



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

October 2008

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in October 2008, as well as all outstanding complaints against Service Providers as at October 31, 2008.

Status	Oct '07	Oct '08	Nov '07 - Oct '08		
Number of complaints received	351	311	3,941		
Number of complaints resolved	179	163	3,033		
Number of complaints unresolved	172	148	791		
Number of complaints withdrawn	0	0	114		
<b>Resolution rate for complaints received</b>	<b>51%</b>	<b>52%</b>	<b>79%</b>		
No. of outstanding complaints resolved	73	67	39		
Total number of complaints resolved	<b>252</b>	<b>230</b>	<b>3,072</b>		
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$520,987</b>	WASA	\$264451
				T&TEC	\$256536

**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, 2008	No & % of Complaints Received in Oct '08	No & % of Complaints Resolved Oct '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '08
Billing Query	270	7 (2%)	0 (0%)	3	274 (26%)
Inadequate Supply	594	259 (91%)	157 (55%)	46	650 (62%)
Leaks	20	14 (5%)	3 (1%)	5	26 (2%)
Request for Service	36	0 (0%)	0 (0%)	0	36 (3%)
Road Restoration	15	1 (0%)	0 (0%)	0	16 (2%)
Other	50	4 (1%)	1 (0%)	1	52 (5%)
<b>Total</b>	<b>985</b>	<b>285</b>	<b>161(56%)</b>	<b>55</b>	<b>1,054</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 Sep 30, 2008	No & % of Complaints Received in Oct '08	No & % of Complaints Resolved Oct '08	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '08
Billing Query	25	6 (23%)	0 (0%)	3	28 (10%)
Damage Appliances	113	3 (12%)	0 (0%)	2	114 (42%)
High / Low Voltage	9	3 (12%)	0 (0%)	0	12 (4%)
Power Outages	33	3 (12%)	0 (0%)	3	33 (12%)
Request for Service	7	0 (0%)	0 (0%)	1	6 (2%)
Street Lights / Poles	51	9 (35%)	0 (0%)	3	57 (21%)
Other	23	2 (8%)	2 (8%)	0	23 (8%)
<b>Total</b>	<b>261</b>	<b>26</b>	<b>2 (8%)</b>	<b>12</b>	<b>273</b>

## 2.0 Complaints Analysis

Monthly	Oct '07	Oct '08	Sep '08
Number of complaints received	351	311	305
Number of complaints resolved	179	163	166
Number of complaints unresolved	172	148	139
Resolution rate for complaints received	51%	52%	54%
No. of outstanding complaints resolved	73	67	210
Total number of complaints resolved	252	230	376

The total number of complaints received in October 2008 increased by 6 or 2% when compared to Sep '08. Using the same comparative period, the resolution rate for October 2008 decreased by 4%. The number of complaints resolved for the current month decreased by 3 or 2% and from a previous period (unresolved from Jan '04 to Sep '08) decreased by 143 or 68%. The total number of complaints resolved overall decreased by 146 or 39%.

Cumulative	Jan - Oct '07	Jan - Oct '08	Nov '07 - Oct '08
Number of complaints received	3,766	3,394	3,941
Number of complaints resolved	3,056	2,550	3,033
Number of complaints unresolved	710	747	791
Number of complaints withdrawn	100	97	114
Resolution rate	83%	77%	79%

The cumulative number of complaints received and resolved from Jan - Oct '08 decreased by 372 or 36% and by 506 or 17% respectively when compared to Jan - Oct '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

## 3.0 Customer Analysis

The 311 complaints recorded for Oct '08 were reported by 218 customers of which 79 or 36% were new customers. Table 3 shows the frequency of complaints where 146 customers made only one complaint whilst cumulatively 72 or 62% of our customers made more than one complaint. For the period Jan - Oct '08, 1438 customers made 3394 complaints to the RIC of which 897 or 79% were new customers.

