



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

October 2004

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in October 2004, as well as all outstanding complaints against Service Providers.

**1.1 Complaints Filed Against the Water and Sewerage Authority**

**Table 1**

<b>Complaint Category</b>	<b>Total Unresolved Complaints as at Sep 30, 2004</b>	<b>No &amp; % of Complaints Received in Oct '04</b>	<b>July '04 Complaints Resolved</b>	<b>Complaints Resolved From Previous Period</b>	<b>No &amp; % of Unresolved Complaints as at Oct 31, '04</b>
Billing Query	80	23 (33%)	3	6	94 (51%)
Inadequate Supply	42	35 (50%)	26	6	45 (25%)
Leaks	8	10 (14%)	8	5	5 (3%)
Road Restoration	2	0 (0%)	0	0	2 (1%)
Other	37	2 (3%)	0	2	37 (20%)
<b>Total</b>	<b>169</b>	<b>70</b>	<b>37</b>	<b>19</b>	<b>183</b>

**1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission**

**Table 2**

<b>Complaint Type</b>	<b>Total Unresolved Complaints as at Sep 30, 2004</b>	<b>No &amp; % of Complaints Received in Oct '04</b>	<b>July '04 Complaints Resolved</b>	<b>Complaints Resolved From Previous Period</b>	<b>No &amp; % of Unresolved Complaints as at Oct 31, '04</b>
Billing Query	37	9 (17%)	3	4	39 (25%)
Power Outages	12	6 (11%)	3	2	13 (8%)
Volt. Fluct /Damages	51	19 (35%)	6	7	57 (37%)
Street Lights/Poles	15	10 (19%)	1	2	22 (14%)
Request for Supply	10	3 (6%)	1	3	9 (6%)
Other	14	7 (13%)	4	2	15 (10%)
<b>Total</b>	<b>139</b>	<b>54</b>	<b>18</b>	<b>20</b>	<b>155</b>

## 2.0 Complaints Analysis

Monthly	Oct 2003	Sep 2004	Oct 2004
Number of complaints received	99	77	124
Number of complaints resolved	48	27	55
Number of complaints unresolved	51	50	69
<b>Resolution rate for complaints received</b>	<b>48%</b>	<b>35%</b>	<b>44%</b>
No. of outstanding complaints resolved	15	41	39
Total number of complaints resolved	63	68	94

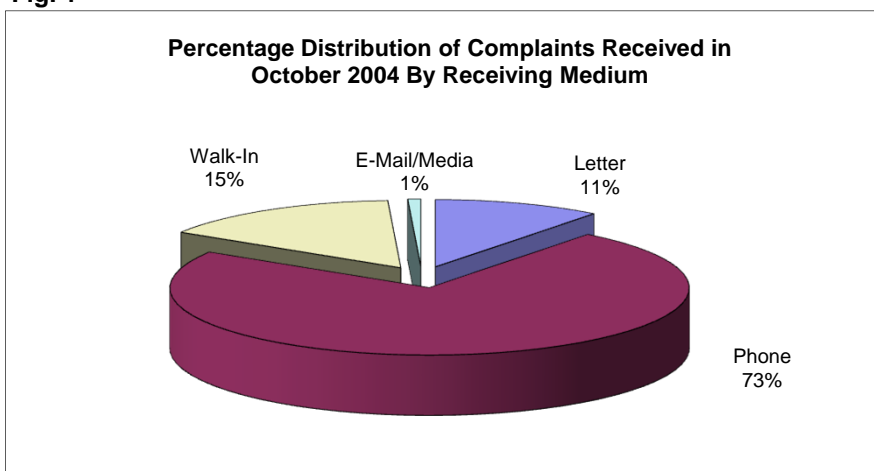
The total number of complaints received in October 2004 increased by 47 or 61% when compared to Sep 2004. Using the same comparative period, the resolution rate for October 2004 increased by 26%. The number of complaints resolved from a previous period decreased by 2 or 5% and the total number of complaints resolved overall increased by 26 or 38%. The cumulative number of complaints received and resolved from Jan - Oct '04 increased by 356 or 48% and 150 or 26% respectively, when compared to the same period last year. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Oct '03	Jan - Oct '04	Nov '03 - Oct '04
Number of complaints received	740	1,096	1,283
Number of complaints resolved	583	733	901
Number of complaints unresolved	157	281	295
Number of complaints withdrawn	0	82	87
Resolution rate	79%	67%	70%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2004 by receiving medium. The number of complaints received by Letter increased by 8 or 160%, Telephone increased by 28 or 44%, and Walk in increased by 10 or 111% when compared to Sep 2004.

