



**REGULATED INDUSTRIES COMMISSION**

**Monthly Complaints Report**

**November 2011**

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in November 2011, as well as all outstanding complaints against Service Providers as at November 30, 2011.

Status	Nov '10	Nov'11	Dec '10 - Nov'11		
Number of complaints received	259	244	2,363		
Number of complaints resolved	123	133	2,099		
Number of complaints unresolved	136	111	232		
Number of complaints withdrawn	0	0	32		
<b>Resolution rate for complaints received</b>	<b>47.5%</b>	<b>54.5%</b>	<b>90.0%</b>		
No. of outstanding complaints resolved	158	86	93		
Total number of complaints resolved	<b>281</b>	<b>219</b>	<b>2,192</b>		
<b>Rebate/compensation awarded to customers</b>	<b>TT\$1,000</b>	<b>TT\$0</b>	<b>TT\$1,571,324</b>	WASA	\$1324369
				T&TEC	\$246955

**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, '11	No & % of Complaints Received in Nov '11	No & % of Total Nov'11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '11
Billing Query	249	5 2.2%	0 0.0%	9	245 45.0%
Inadequate Supply	159	183 81.7%	108 48.2%	33	201 36.9%
Leaks	14	27 12.1%	13 5.8%	9	19 3.5%
Request for Service	29	0 0.0%	0 0.0%	1	28 5.1%
Road Restoration	12	3 1.3%	1 0.4%	5	9 1.7%
Other	43	6 2.7%	3 1.3%	4	42 7.7%
<b>Total</b>	<b>506</b>	<b>224</b>	<b>125 55.8%</b>	<b>61</b>	<b>544</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, '11	No & % of Complaints Received in Nov '11	No & % of Total Nov'11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '11
Billing Query	3	0 0.0%	0 0.0%	1	2 2.3%
Damaged Appliances	38	4 20.0%	0 0.0%	5	37 43.0%
High / Low Voltage	6	1 5.0%	0 0.0%	3	4 4.7%
Power Outages	3	0 0.0%	0 0.0%	1	2 2.3%
Request for Service	6	0 0.0%	0 0.0%	4	2 2.3%
Street Lights / Poles	25	10 50.0%	4 20.0%	8	23 26.7%
Other	18	5 25.0%	4 20.0%	3	16 18.6%
<b>Total</b>	<b>99</b>	<b>20</b>	<b>8 40.0%</b>	<b>25</b>	<b>86</b>

## 2.0 Complaints Analysis

Monthly	Nov '10	Nov'11	Oct '11
Number of complaints received	259	244	143
Number of complaints resolved	123	133	72
Number of complaints unresolved	136	111	71
<b>Resolution rate for complaints received</b>	<b>47.5%</b>	<b>54.5%</b>	<b>50.3%</b>
No. of outstanding complaints resolved	158	86	93
Total number of complaints resolved	281	219	165

The total number of complaints received in November 2011 increased by 101 or 71% when compared to October 2011. The increase was related to a lack of water supply because of the Desal's plant extended maintenance, and unplanned disruption at the Navet Water Treatment Plant. Using the same comparative period, the resolution rate for November 2011 increased by 8% percentage points. The number of complaints resolved for the current month increased by 61 or 85% and from a previous period (unresolved from Mar '08 to Oct '11) decreased by 7 or 8%. The total number of complaints resolved overall increased by 54 or 33%.

