



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2002

This report provides an analysis of all complaints received in October 2002, as well as all outstanding complaints by Service Provider.

1.0 Complaints Analysis

Monthly	Oct 2001	Oct 2002
Number of complaints received	69	43
Number of complaints resolved	50	28
Number of complaints unresolved	19	15
Resolution rate for complaints received in October	72%	65%
No. of previous outstanding complaints resolved in October	21	13
Total number of complaints resolved in October	71	41

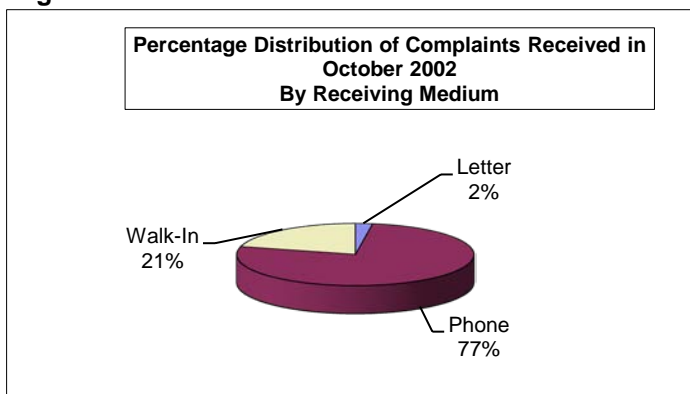
The comparative resolution rate for October 2002 is lower than that of October 2001 and this may be attributed to the timing of the complaints and the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan - Oct '01	Jan - Oct '02
Number of complaints received	720	493
Number of complaints resolved	611	429
Number of complaints unresolved	109	64
Resolution rate	85%	87%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in October 2002 by receiving medium

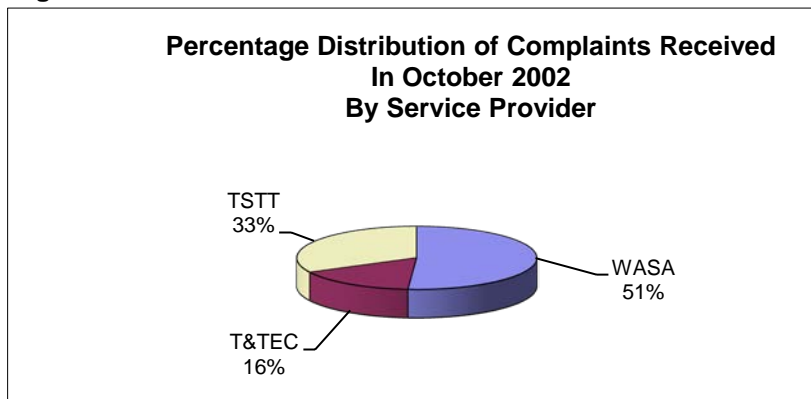
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2002 by Service Provider

Fig: 2



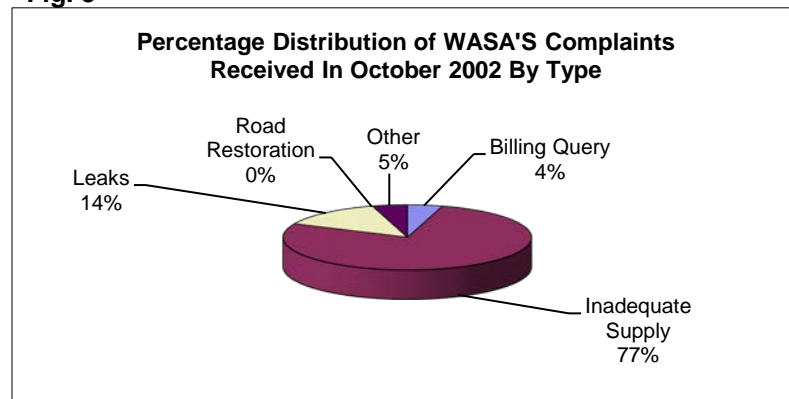
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in October 2002 by type and their status, as well as, the type and number of all unresolved complaints as at October 31, 2002. **Figure 3** shows the percentage distribution of the complaints received in October 2002 by type.