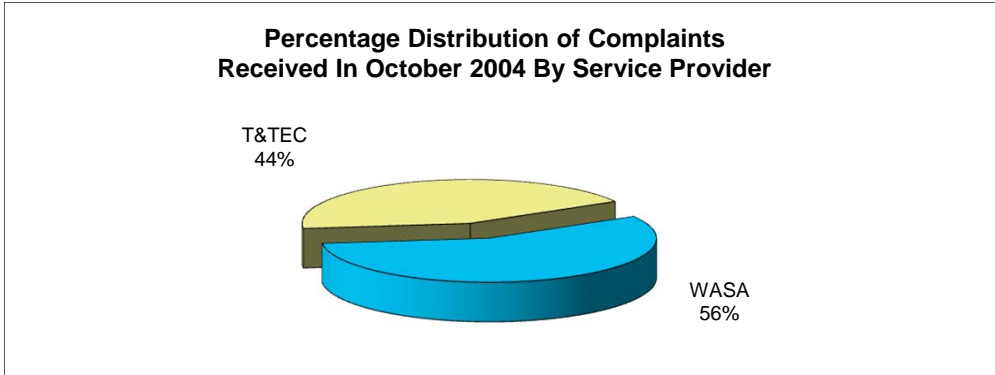
Fig. 1



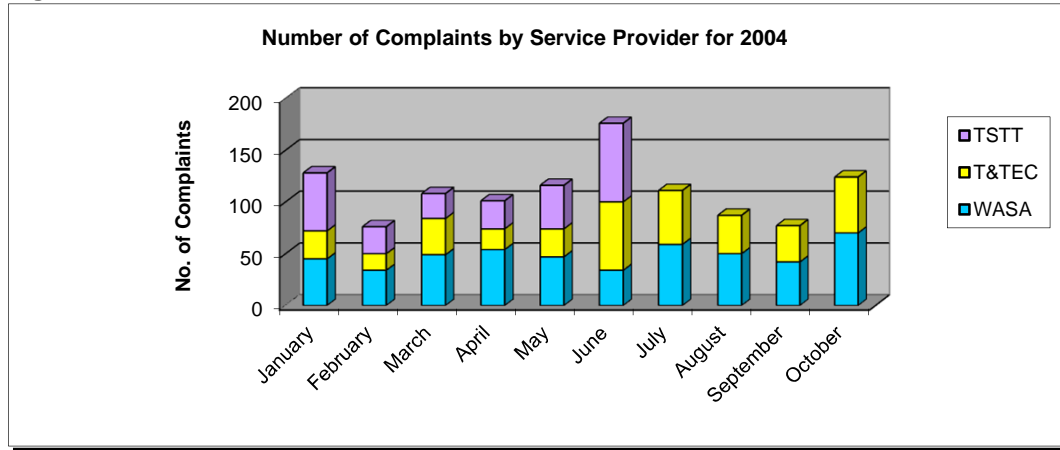
#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2004 by Service Provider. The number of complaints filed against WASA have increased by 28 or 67% and those filed against T&TEC increased by 19 or 54% when compared to Sep 2004.