**Table 3: Frequency of Complaints**

No. of Complaints	No. of Oct '08 Customers	% of Repeated Customers Oct '08	No. of Customers Jan - Oct '08	% of Repeated Customers Jan - Oct '08
1	146	0	722	0
2	58	27	339	24
3	9	4	139	10
4	3	1	75	5
5	2	1	54	4
>6	0	0	109	8
0	218		1438	

#### 4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2008 by receiving medium. The number of complaints received by Letter decreased by 5 or 45%, Telephone increased by 12 or 4%, Walk in decreased by 3 or 75%, Outreach increased by 5 or 500% and e-mail/Media decreased by 3 or 60% when compared to Sep '08.

Fig. 1

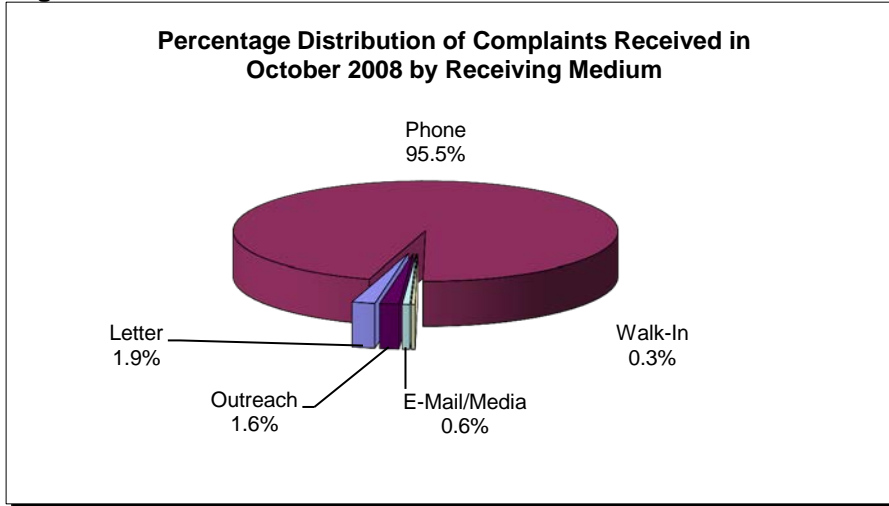


Figure 1 shows the percentage

#### 5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2008 by Service Provider. The number of complaints filed against WASA have increased by 4 or 1% and those filed against T&TEC increased by 2 or 8% when compared to Sep '08.

Fig. 2

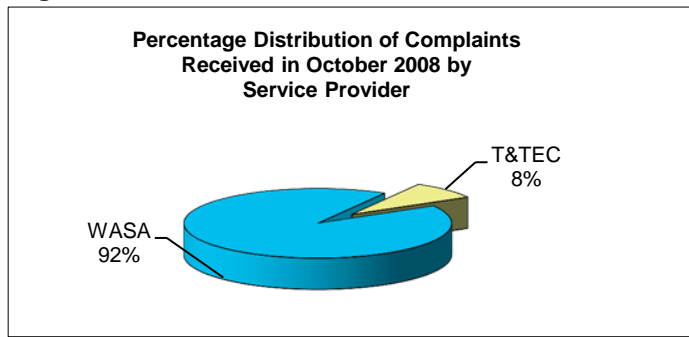
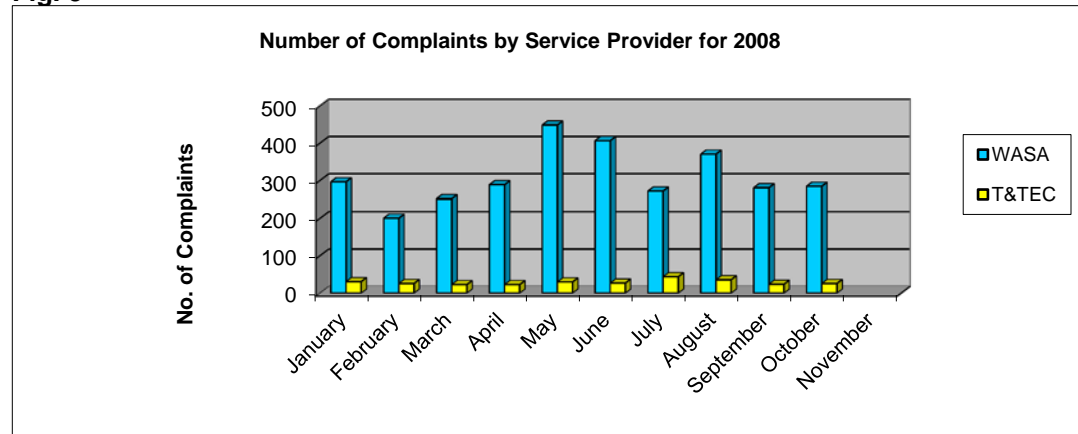