Table:1

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	1	1	0	0	17
Inadequate Supply	17	16	1	1	1
Leaks	3	2	1	3	1
Road Restoration	0	0	0	0	2
Other	1	0	1	0	3
Total	22	19	3	4	24

Fig. 3



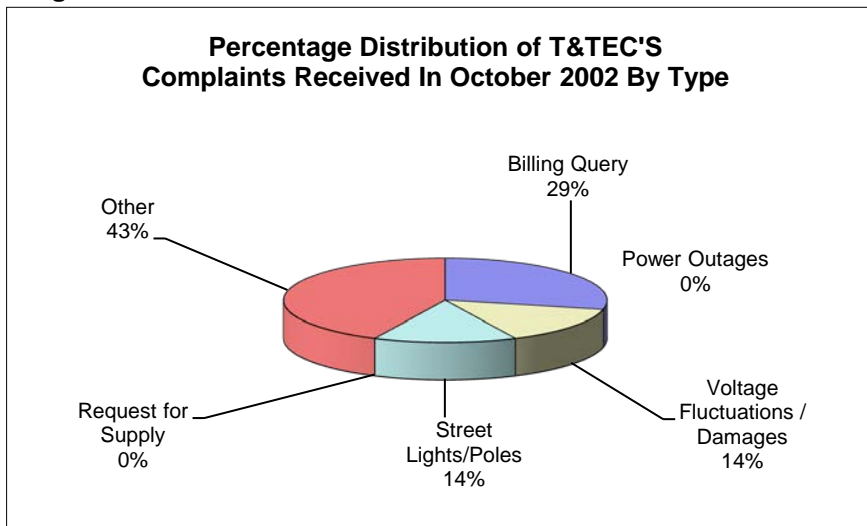
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in October 2002 by type and their status, as well as, the type and number of all unresolved complaints as at October 31, 2002. **Figure 4** shows the percentage distribution of the complaints received in October 2002 by type.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	2	1	1	1	3
Power Outages	0	0	0	0	2
Volt. Fluct /Damages	1	0	1	3	5
Street Lights/Poles	1	0	1	1	2
Request for Supply	0	0	0	1	1
Other	3	3	0	0	5
Total	7	4	3	6	18

Fig. 4



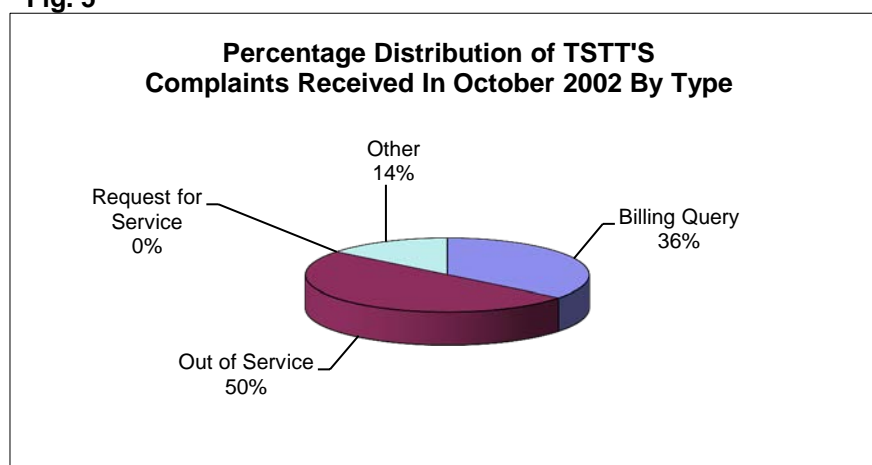
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in October 2002 by type and their status, as well as, the type and number of all unresolved complaints as at October 31, 2002. **Figure 5** shows the percentage distribution of the complaints received in October 2002 by type.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	5	0	5	2	12
Out of Service	7	5	2	0	3
Request for Service	0	0	0	0	4
Other	2	0	2	1	3
Total	14	5	9	3	22

