



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in October 2007, as well as all outstanding complaints against Service Providers as at October 31, 2007.

Status	Oct '06	Oct '07	Nov '06 - Oct '07		
Number of complaints received	306	351	4,400		
Number of complaints resolved	187	179	3,650		
Number of complaints unresolved	119	172	745		
Number of complaints withdrawn	0	0	106		
Resolution rate for complaints received	61%	51%	85%		
No. of outstanding complaints resolved	133	73	39		
Total number of complaints resolved	320	252	3,689		
Rebate/compensation awarded to customers		TT\$56,517	TT\$368,115	WASA	\$348400
				T&TEC	\$19715

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 Sep 30, 2007	No & % of Complaints Received in Oct '07	No & % of Complaints Resolved Oct '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '07
Billing Query	267	9 (3%)	0 (0%)	0	276 (33%)
Inadequate Supply	376	263 (87%)	163 (54%)	48	428 (52%)
Leaks	21	18 (6%)	4 (1%)	8	27 (3%)
Request for Service	26	3 (1%)	0 (0%)	0	29 (4%)
Road Restoration	14	4 (1%)	0 (0%)	0	18 (2%)
Other	44	6 (2%)	0 (0%)	1	49 (6%)
Total	748	303	167(55%)	57	827

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 Sep 30, 2007	No & % of Complaints Received in Oct '07	No & % of Complaints Resolved Oct '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '07
Billing Query	36	13 (27%)	5 (10%)	3	41 (13%)
Damage Appliances	122	5 (10%)	0 (0%)	2	125 (41%)
High / Low Voltage	17	2 (4%)	0 (0%)	2	17 (6%)
Power Outages	14	7 (15%)	2 (4%)	0	19 (6%)
Request for Service	9	2 (4%)	0 (0%)	0	11 (4%)
Street Lights / Poles	70	15 (31%)	4 (8%)	8	73 (24%)
Other	19	4 (8%)	1 (2%)	1	21 (7%)
Total	287	48	12 (25%)	16	307

2.0 Complaints Analysis

Monthly	Oct '06	Oct '07	Sep '07
Number of complaints received	306	351	226
Number of complaints resolved	187	179	107
Number of complaints unresolved	119	172	119
Resolution rate for complaints received	61%	51%	47%
No. of outstanding complaints resolved	133	73	47
Total number of complaints resolved	320	252	154

The total number of complaints received in October 2007 increased by 125 or 55% when compared to Sep '07. Using the same comparative period, the resolution rate for October 2007 increased by 8%. The number of complaints resolved for the current month increased by 72 or 67% and from a previous period (unresolved from Jan '03 to Sep '07) increased by 26 or 55%. The total number of complaints resolved overall increased by 98 or 64%. Similar to last month, ongoing industrial action by employees of the Service Provider has negatively impacted on the number of complaints resolved.

Cumulative	Jan - Oct '06	Jan - Oct '07	Nov '06 - Oct '07
Number of complaints received	3,272	3,766	4,400
Number of complaints resolved	2,707	3,056	3,650
Number of complaints unresolved	565	706	745
Number of complaints withdrawn	63	100	106
Resolution rate	84%	83%	85%

The cumulative number of complaints received and resolved from Jan - Oct '07 increased by 494 or 50% and increased by 349 or 13% respectively when compared to Jan - Oct '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 351 complaints recorded for Oct '07 were reported by 240 customers of which 121 or 50% were new customers. Table 3 shows the frequency of complaints where 148 customers made only one complaint whilst cumulatively 92 or 71% of our customers made more than one complaint. For the period Jan - Oct '07, 1562 customers made 3766 complaints to the RIC of which 1104 or 79% were new customers.