Fig. 3



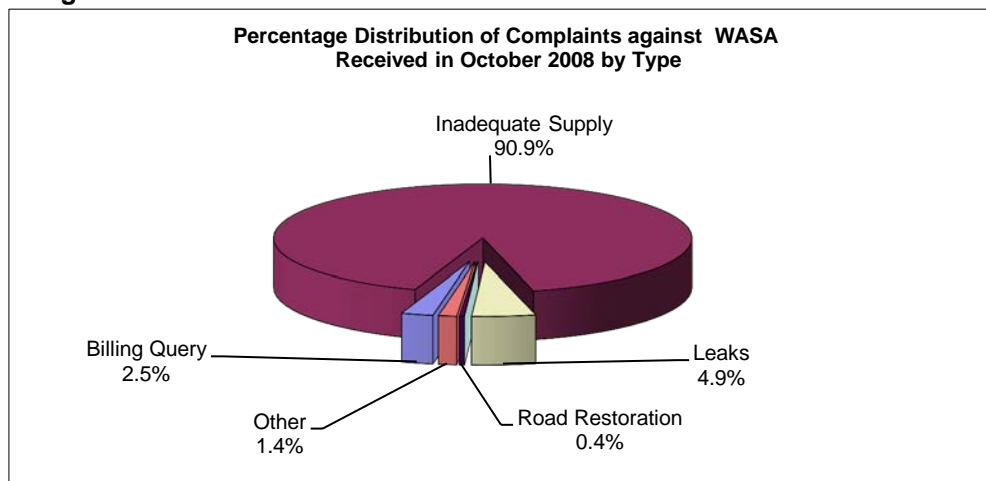
## 5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2008 by type. When compared to Sep '08 the number of complaints related to Billing Queries decreased by 5 or 42%, Inadequate Supply increased by 11 or 4%, Leaks decreased by 2 or 13%, and Road Restoration decreased by 1 or 100%.

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

Complaint Category	Total Unresolved Complaints as at Sep 30, 2008	No of Complaints Received in Oct '08	No of Oct '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '08
Billing Query	270	7	0	3	274 (26%)
Inadequate Supply	594	259	157	46	650 (62%)
Leaks	20	14	3	5	26 (2%)
Request for Service	36	0	0	0	36 (3%)
Road Restoration	15	1	0	0	16 (2%)
Other	50	4	1	1	52 (5%)
<b>Total</b>	<b>985</b>	<b>285</b>	<b>161</b>	<b>55</b>	<b>1054</b>