Fig. 5



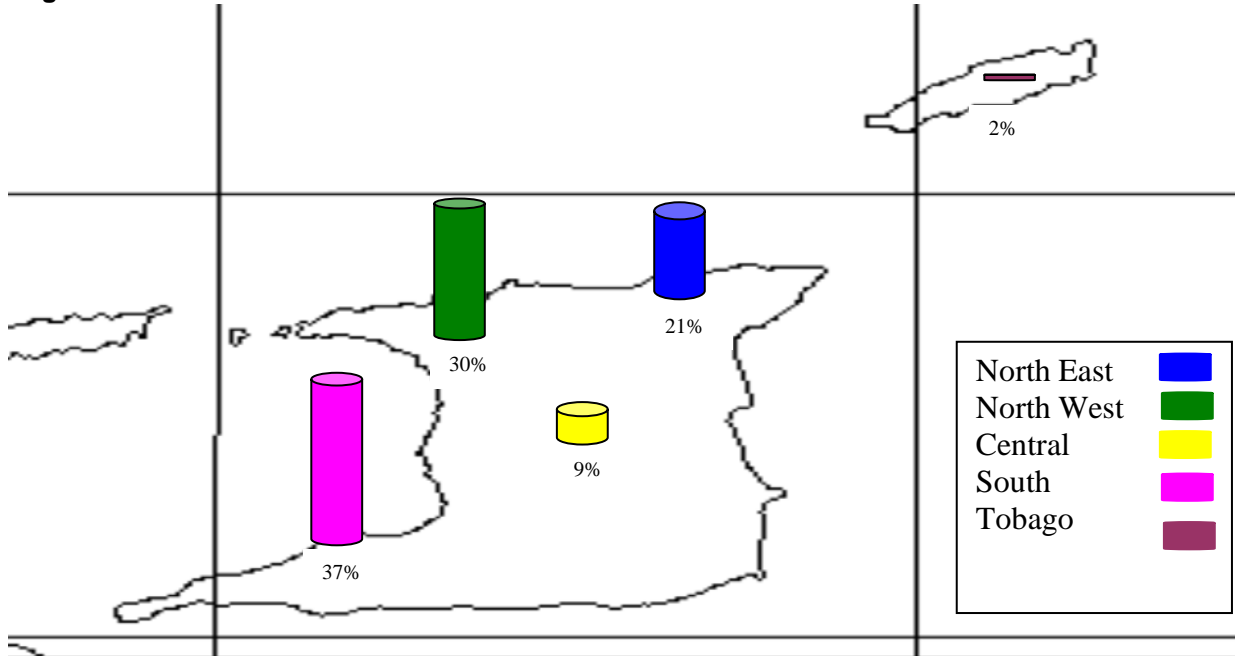
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. **Figure 5** shows the percentage distribution of all complaints received in October 2002 by geographic regions.

Table:4

Region	WASA	T&TEC	TSTT	Total
North East	5	0	4	9
North West	6	4	3	13
Central	0	1	3	4
South	11	2	3	16
Tobago	0	0	1	1
Total	22	7	14	43

Fig. 5



As indicated in Table 4. Twenty-two (22) Complaints were registered against WASA. Eleven (11) Complaints came from the South region of which 63% were from the areas of Williamsville. Six (6) Complaints came from the North West region of which 66% were from the areas of Diego Martin and St. James. Five (5) Complaints came from the North East region of which 80% were from the area of Arouca, James. However, there were no co-relation between complaints and location with the other Service Providers.

5.0 Frequency Distribution of Complaints Received

Figure 6 shows the frequency distribution of the complaints received in September 2002.

Fig. 6