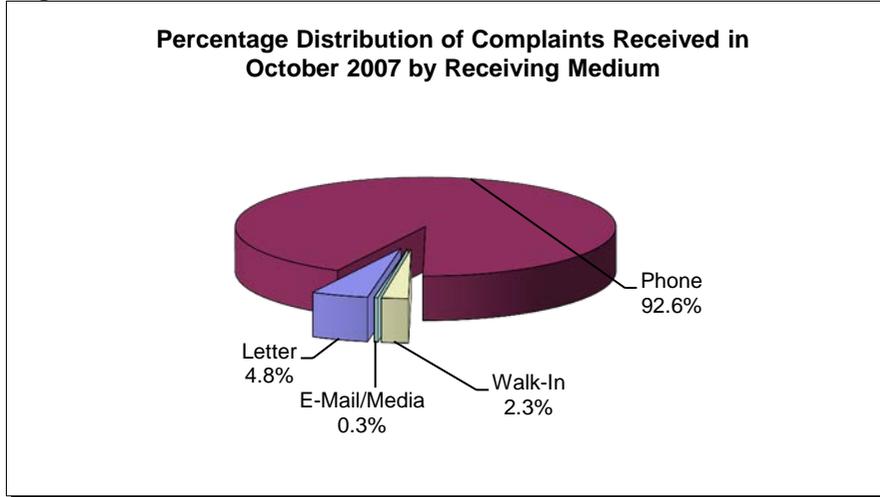
Table 3: Frequency of Complaints

No. of Complaints	No. of Oct '07 Customers	% of Repeated Customers Oct '07	No. of Customers Jan - Oct '07	% of Repeated Customers Jan - Oct '07
1	148	0	786	0
2	76	32	372	24
3	13	5	117	7
4	3	1	81	5
5	0	0	43	3
>6	0	0	163	10
0	240		1562	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2007 by receiving medium. The number of complaints received by Letter increased by 7 or 70%, Telephone increased by 115 or 55%, and Walk in increased by 4 or 100%.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2007 by Service Provider. The number of complaints filed against WASA have increased by 107 or 55% and those filed against T&TEC increased by 18 or 60% when compared to Sep '07.

Fig. 2

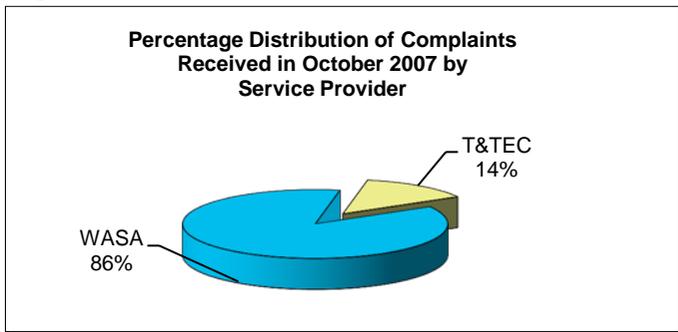
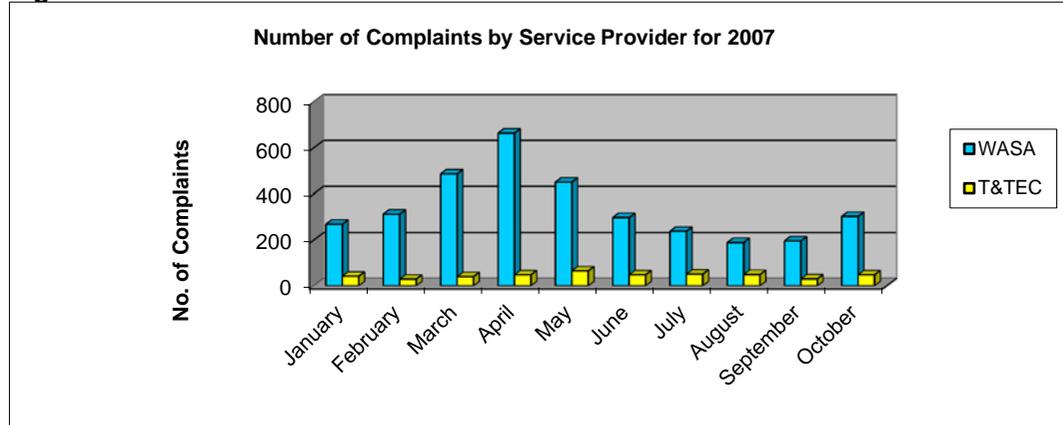