Cumulative	Jan '10 - Nov '10	Jan '11 - Nov '11	Dec '10 - Nov'11
Number of complaints received	4,266	2,071	2,363
Number of complaints resolved	3,543	1,804	2,099
Number of complaints unresolved	596	239	232
Number of complaints withdrawn	127	28	32
Resolution rate	85.6%	88.3%	90.0%

The cumulative number of complaints received and resolved from Jan '11 - Nov '11 decreased by 2195 or 51% and by 1739 or 49% respectively when compared to the same period last year. This decline is directly related to a sharp decrease in the number of inadequate water supply complaints being reported to the RIC. The downward trend may be attributable to a favourable rainy season and the improvement in supply to a number of communities because of the 24/2 initiative. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 244 complaints recorded for November 2011 were reported by 173 customers of which 59 or 34% were new customers. Table 3 shows the frequency of complaints where 114 customers made only one complaint whilst cumulatively 59 or 34% of our customers made more than one complaint. For the period Jan '11- Nov '11, 1052 customers made 2071 complaints to the RIC of which 577 or 55% were new customers.

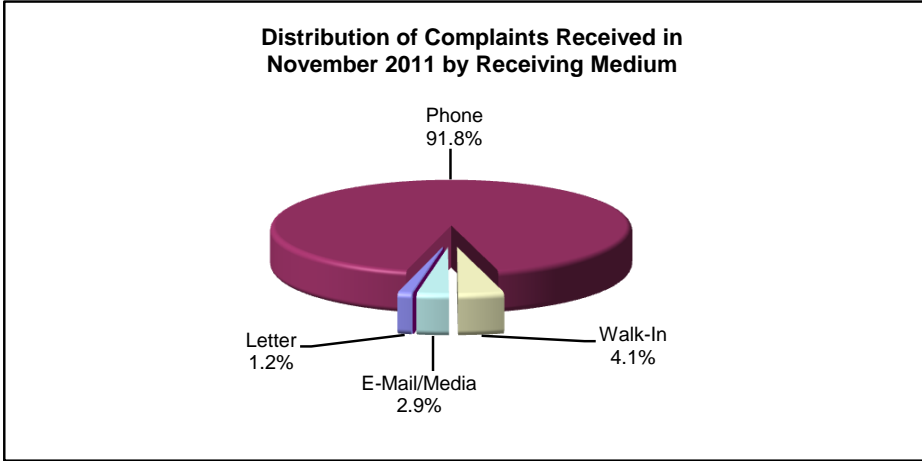
**Table 3: Frequency of Complaints**

No. of Complaints	No. of Nov'11 Customers	% of Repeat Customers for Nov'11	No. of Customers from Jan '11- Nov '11	% of Repeat Customers from Jan '11- Nov '11
1	114	0	621	0
2	57	33	238	23
3	2	1	73	7
4	0	0	38	4
5	0	0	20	2
>6	0	0	62	6
	<b>173</b>		<b>1052</b>	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in November 2011 by receiving medium. The number of complaints received by Letter decreased by 2 or 40%, Telephone increased by 96 or 75%, Walk in increased by 5 or 100%, and e-mail/Media increased by 2 or 40% when compared to October 2011.

**Fig. 1**



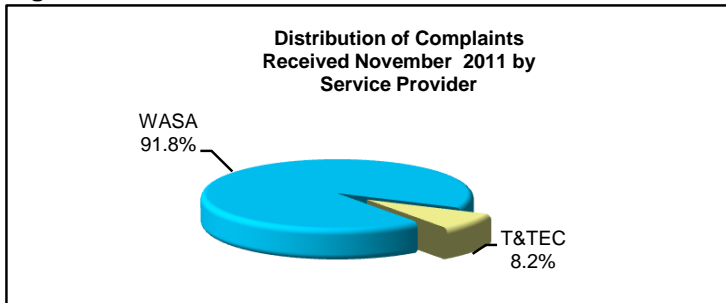
**Receiving Medium**

	Oct '11	Nov'11
Letter	5	3
Telephone	128	224
Walk-In	5	10
Email/Media	5	7
Outreach	0	0

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in November 2011 by Service Provider. The number of complaints filed against WASA have increased by 115 or 106% and those filed against T&TEC have decreased by 14 or 41% when compared to Oct '11. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