**Fig. 2**



**Fig. 3**

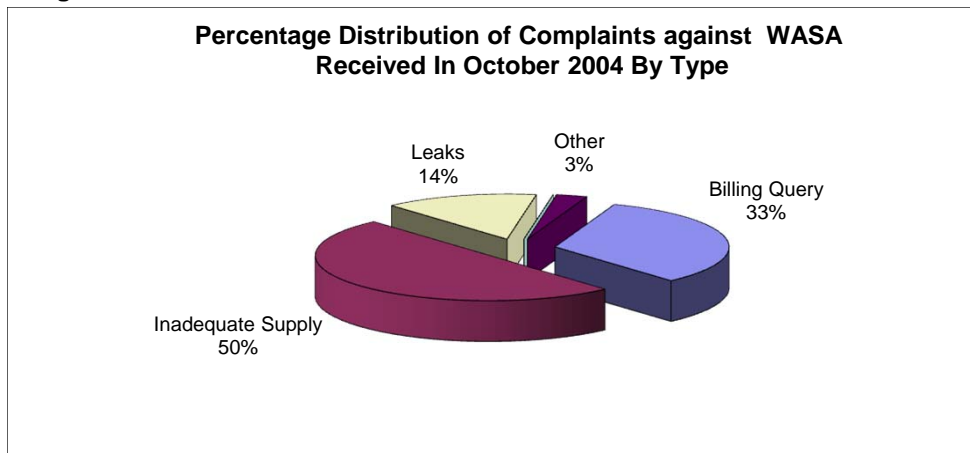


#### 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in October 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2004 by type. The Number of Billing Queries increased by 18 or 360%, Inadequate Supply increased by 12 or 52%. There were no other significant changes when compared to Sep 2004.

**Table 3**

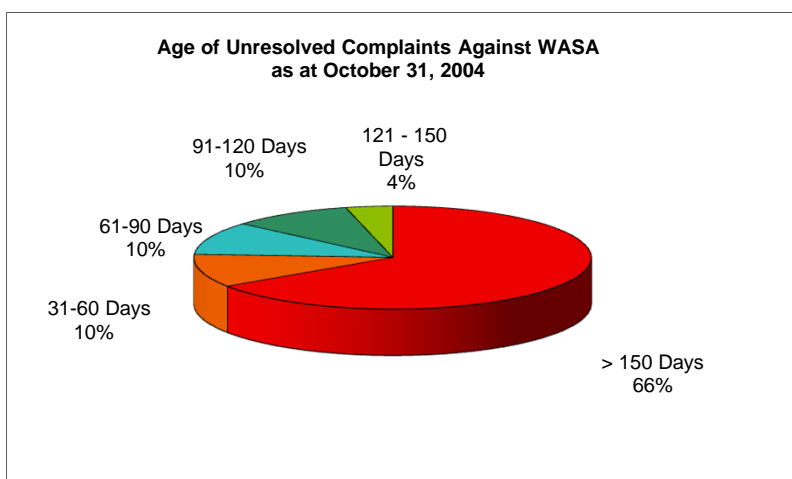
Complaint Category	Total Unresolved Complaints as at Sep 30, 2004	No & % of Complaints Received in Oct '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '04
Billing Query	80	23	3	6	94 (51%)
Inadequate Supply	42	35	26	6	45 (25%)
Leaks	8	10	8	5	5 (3%)
Road Restoration	2	0	0	0	2 (1%)
Other	37	2	0	2	37 (20%)
<b>Total</b>	<b>169</b>	<b>70</b>	<b>37</b>	<b>19</b>	<b>183</b>

**Fig. 4**

Cumulative	Jan - Oct '04	Nov '03 - Oct '04
Number of complaints received	476	560
Number of complaints resolved	331	405
Number of complaints unresolved	145	155
Number of complaints withdrawn	1	1
Resolution rate	70%	72%

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 been unresolved.

**Fig. 5**



The majority of complaints that are over 150 days relates to Billing Queries. The RIC has already held discussions with WASA on this matter. They have indicated that the problem has to do with inadequate resources especially for the South region. They have promised to address the issues raised.