Fig. 3



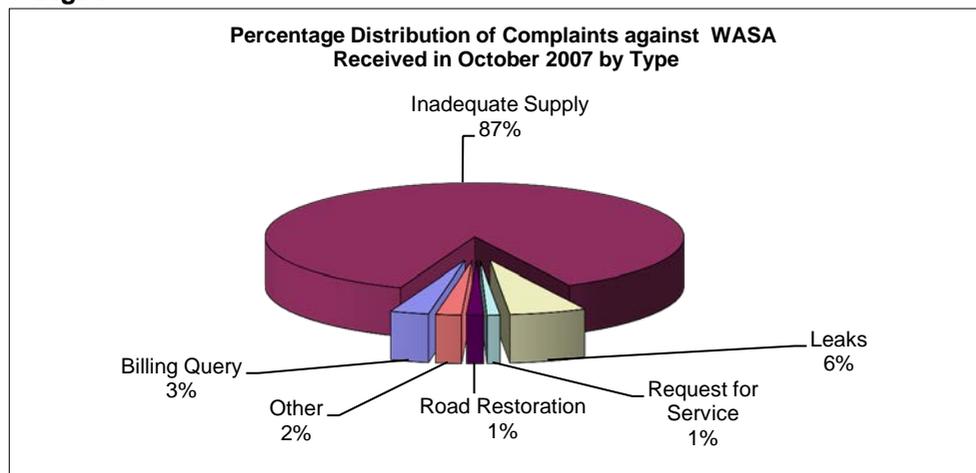
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2007 by type. When compared to Sep '07 the number of complaints related to Billing Queries decreased by 2 or 18%, Inadequate Supply increased by 97 or 58%, Leaks increased by 4 or 29%, Road Restoration increased by 2 or 200%, and the category Other increased by 2 or 100%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Sep 30, 2007	No of Complaints Received in Oct '07	No of Oct '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '07
Billing Query	267	9	0	0	276 (33%)
Inadequate Supply	376	263	163	48	428 (52%)
Leaks	21	18	4	8	27 (3%)
Request for Service	26	3	0	0	29 (4%)
Road Restoration	14	4	0	0	18 (2%)
Other	44	6	0	1	49 (6%)
Total	748	303	167	57	827

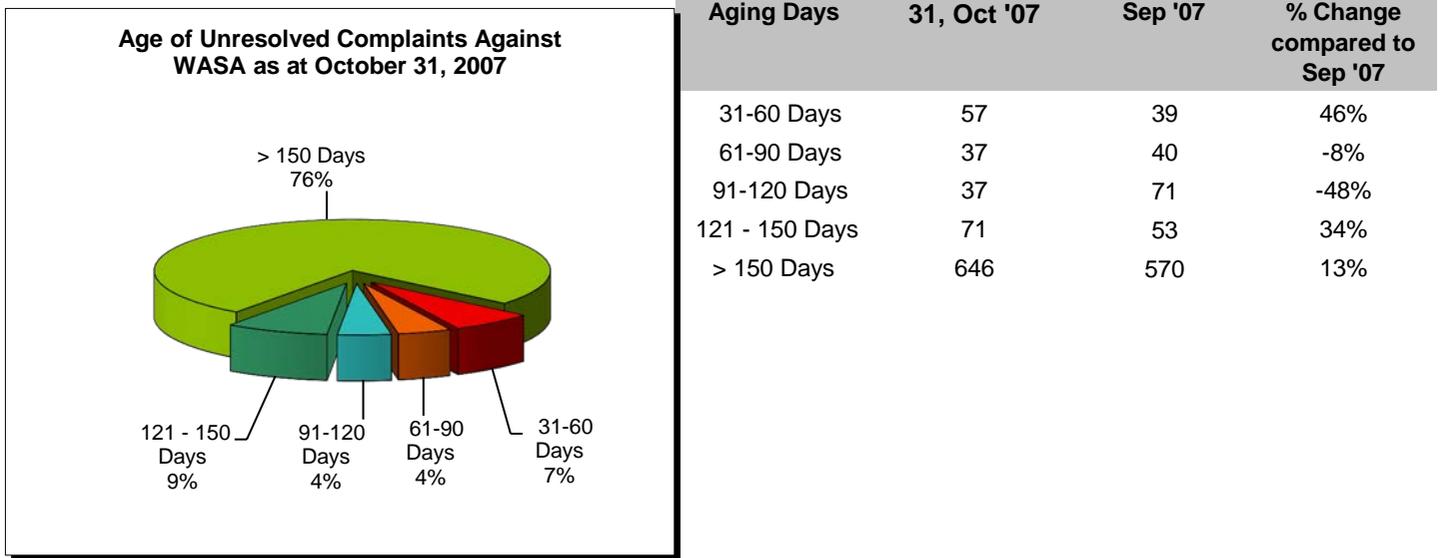
Fig. 4



Cumulative	Jan - Oct '07	Nov '06 - Oct '07
Number of complaints received	3,320	3,870
Number of complaints resolved	2,784	3,309
Number of complaints unresolved	536	561
Number of complaints withdrawn	96	101
Resolution rate	86%	88%

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 remained unresolved.