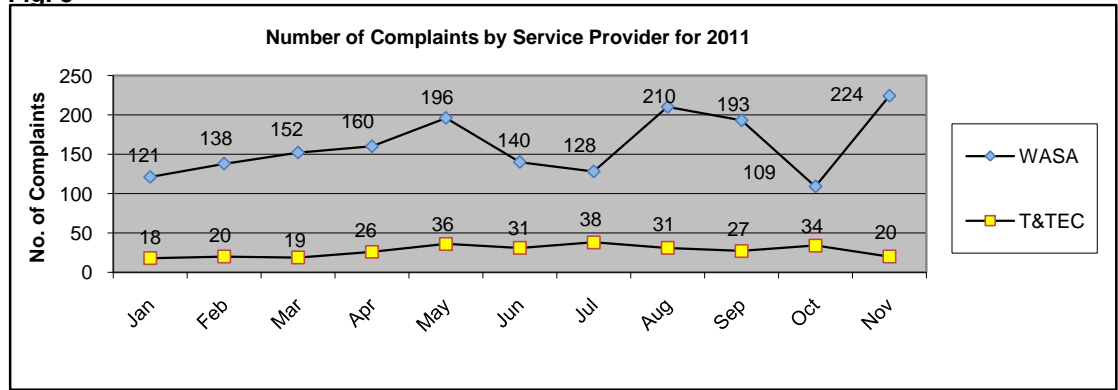
**Fig. 2**



**Service Providers**

	Oct '11	Nov'11
WASA	109	224
T&TEC	34	20

**Fig. 3**



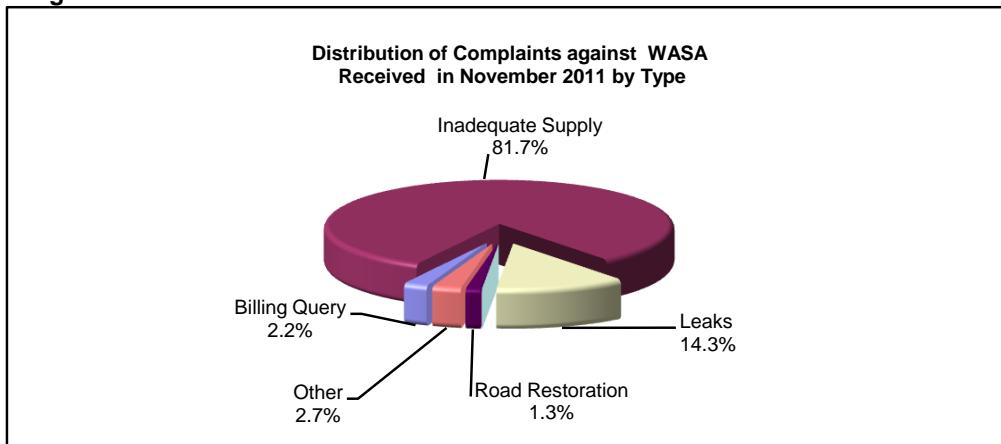
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in November 2011 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in November 2011 by type. When compared to October 2011 the number of complaints related to Inadequate Supply increased by 114 or 165%. This increase was related to the Desal's plant extended maintenance and unplanned disruption at the Navet Water Treatment Plant, which affected many customers in the Central and South regions.

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

Complaint Category	Total Unresolved Complaints as at Oct 31, '11	No of Complaints Received		No of Nov'11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '11
		Oct '11	Nov'11			
Billing Query	249	6	5	0	9	245 45.0%
Inadequate Supply	159	69	183	108	33	201 36.9%
Leaks	14	22	27	13	9	19 3.5%
Request for Service	29	2	0	0	1	28 5.1%
Road Restoration	12	6	3	1	5	9 1.7%
Other	43	4	6	3	4	42 7.7%
<b>Total</b>	<b>506</b>	<b>109</b>	<b>224</b>	<b>125</b>	<b>61</b>	<b>544</b>

**Fig. 4**



Cumulative	Jan '11- Nov '11	Dec '10 - Nov '11
Number of complaints received	1,771	2,028
Number of complaints resolved	1,554	1,812
Number of complaints unresolved	190	185
Number of complaints withdrawn	27	31
Resolution rate	89.1%	90.7%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in water supply to a number of communities because of the 24/2 initiative.