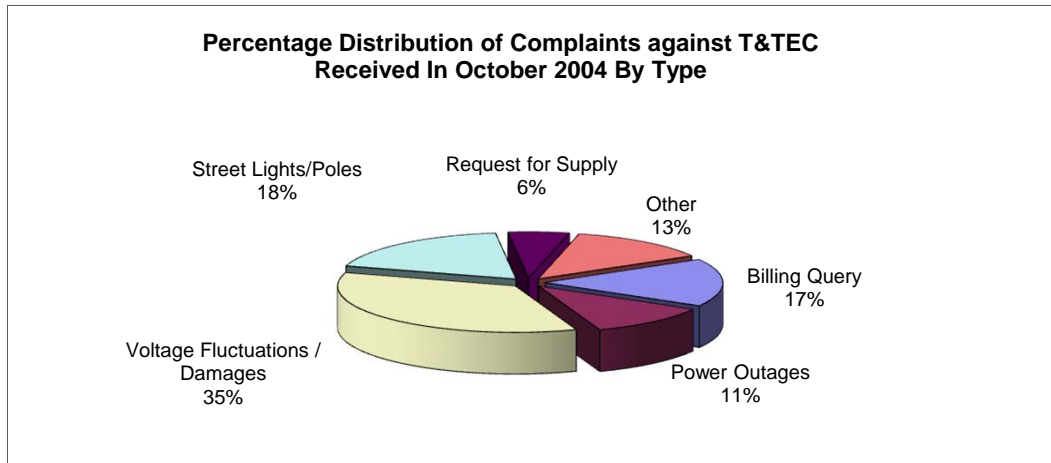
#### 4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 4 shows the number and types of complaints received against T&TEC in October 2004 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in October 2004 by type. The Number of Billing Query decreased by 2 or 18%, Voltage Fluctuations/Damages increased by 15 or 375%, Street Lights/Poles increased by 4 or 67% and the category Other increased by 3 or 75% when compared to Sep 2004.

**Table 4**

Complaint Type	Total Unresolved Complaints as at Sep 30, 2004	No & % of Complaints Received in Oct '04	July '04 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '04
Billing Query	37	9	3	4	39 (25%)
Power Outages	12	6	3	2	13 (8%)
Volt. Fluct /Damages	51	19	6	7	57 (37%)
Street Lights/Poles	15	10	1	2	22 (14%)
Request for Supply	10	3	1	3	9 (6%)
Other	14	7	4	2	15 (10%)
<b>Total</b>	<b>139</b>	<b>54</b>	<b>18</b>	<b>20</b>	<b>155</b>

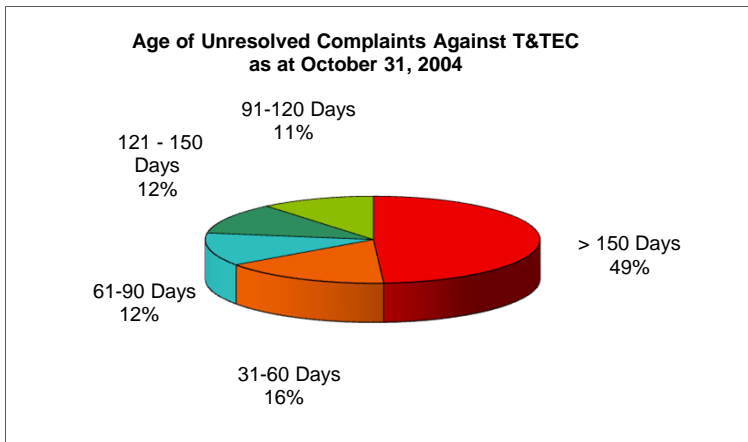
**Fig. 6**



<b>Cumulative</b>	<b>Jan - Oct '04</b>	<b>Nov '03 - Oct '04</b>
Number of complaints received	366	396
Number of complaints resolved	230	256
Number of complaints unresolved	136	140
Number of complaints withdrawn	4	4
Resolution rate	63%	65%

Figure 7 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 been unresolved.

**Fig. 7**



The majority of complaints that are over 150 days relates to damaged appliances. The RIC has already held discussions with T&TEC on this matter. They have acknowledged the contributing factors as identified by the RIC as a result of our investigation. They have given a commitment to address the issues raised. Some specific problems encountered are: Area Managers are not responding to the RIC in accordance with the Quality of Service Standards especially the North, South and East Area Offices. We are often forced to continually resubmit complaints and T&TEC is refusing to furnish us with relevant information in accordance with Section 56-60 of the RIC Act.