Fig. 5



Aging Days	31, Oct '07	Sep '07	% Change compared to Sep '07
31-60 Days	57	39	46%
61-90 Days	37	40	-8%
91-120 Days	37	71	-48%
121 - 150 Days	71	53	34%
> 150 Days	646	570	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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	10 (18%)	8 (22%)	13 (35%)	29 (41%)	236 (37%)	292 (35%)
Inadequate Supply	38 (67%)	24 (65%)	18 (49%)	36 (51%)	312 (48%)	376 (50%)
Leaks	3 (5%)	1 (3%)	1 (3%)	2 (3%)	20 (3%)	21 (3%)
Other	2 (4%)	2 (5%)	3 (8%)	2 (3%)	41 (6%)	44 (6%)
Request for Service	2 (4%)	1 (3%)	1 (3%)	(0%)	25 (4%)	26 (3%)
Road Restoration	2 (4%)	1 (3%)	1 (3%)	2 (3%)	12 (2%)	14 (2%)
	57	37	37	71	646	773

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

Complaint Type	Nov '06 - Oct '07	Jan - Oct '07	Oct '07
Billing Classification	13,629.00	13,629.00	-
Billing Query	254,148.00	238,218.00	56,017.00
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	\$ 348,400.00	\$332,470.00	\$ 56,017.00

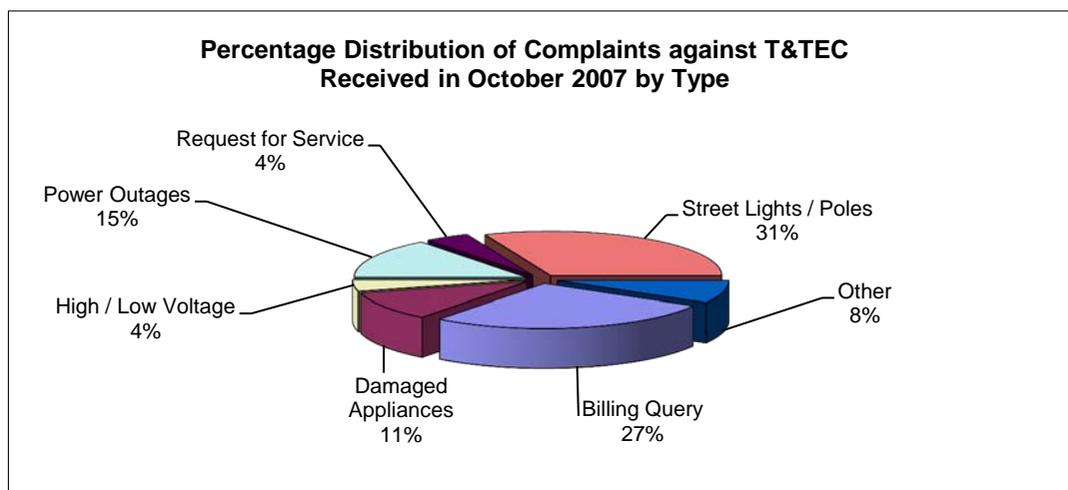
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in October 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in October 2007 by type. When compared to Sep '07, the number of complaints related to Billing Queries increased by 12 or 1200%, Damage Appliances increased by 3 or 150%, High/Low Voltage decreased by 1 or 33%, Power Outages increased by 1 or 17%, Request for Service increased by 1 or 100%, Street Lights/Poles increased by 1 or 7%, and the category Other increased by 1 or 33% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Sep 30, 2007	No of Complaints Received in Oct '07	No of Oct '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '07
Billing Query	36	13	5	3	41 (13%)
Damaged Appliances	122	5	0	2	125 (41%)
High / Low Voltage	17	2	0	2	17 (6%)
Power Outages	14	7	2	0	19 (6%)
Request for Service	9	2	0	0	11 (4%)
Street Lights / Poles	70	15	4	8	73 (24%)
Other	19	4	1	1	21 (7%)
Total	287	48	12	16	307