**Fig. 5**

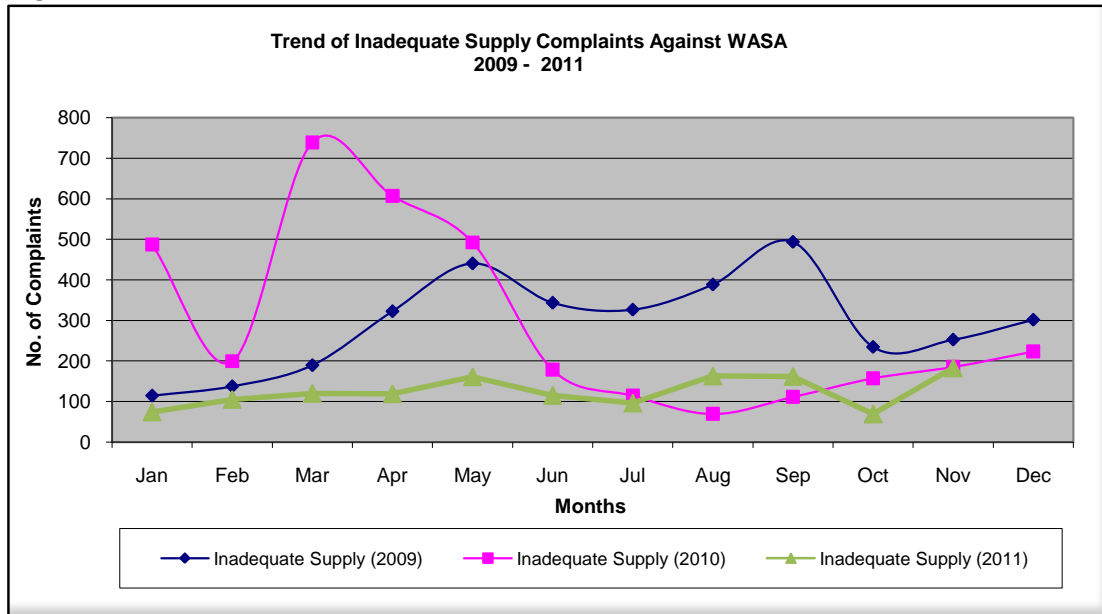
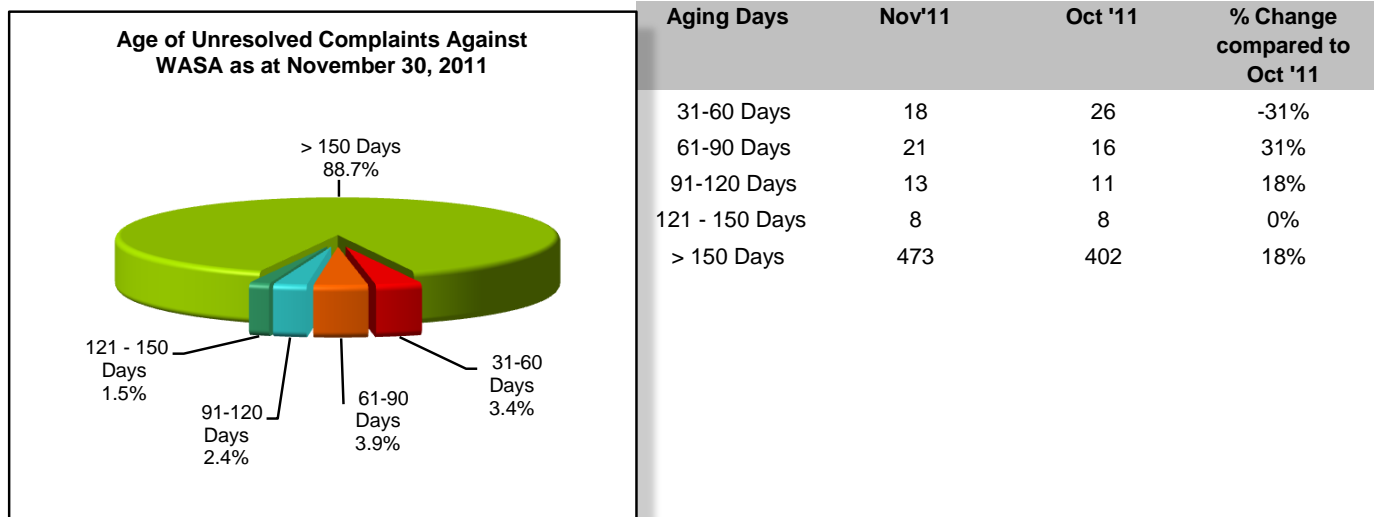


