for Service | 11 | 2 | 1 | 1 | 11 (5%) |
| Street Lights / Poles | 50 | 6 | 2 | 8 | 46 (21%) |
| Other | 24 | 7 | 3 | 2 | 26 (12%) |
| Total | 220 | 37 | 15 | 25 | 217 |

Fig. 7



| Cumulative | Jan '09- Nov '09 | Dec '08 - Nov '09 |
|---------------------------------|------------------|-------------------|
| Number of complaints received | 325 | 374 |
| Number of complaints resolved | 231 | 282 |
| Number of complaints unresolved | 93 | 90 |
| Number of complaints withdrawn | 1 | 2 |
| Resolution rate | 71% | 76% |

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

Fig. 8

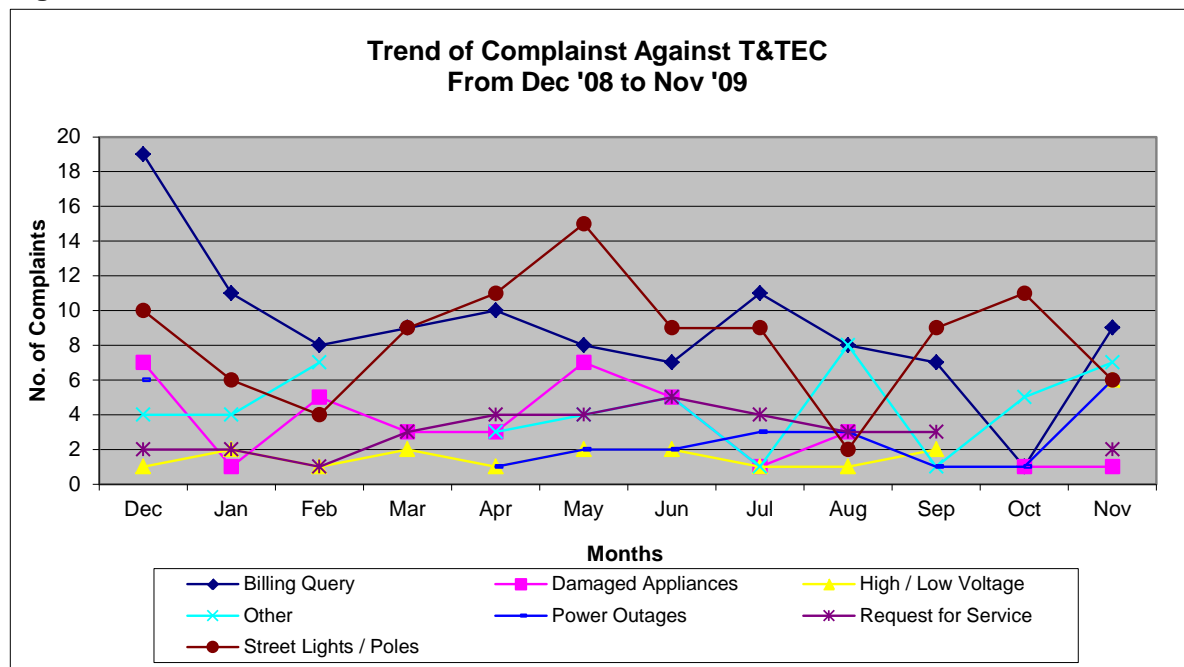
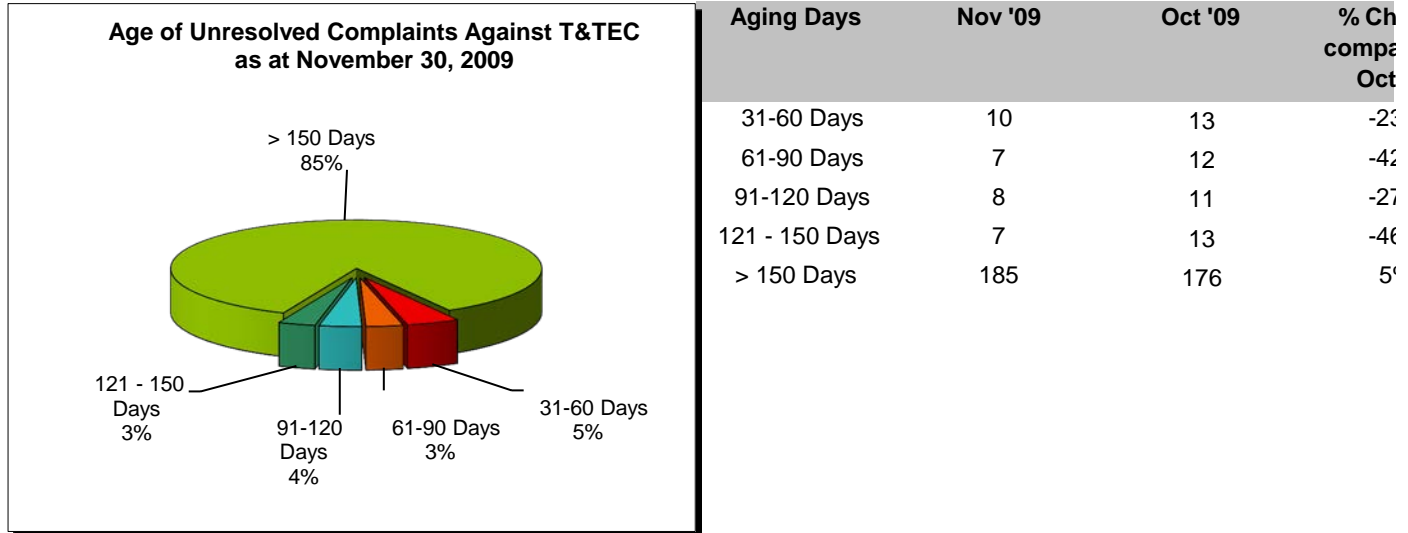