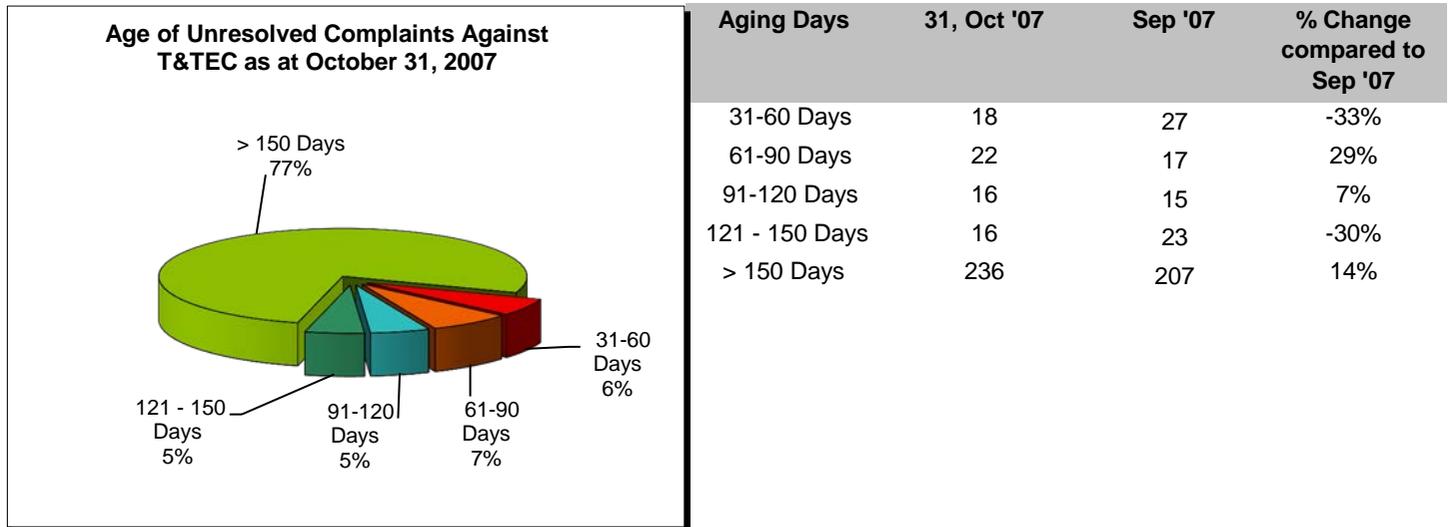
Fig. 6



Cumulative	Jan - Oct '07	Nov '06 - Oct '07
Number of complaints received	446	530
Number of complaints resolved	272	341
Number of complaints unresolved	170	184
Number of complaints withdrawn	4	5
Resolution rate	62%	65%

Figure 7 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. 7



Aging Days	31, Oct '07	Sep '07	% Change compared to Sep '07
31-60 Days	18	27	-33%
61-90 Days	22	17	29%
91-120 Days	16	15	7%
121 - 150 Days	16	23	-30%
> 150 Days	236	207	14%

The majority of complaints that are over 150 days relates to damaged appliances and street lights and poles as shown in Table 7.

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 (6%)	6 (27%)	4 (25%)	4 (25%)	26 (11%)	41 (13%)
Damaged Appliances	2 (11%)	2 (9%)	6 (38%)	3 (19%)	112 (47%)	125 (41%)
High / Low Voltage	1 (6%)	2 (9%)	3 (19%)	(0%)	11 (5%)	17 (6%)
Other	3 (17%)	2 (9%)	(0%)	3 (19%)	13 (6%)	21 (7%)
Power Outages	5 (28%)	5 (23%)	(0%)	1 (6%)	9 (4%)	20 (6%)
Request for Service	1 (6%)	1 (5%)	1 (6%)	2 (13%)	6 (3%)	11 (4%)
Street Lights / Poles	5 (28%)	4 (18%)	2 (13%)	3 (19%)	59 (25%)	73 (24%)
Totals	18	22	16	16	236	308

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

Complaint Type	Nov '06 - Oct '07	Jan - Oct '07	Oct '07
Billing Query	2,016.00	1,196.00	500.00
Damaged Appliance	17,699.00	12,174.00	-
Request for Service	-	-	-
	\$ 19,715.00	\$ 13,370.00	\$ 500.00

