



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2003

This report provides an analysis of all complaints received in October 2003, as well as all outstanding complaints against Service Providers.

1.0 Complaints Analysis

Monthly	Oct 2002	Sep 2003	Oct 2003
Number of complaints received	69	82	99
Number of complaints resolved	50	45	48
Number of complaints unresolved	19	37	51
Resolution rate for complaints received	72%	55%	48%
No. of outstanding complaints resolved	21	36	15
Total number of complaints resolved	71	81	63

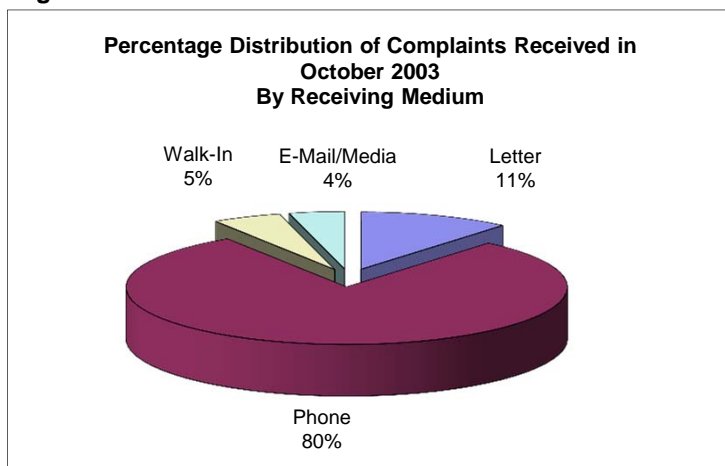
The number of complaints received in October '03, increased by 17 or 21% when compared with September '03. However, the resolution rate is significantly lower because 56% of the complaints received in October '03 were recorded within the last two weeks. The cumulative number of complaints received increased by 247 or 50% for Jan - Oct '03 when compared with the same period last year.

Cumulative	Jan - Oct 2002	Jan - Oct 2003
Number of complaints received	493	740
Number of complaints resolved	429	583
Number of complaints unresolved	64	157
Resolution rate	87%	79%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2003 by receiving medium. The number of complaints received by the telephone increased by 19 or 32% when compared to September '03.

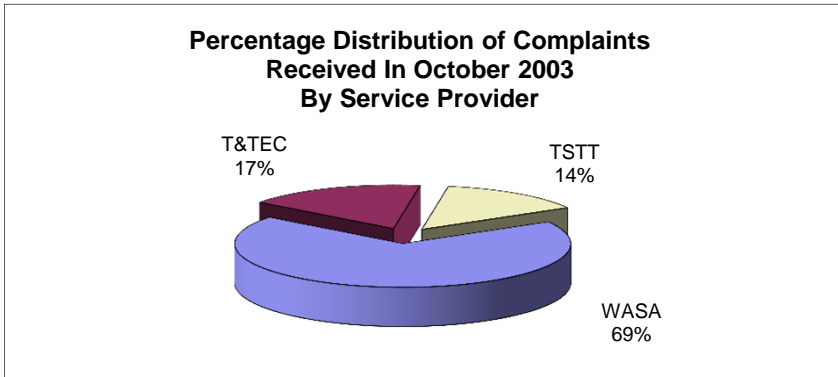
Fig. 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2003 by Service Provider. The number of complaints filed against WASA & T&TEC in October '03 have increased by 28 (70%) and 2 (13%) respectively when compared to September '03, while there has been a decrease of 13 or 48% in the number of complaints filed against TSTT.

Fig. 2



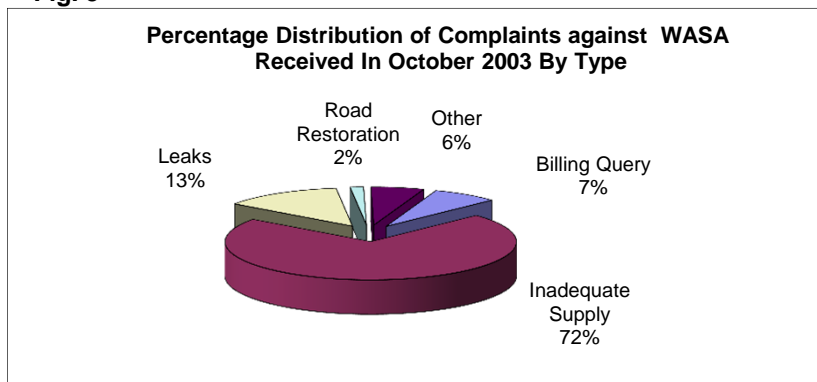
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number and category of complaints received against WASA in October 2003 and their status, as well as, the type and number of all unresolved complaints as at October 31, 2003. Figure 3 shows the percentage distribution of the complaints received in October 2003 by type. The number of complaints related to Inadequate Supply increased by 34 (227%) when compared to September '03