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



| Aging Days | Nov '09 | Oct '09 | % Ch comp: Oct |
|----------------|---------|---------|----------------|
| 31-60 Days | 10 | 13 | -25 |
| 61-90 Days | 7 | 12 | -42 |
| 91-120 Days | 8 | 11 | -27 |
| 121 - 150 Days | 7 | 13 | -46 |
| > 150 Days | 185 | 176 | 5 |

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 | | | | | Totals |
|-----------------------|------------|----------|----------|-----------|------------|------------|
| | 31-60 | 61-90 | 91-120 | 120 - 150 | > 150 | |
| Billing Query | 0 (0%) | 2 (29%) | 1 (13%) | 1 (14%) | 16 (9%) | 20 |
| Damaged Appliances | 1 (10%) | 0 (0%) | 2 (25%) | 1 (14%) | 93 (50%) | 97 |
| High / Low Voltage | 0 (0%) | 0 (0%) | 0 (0%) | 0 (0%) | 6 (3%) | 6 |
| Other | 2 (20%) | 0 (0%) | 4 (50%) | 1 (14%) | 19 (10%) | 26 |
| Power Outages | 1 (10%) | 0 (0%) | 0 (0%) | 0 (0%) | 10 (5%) | 11 |
| Request for Service | 0 (0%) | 2 (29%) | 1 (13%) | 3 (43%) | 5 (3%) | 11 |
| Street Lights / Poles | 6 (60%) | 3 (43%) | 0 (0%) | 1 (14%) | 36 (19%) | 46 |
| Totals | 10 | 7 | 8 | 7 | 185 | 217 |

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

| Complaint Type | Dec '08 - Nov '09 | Jan '09- Nov '09 | Nov '09 |
|-------------------|----------------------|----------------------|---------------------|
| Billing Query | 113,108.00 | 112,901.00 | 20,094.00 |
| Damaged Appliance | 61,913.00 | 61,913.00 | - |
| KVA Reduction | 141,792.00 | 141,792.00 | - |
| Other Claims | 79,358.00 | 59,358.00 | 20,000.00 |
| | \$ 396,171.00 | \$ 375,964.00 | \$ 40,094.00 |

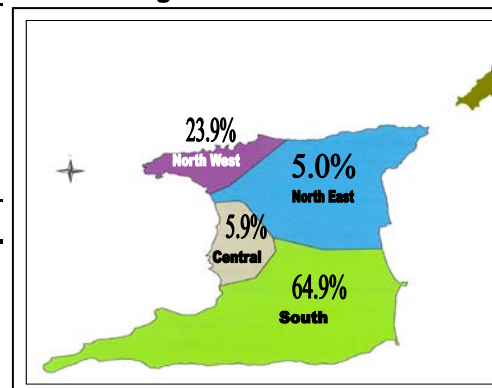
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 November 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

| REGION | WASA | T&TEC | Total |
|--------------|------------|-----------|------------|
| North East | 12 (4%) | 4 (11%) | 16 (5%) |
| North West | 66 (23%) | 11 (30%) | 77 (24%) |
| Central | 11 (4%) | 8 (22%) | 19 (6%) |
| South | 196 (69%) | 13 (35%) | 209 (65%) |
| Tobago | 0 (0%) | 1 (3%) | 1 (0%) |
| Total | 285 | 37 | 322 |

Fig. 10



When compared to Sep '09, the number of complaints from the Central region decreased by 17 or 47%, from the North East decreased by 10 or 38%, from the North West increased by 11 or 17%, complaints from the South region increased by 46 or 28% while those from Tobago decreased by 1 or 50%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Nov '09 .