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

**Fig. 6**



Aging Days	Nov'11	Oct '11	% Change compared to Oct '11
31-60 Days	18	26	-31%
61-90 Days	21	16	31%
91-120 Days	13	11	18%
121 - 150 Days	8	8	0%
> 150 Days	473	402	18%

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	4 22.2%	5 23.8%	3 23.1%	2 25.0%	231 48.8%	245	46.0%
Inadequate Supply	6 33.3%	10 47.6%	10 76.9%	5 62.5%	159 33.6%	190	35.6%
Leaks	2 11.1%	2 9.5%	0 0.0%	0 0.0%	15 3.2%	19	3.6%
Other	4 22.2%	0 0.0%	0 0.0%	0 0.0%	38 8.0%	42	7.9%
Request for Service	0 0.0%	1 4.8%	0 0.0%	1 12.5%	26 5.5%	28	5.3%
Road Restoration	2 11.1%	3 14.3%	0 0.0%	0 0.0%	4 0.8%	9	1.7%
	<b>18</b>	<b>21</b>	<b>13</b>	<b>8</b>	<b>473</b>	<b>533</b>	

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

Complaint Type	Dec '10 - Nov '11	Jan '11- Nov '11	Nov'11
Billing Classification	6,963.00	1,755.00	-
Billing Query	382,238.00	364,769.00	-
Damage to Property	879,635.00	879,635.00	-
Disconnection / Reconnection	-	-	-
Other Claims	55,533.00	55,533.00	-
	<b>\$ 1,324,369.00</b>	<b>\$ 1,301,692.00</b>	<b>\$ -</b>

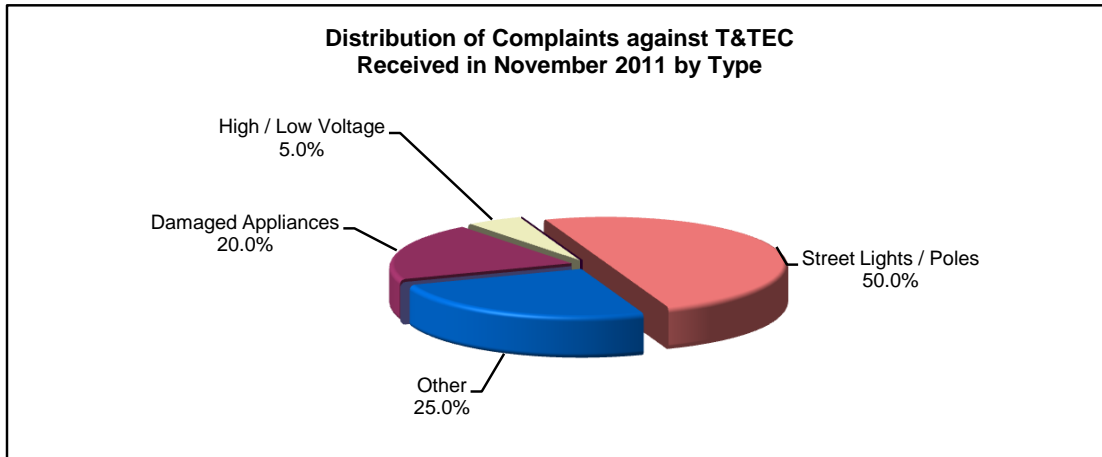
**5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission**