Table 1

Complaint Category	Total Unresolved Complaints As At September 30, 2003	Complaints Received	Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At October 31, 2003
Billing Query	29	5	0	1	33
Inadequate Supply	14	49	34	1	28
Leaks	1	9	4	0	6
Road Restoration	3	1	0	2	2
Other	19	4	1	0	22
Total	66	68	39	4	91

Fig. 3



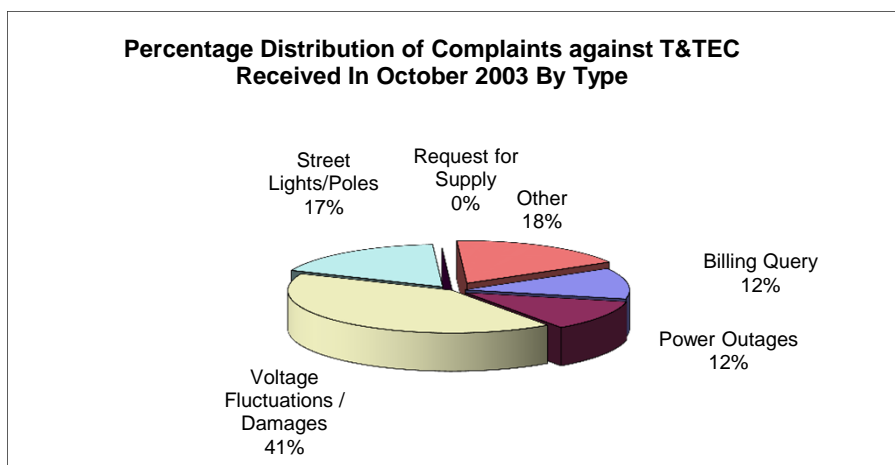
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number and types of complaints received against T&TEC in October 2003 and their status, as well as, the type and number of all unresolved complaints as at October 31, 2003. Figure 4 shows the percentage distribution of the complaints received in October 2003 by type. There has been no significant change in complaints when compared with September '03.

Table 2

Complaint Type	Total Unresolved Complaints As At September 30, 2003	Complaints Received	Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At October 31, 2003
Billing Query	14	2	0	2	14
Power Outages	4	2	1	1	4
Volt. Fluct /Damages	16	7	0	2	21
Street Lights/Poles	1	3	2	1	1
Request for Supply	6	0	0	0	6
Other	5	3	0	1	7
Total	46	17	3	7	53

Fig. 4



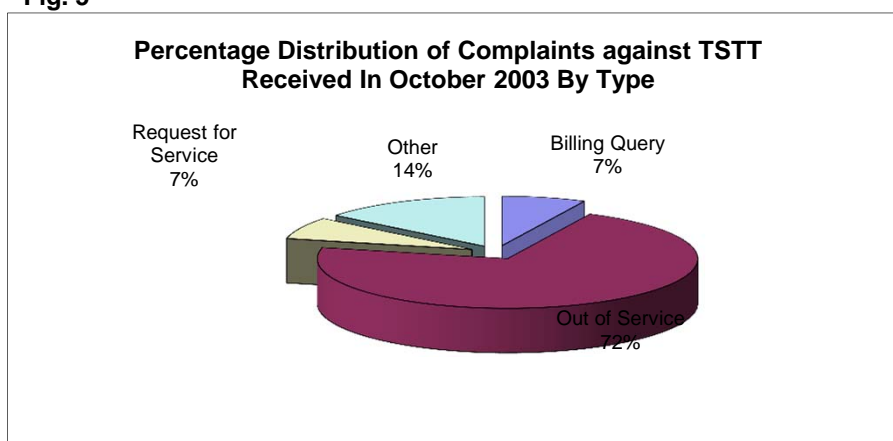
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number and types of complaints received against TSTT in October 2003 and their status, as well as, the type and number of all unresolved complaints as at October 31, 2003. Figure 5 shows the percentage distribution of the complaints received in October 2003 by type. The number of Out of Service complaints has decreased by 5 or 33% when compared with September '03.