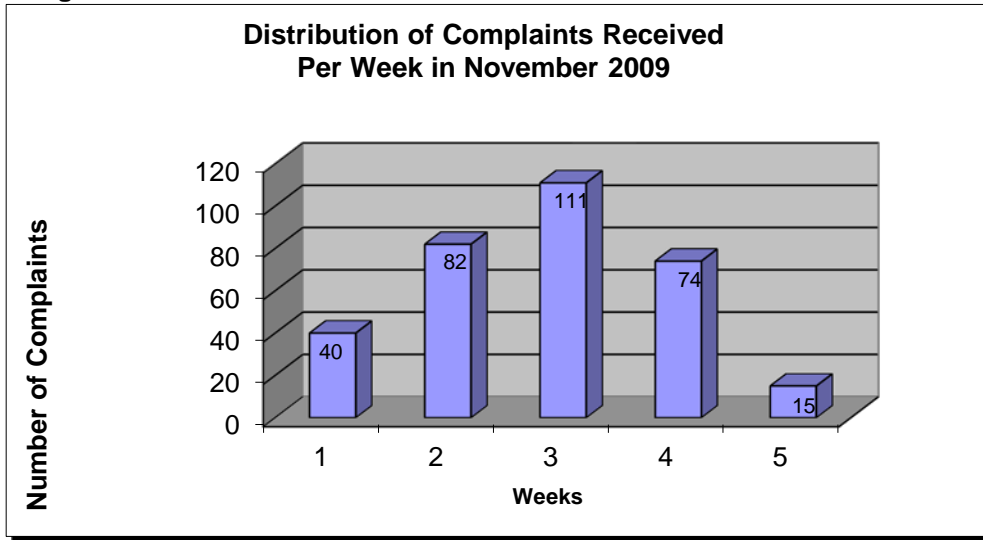
Table 9: Problematic Areas

| Service Provider | Complaint Category | Region | Area | No of Complaints |
|------------------|-----------------------|------------|--------------|------------------|
| WASA | Inadequate Supply | Central | Freeport | 63 |
| | | | Cunupia | 56 |
| | | | Couva | 38 |
| | | North East | Talparo | 22 |
| | | | Arima | 18 |
| | | | Arouca | 14 |
| | | North West | Diego Martin | 95 |
| | | | San Juan | 72 |
| | | | Glencoe | 58 |
| | | | Penal | 595 |
| | | South | Barrackpore | 338 |
| | | | Princes Town | 269 |
| | | | Siparia | 201 |
| T&TEC | Street Lights / Poles | North East | Arima | 9 |
| | Billing Query | South | Princes Town | 6 |
| | Street Lights / Poles | South | Barrackpore | 6 |
| | Street Lights / Poles | South | Penal | 6 |

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in November 2009

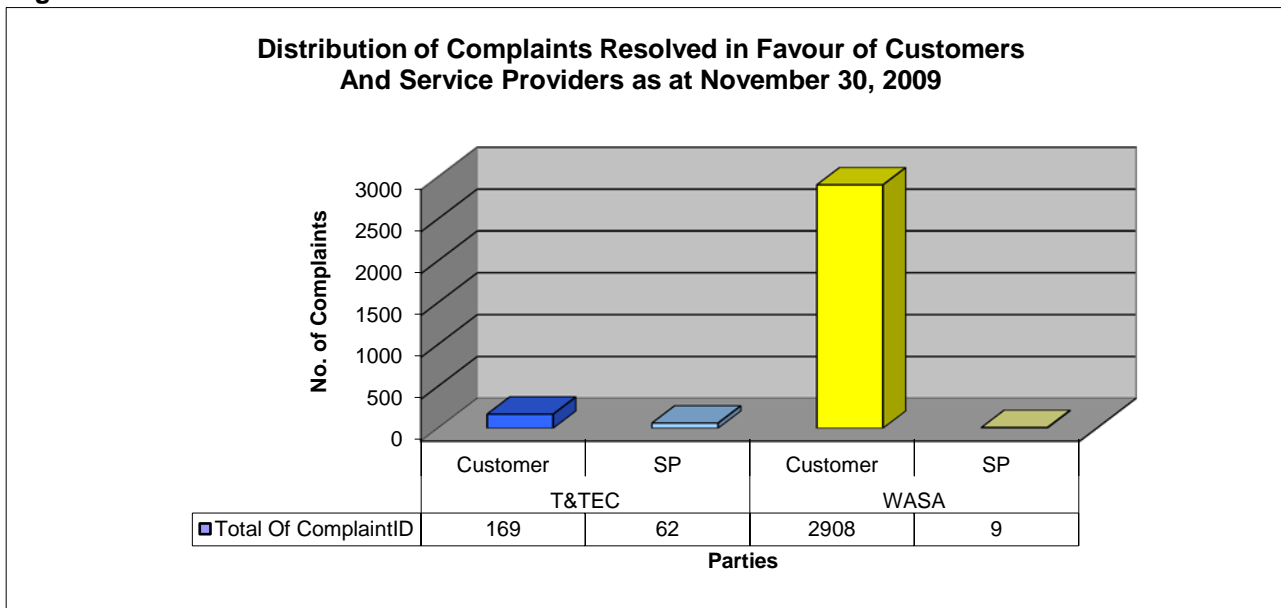
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Nov '09

Fig. 12



against

3299
3171

ange
ared to
'09

7%

%

%

5%

3%

| |
|------------|
| |
| tal |
| (24%) |
| (58%) |
| (4%) |
| (7%) |
| (4%) |
| (2%) |
| |

Change
Compared to
'09

3%
2%
7%
3%
%

| Total |
|-------|
| (9%) |
| (45%) |
| (3%) |
| (12%) |
| (5%) |
| (5%) |
| (21%) |