Table 6 shows the number and types of complaints received against T&TEC in November 2011 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in November 2011 by type. When compared to October 2011, the number of complaints related to Power Outages decreased by 4 or 100%, Request for Service decreased by 3 or 100%, and Street Lights/Poles decreased by 4 or 29%.

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

Complaint Type	Total Unresolved Complaints as at Oct 31, '11	No of Complaints Received		No of Nov'11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Nov 30, '11	
		Oct '11	Nov'11				
Billing Query	3	2	0	0	1	2	2.3%
Damaged Appliances	38	5	4	0	5	37	43.0%
High / Low Voltage	6	3	1	0	3	4	4.7%
Power Outages	3	4	0	0	1	2	2.3%
Request for Service	6	3	0	0	4	2	2.3%
Street Lights / Poles	25	14	10	4	8	23	26.7%
Other	18	3	5	4	3	16	18.6%
<b>Total</b>	<b>99</b>	<b>34</b>	<b>20</b>	<b>8</b>	<b>25</b>	<b>86</b>	

**Fig. 7**



<b>Cumulative</b>	<i>Jan '11- Nov '11</i>	<i>Dec '10 - Nov '11</i>
Number of complaints received	300	335
Number of complaints resolved	250	287
Number of complaints unresolved	49	47
Number of complaints withdrawn	1	1
Resolution rate	83.6%	85.9%