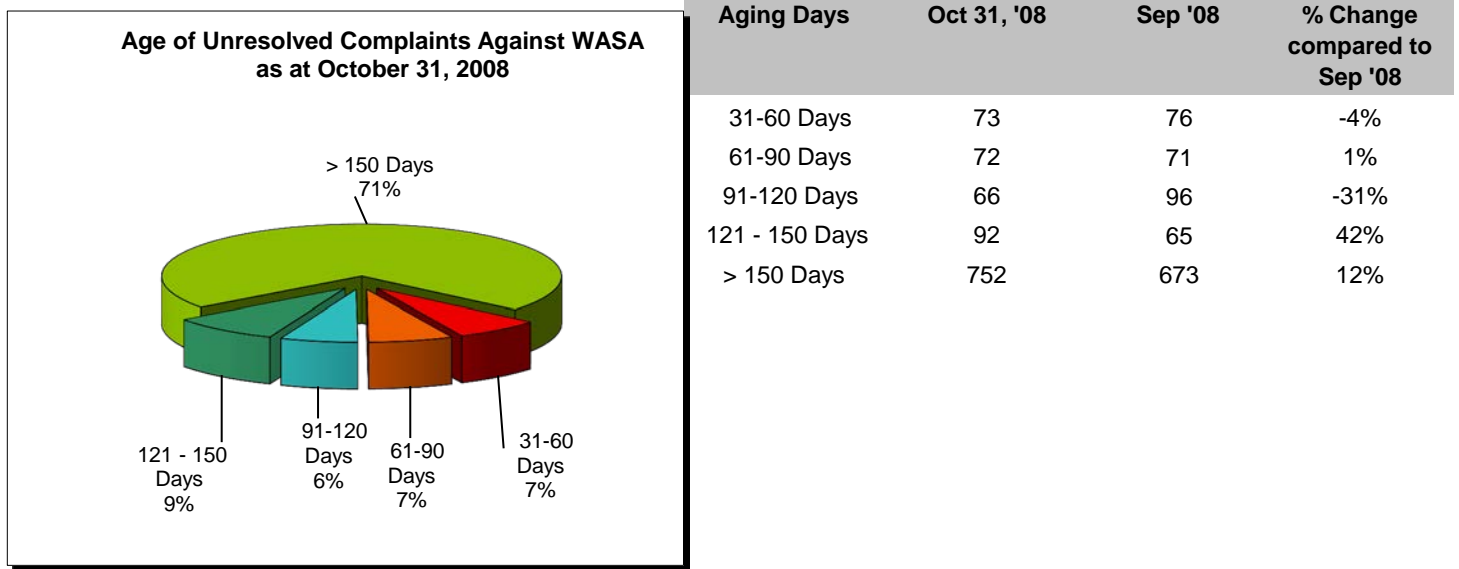
**Fig. 4**



Cumulative	Jan - Oct '08	Nov '07 - Oct '08
Number of complaints received	3,104	3,567
Number of complaints resolved	2,375	2,788
Number of complaints unresolved	636	667
Number of complaints withdrawn	93	109
Resolution rate	79%	81%

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	Oct 31, '08	Sep '08	% Change compared to Sep '08
31-60 Days	73	76	-4%
61-90 Days	72	71	1%
91-120 Days	66	96	-31%
121 - 150 Days	92	65	42%
> 150 Days	752	673	12%

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	8 (11%)	5 (7%)	10 (15%)	7 (8%)	244 (32%)	270 (26%)
Inadequate Supply	56 (77%)	61 (85%)	49 (74%)	79 (86%)	405 (54%)	591 (62%)
Leaks	5 (7%)	2 (3%)	1 (2%)	2 (2%)	16 (2%)	19 (2%)
Other	3 (4%)	1 (1%)	3 (5%)	2 (2%)	43 (6%)	50 (5%)
Request for Service	1 (1%)	(0%)	2 (3%)	1 (1%)	32 (4%)	36 (3%)
Road Restoration	(0%)	3 (4%)	1 (2%)	1 (1%)	12 (2%)	15 (2%)
	<b>73</b>	<b>72</b>	<b>66</b>	<b>92</b>	<b>752</b>	<b>981</b>

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

Complaint Type	Nov '07 - Oct '08	Jan - Oct '08	Oct '08
Billing Classification	7,270.00	286.00	-
Billing Query	241,744.00	139,210.00	-
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	15,437.00	13,137.00	-
	<b>\$ 264,451.00</b>	<b>\$152,633.00</b>	<b>\$ -</b>