Table 3

Complaint Type	Total Unresolved Complaints As At September 30, 2003	Complaints Received	Complaints Resolved	Complaints Resolved From Previous Period	Total Unresolved Complaints As At October 31, 2003
Billing Query	18	1	0	1	18
Out of Service	1	10	5	2	4
Request for Service	2	1	0	0	3
Other	8	2	1	1	8
Total	29	14	6	4	33

Fig. 5



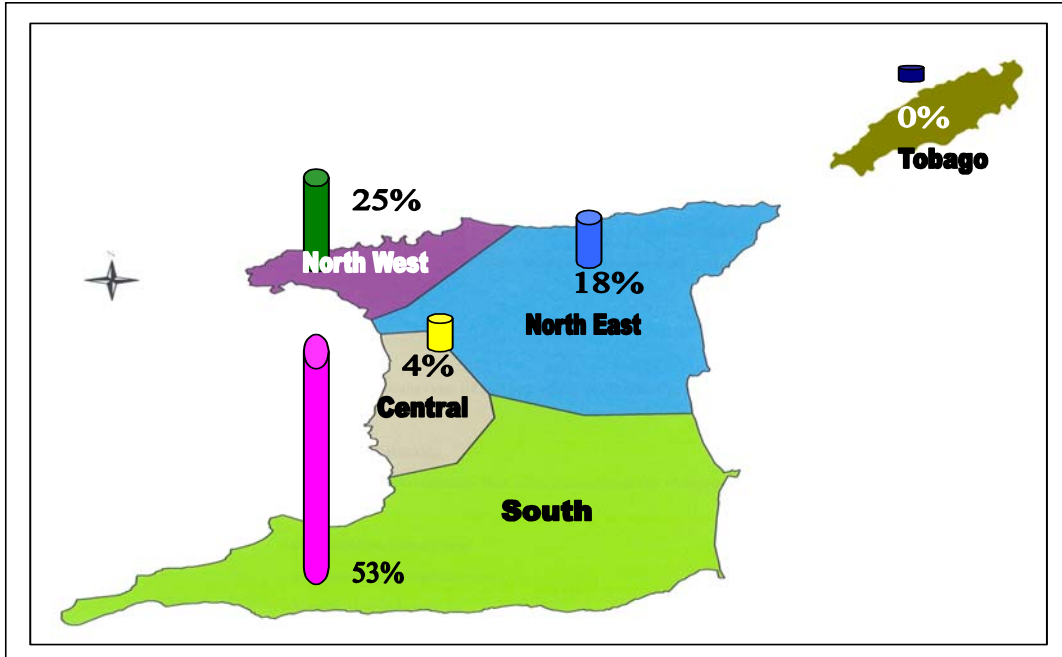
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 6 shows the percentage distribution of all complaints received in October 2003 by geographic regions.

Table 4

REGION	WASA	T&TEC	TSTT	Total
North East	7	7	4	18
North West	10	3	1	14
Central	15	2	1	18
South	36	5	8	49
Tobago	0	0	0	0
Total	68	17	14	99

Fig. 6



The number of complaints received for October '03 increased only in the Central and South regions. The Central region increased by 3 or 20%, and South by 18 or 58% when compared to September '03. However, the South region represents 49% of all complaints received and continues to be the region with the highest number of complaints. As indicated in Table 4, sixty-eight complaints were registered against WASA and all the regions except Tobago reported an increase in the number of complaints. 36 complaints came from the South Region which represents an increase of 16 or 80% when compared to September '03. Penal and Barrackpore had 8 or 22% of the complaints for this region, Princes Town had 6 or 17% and Williamsville had 4 or 11%. No other significant relationship was reflected between the number of complaints and location.

5.0 Distribution of Complaints Received Per Week

Figure 7 shows the distribution of the complaints received in October 2003.

Fig. 7