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

**Fig. 8**

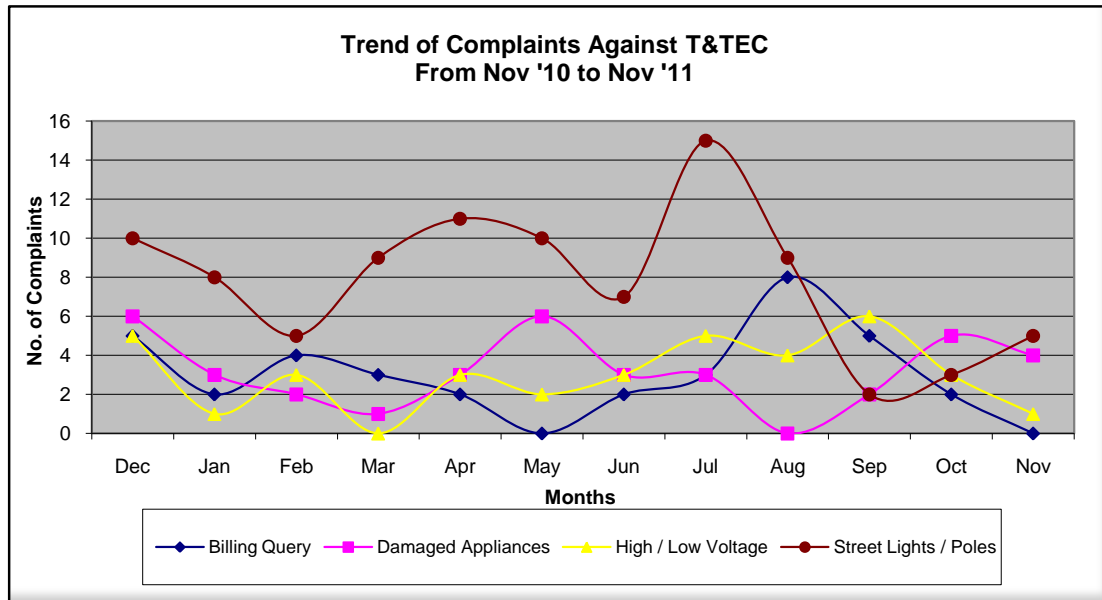
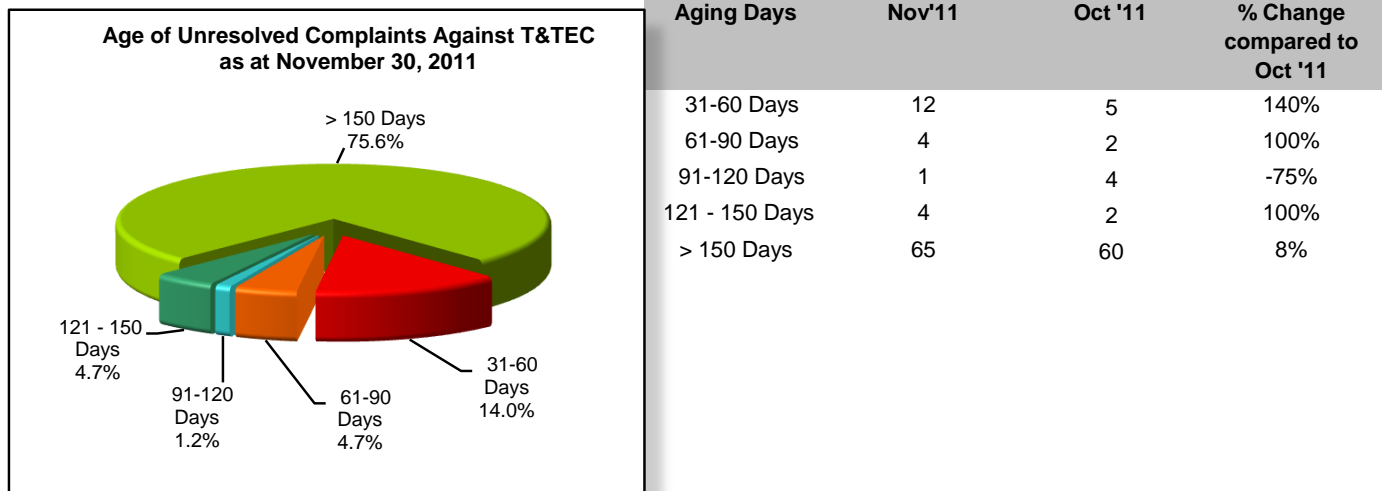


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

**Fig. 9**



Aging Days	Nov'11	Oct '11	% Change compared to Oct '11
31-60 Days	12	5	140%
61-90 Days	4	2	100%
91-120 Days	1	4	-75%
121 - 150 Days	4	2	100%
> 150 Days	65	60	8%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in table 7. This delay is mainly related to the untimely submission of the engineer's report.

**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 8.3%	1 25.0%	0 0.0%	0 0.0%	0 0.0%	2 2.3%
Damaged Appliances	4 33.3%	1 25.0%	0 0.0%	2 50.0%	30 46.2%	37 43.0%
High / Low Voltage	0 0.0%	1 25.0%	0 0.0%	1 25.0%	2 3.1%	4 4.7%
Other	1 8.3%	0 0.0%	0 0.0%	0 0.0%	15 23.1%	16 18.6%
Power Outages	2 16.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.3%
Request for Service	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 3.1%	2 2.3%
Street Lights / Poles	4 33.3%	1 25.0%	1 100.0%	1 25.0%	16 24.6%	23 26.7%
<b>Totals</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>65</b>	<b>86</b>

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

Complaint Type	Dec '10 - Nov '11	Jan '11- Nov '11	Nov'11
Billing Query	183,920.00	147,109.00	-
Damaged Appliance	58,739.00	40,368.00	-
KVA Reduction	-	-	-
Other Claims	4,296.00	4,296.00	-
	<b>\$ 246,955.00</b>	<b>\$ 191,773.00</b>	<b>\$ -</b>