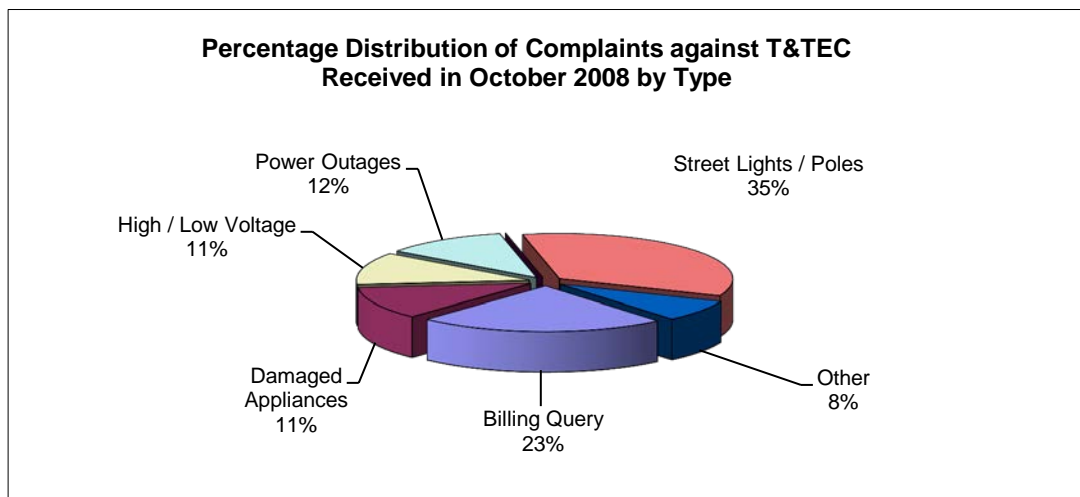
## 5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in October 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in October 2008 by type. When compared to Sep '08, the number of complaints related to Billing Queries increased by 3 or 100%, Damage Appliances increased by 2 or 200%, Power Outages decreased by 2 or 40%, Request for Service decreased by 2 or 100%, Street Lights/Poles increased by 4 or 80%, and the category Other decreased by 3 or 60% .

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Sep 30, 2008	No of Complaints Received in Oct '08	No of Oct '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '08
Billing Query	25	6	0	3	28 (10%)
Damaged Appliances	113	3	0	2	114 (42%)
High / Low Voltage	9	3	0	0	12 (4%)
Power Outages	33	3	0	3	33 (12%)
Request for Service	7	0	0	1	6 (2%)
Street Lights / Poles	51	9	0	3	57 (21%)
Other	23	2	2	0	23 (8%)
<b>Total</b>	<b>261</b>	<b>26</b>	<b>2</b>	<b>12</b>	<b>273</b>