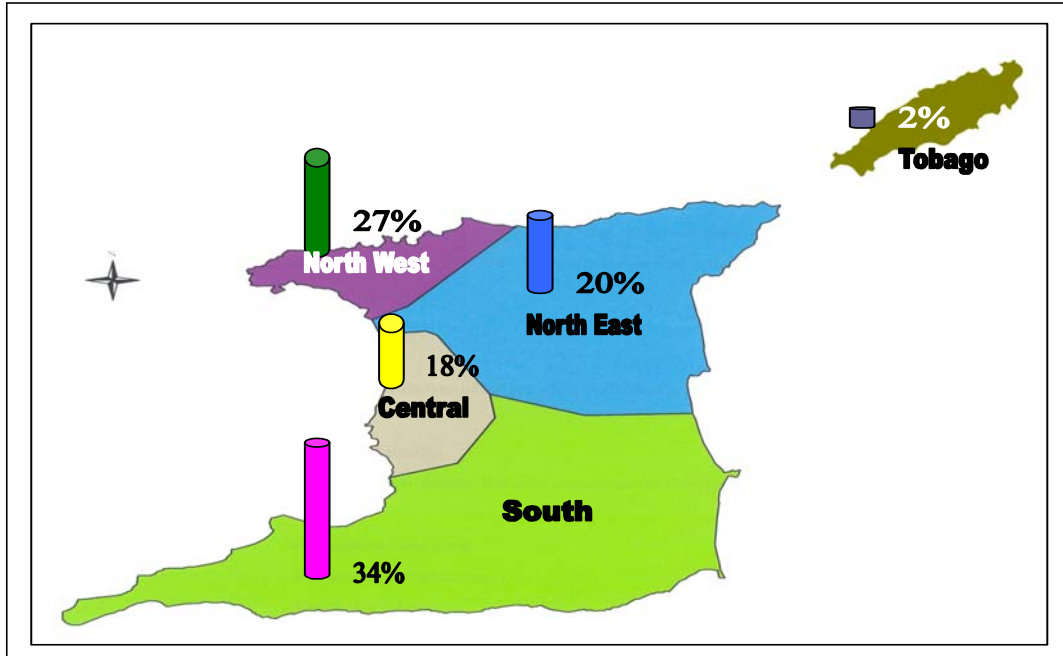
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in October 2004 by geographic regions.

**Table 5**

REGION	WASA	T&TEC	Total
North East	13 (19%)	12 (22%)	25 (20%)
North West	18 (26%)	15 (28%)	33 (27%)
Central	8 (11%)	14 (26%)	22 (18%)
South	31 (44%)	11 (20%)	42 (34%)
Tobago	0 (0%)	2 (4%)	2 (2%)
Total	70	54	124

**Fig. 8**



The number of complaints from the Central region increased by 10 or 83%, North East increased by 8 or 47%, North West increased by 14 or 74%, complaints from the South region increased by 14 or 50% while those from Tobago increased by 1 or 100% when compared to Sep 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Oct '04 .

**Table 6**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate	South	Princes Town	46
	Supply	South	Williamsville	17
	"	North West	Port of Spain	17
	"	South	Penal	15
	"	North West	St. James	14
	"	North West	Diego Martin	12
	"	Central	Chaguanas	11
	"	North East	Arima	11
	Leaks	North East	Arima	6
	Other	South	San Fernando	5
	Billing Query	North West	Port of Spain	7
	Billing Query	South	Williamsville	6
	T&TEC	Voltage Fluctuations / Damages	Central	Chaguanas
Tobago			Tobago	11
Billing Query		North East	Arima	8
		North West	Diego Martin	7

## 6.0 Distribution of Complaints Received Per Week

Figure 6 shows the distribution of the complaints received in October 2004

**Fig. 6**