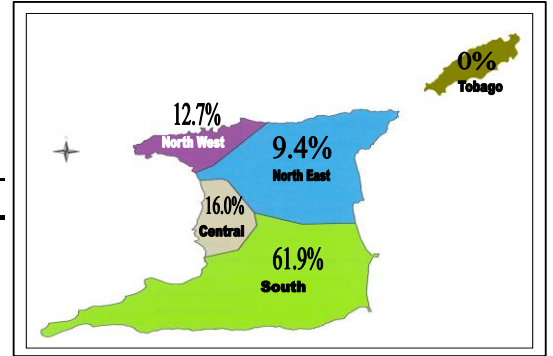
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in November 2011 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA		T&TEC		Total	
North East	17	7.6%	6	30.0%	23	9.4%
North West	30	13.4%	1	5.0%	31	12.7%
Central	37	16.5%	2	10.0%	39	16.0%
South	140	62.5%	11	55.0%	151	61.9%
Tobago	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	<b>224</b>		<b>20</b>		<b>244</b>	

**Fig. 10**



When compared to October 2011, the number of complaints received in November 2011 from the Central region increased by 22 or 129%. Those from the North East increased by 1 or 5%, from the North West increased by 3 or 11%. Complaints from the South region increased by 77 or 104% while those from Tobago decreased by 2 or 100%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January - November 2011 .

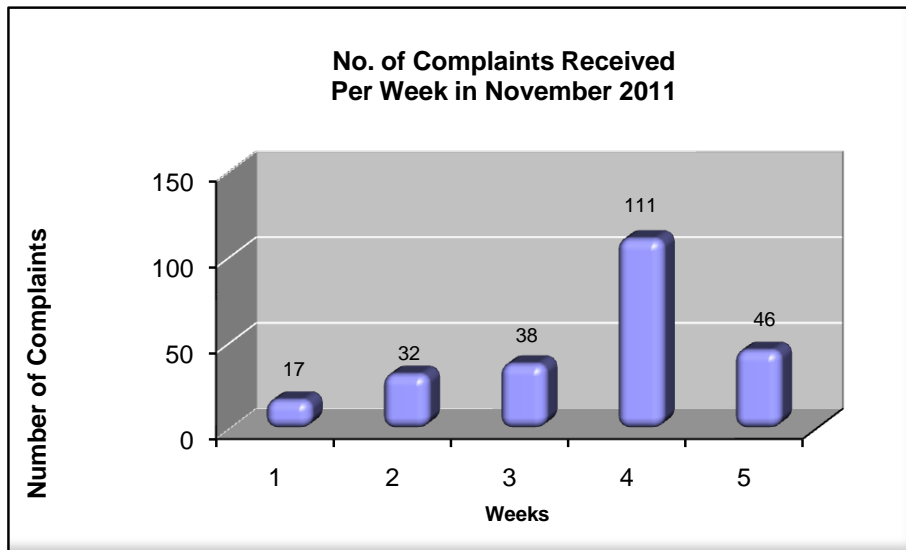
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	26
			Cunupia	24
			Carapichaima	11
		North East	Talparo	23
			Champ Fleurs	14
			Arima	13
		North West	Santa Cruz	33
			Diego Martin	28
			Glencoe	19
			South	Barrackpore
		Princes Town		176
		Penal		116
T&TEC	Street Lights / Poles	South	Penal	22
	Power Outages	South	Penal	7
	Street Lights / Poles	Tobago	Tobago	5
	Street Lights / Poles	South	Barrackpore	5

## 7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in November 2011

Fig. 11



Week	Number of Work Days
1	4
2	5
3	5
4	5
5	3

## 8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January - November 2011.

Fig. 12