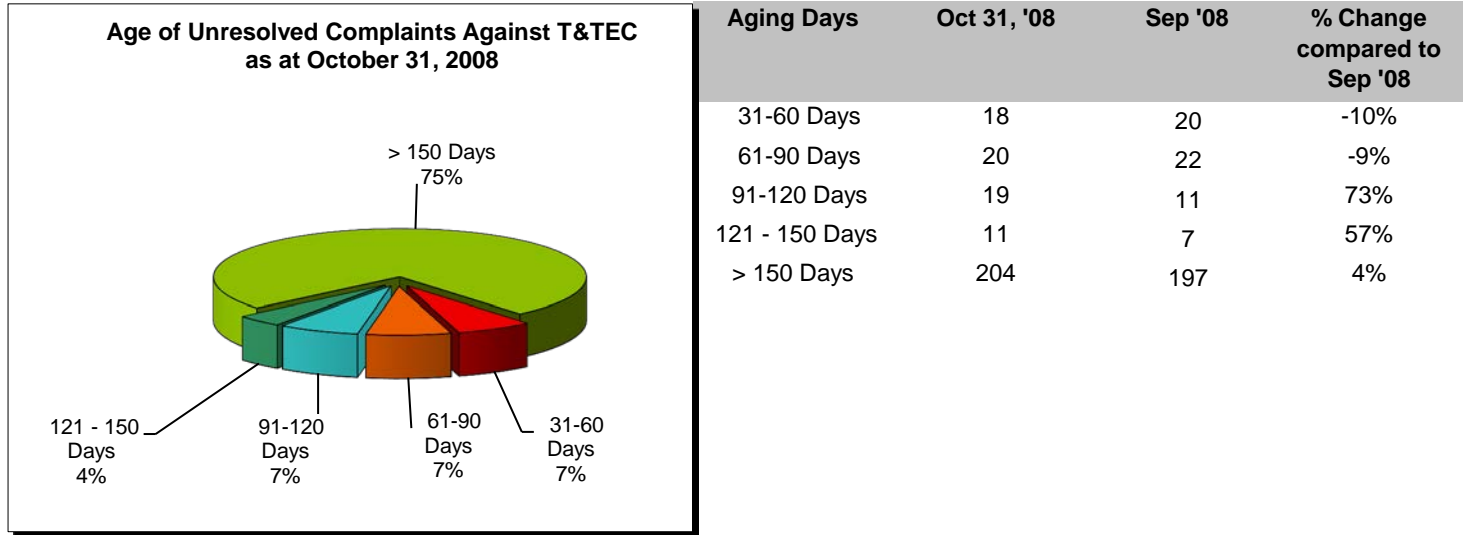
**Fig. 6**



Cumulative	Jan - Oct '08	Nov '07 - Oct '08
Number of complaints received	290	374
Number of complaints resolved	175	245
Number of complaints unresolved	111	124
Number of complaints withdrawn	4	5
Resolution rate	61%	66%

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	Oct 31, '08	Sep '08	% Change compared to Sep '08
31-60 Days	18	20	-10%
61-90 Days	20	22	-9%
91-120 Days	19	11	73%
121 - 150 Days	11	7	57%
> 150 Days	204	197	4%

The majority of complaints that are over 150 days relates to Damaged Appliances and Street Lights/ 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	3 (17%)	1 (5%)	1 (5%)	1 (9%)	22 (11%)	28 (10%)
Damaged Appliances	1 (6%)	8 (40%)	3 (16%)	2 (18%)	99 (49%)	113 (42%)
High / Low Voltage	3 (17%)	2 (10%)	(0%)	1 (9%)	6 (3%)	12 (4%)
Other	4 (22%)	2 (10%)	1 (5%)	1 (9%)	15 (7%)	23 (8%)
Power Outages	5 (28%)	5 (25%)	9 (47%)	4 (36%)	10 (5%)	33 (12%)
Request for Service	1 (6%)	(0%)	1 (5%)	1 (9%)	3 (1%)	6 (2%)
Street Lights / Poles	1 (6%)	2 (10%)	4 (21%)	1 (9%)	49 (24%)	57 (21%)
<b>Totals</b>	<b>18</b>	<b>20</b>	<b>19</b>	<b>11</b>	<b>204</b>	<b>272</b>

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

Complaint Type	Nov '07 - Oct '08	Jan - Oct '08	Oct '08
Billing Query	217,343.00	136,711.00	-
Damaged Appliance	39,193.00	37,193.00	-
Request for Service	-	-	-
	<b>\$ 256,536.00</b>	<b>\$ 173,904.00</b>	<b>\$ -</b>