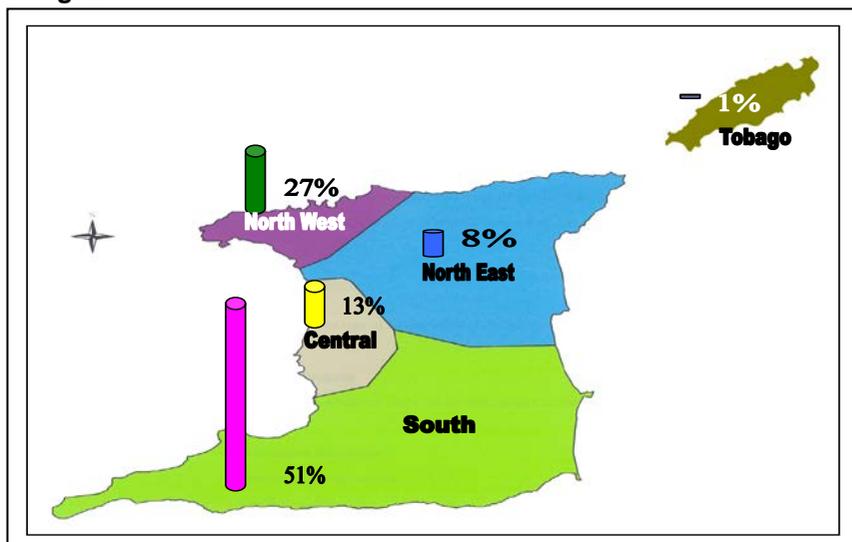
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in October 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	19 (6%)	9 (19%)	28 (8%)
North West	80 (26%)	14 (29%)	94 (27%)
Central	41 (14%)	4 (8%)	45 (13%)
South	163 (54%)	18 (38%)	181 (52%)
Tobago	0 (0%)	3 (6%)	3 (1%)
Total	303	48	351

Fig. 8



When compared to Sep '07, the number of complaints from the Central region increased by 27 or 150%, from the North East increased by 7 or 33%, from the North West increased by 43 or 84%, complaints from the South region increased by 45 or 33% while those from Tobago increased by 3 or 300%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Oct '07 .

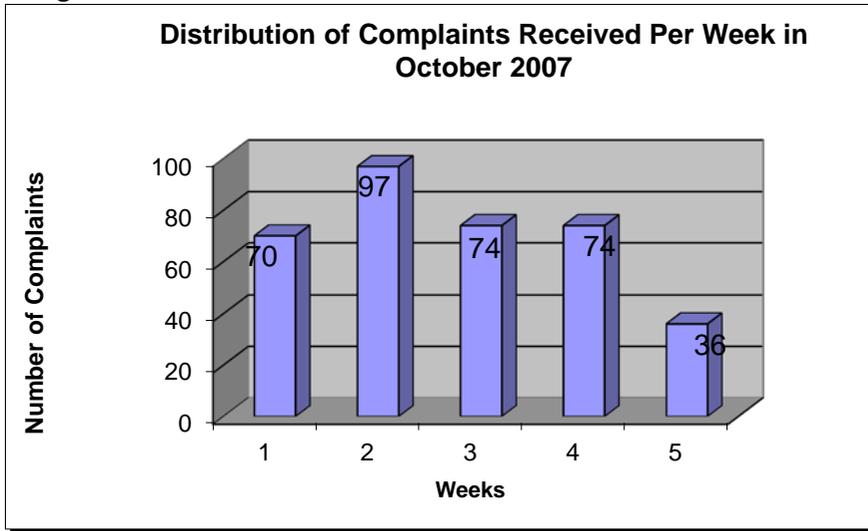
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	762
		South	Barrackpore	340
		South	Princes Town	206
		South	San Fernando	125
		South	Debe	89
		North West	Diego Martin	75
		South	Santa Flora	70
		South	Gasparillo	63
	Billing Query	North West	Glencoe	63
	Billing Query	Central	Flanagin Town	56
	Leaks	South	Rio Claro	37
T&TEC	Street Lights / Poles	South	Princes Town	16
	Street Lights / Poles	South	San Fernando	15
	Street Lights / Poles	South	Barrackpore	14
	High / Low Voltage	North West	Diego Martin	6

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in October 2007

Fig. 9



8.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved in favour of customers and service providers between Jan - Oct '07