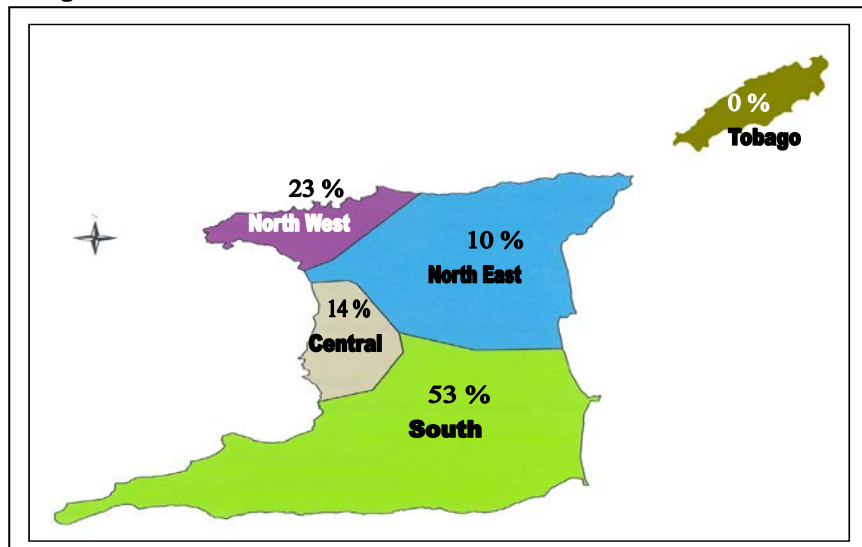
## 6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in October 2008 by geographic regions.

**Table 8: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	25 (9%)	5 (19%)	30 (10%)
North West	64 (22%)	9 (35%)	73 (23%)
Central	40 (14%)	4 (15%)	44 (14%)
South	156 (55%)	8 (31%)	164 (53%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>285</b>	<b>26</b>	<b>311</b>

**Fig. 8**



When compared to Sep '08, the number of complaints from the Central region increased by 21 or 91%, from the North East decreased by 10 or 25%, from the North West increased by 21 or 40%, complaints from the South region decreased by 24 or 13% 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 Jan - Oct '08 .

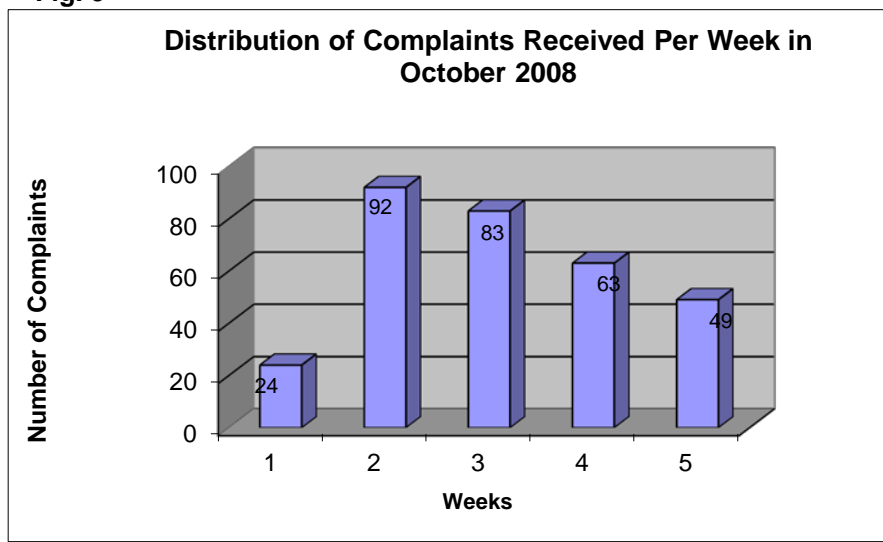
**Table 9: Problematic Areas**

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	54
			Cunupia	51
			Talparo	40
		North East	Arima	91
			D'Abadie	30
			St. Joseph	20
		North West	Glencoe	92
			Diego Martin	56
			Port of Spain	30
		South	Barrackpore	395
			Penal	336
			Princes Town	242
			Siparia	127
T&TEC	Street Lights / Poles	South	Penal	11
		South	Princes Town	11
		South	Barrackpore	11
		South	San Fernando	7

## 7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in October 2008

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 '08

