



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

October 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in October 2009, as well as all outstanding complaints Service Providers as at October 31, 2009.

Status	Oct '08	Oct '09	Nov '08 - Oct '09		
Number of complaints received	311	293	4,139		
Number of complaints resolved	163	171	3,316		
Number of complaints unresolved	148	122	720		
Number of complaints withdrawn	0	0	99		
Resolution rate for complaints received	52%	58%	82%		
No. of outstanding complaints resolved	67	381	230		
Total number of complaints resolved	230	552	3,546		
Rebate/compensation awarded to customers	TT\$0	TT\$0	TT\$767,291	WASA	\$45%
				T&TEC	\$31%

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, '09	No & % of Complaints Received in Oct '09	No & % of Oct '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '09
Billing Query	278	17 (6%)	0 (0%)	13	282 (26%)
Inadequate Supply	897	234 (85%)	160 (58%)	339	632 (57%)
Leaks	36	17 (6%)	6 (2%)	1	46 (4%)
Request for Service	44	0 (0%)	0 (0%)	0	44 (4%)
Road Restoration	22	5 (2%)	0 (0%)	1	26 (2%)
Other	74	1 (0%)	0 (0%)	3	72 (7%)
Total	1351	274	166 (61%)	357	1102

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, '09	No & % of Complaints Received in Oct '09	No & % of Oct '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '09
Billing Query	28	1 (5%)	1 (5%)	3	25 (11%)
Damage Appliances	104	1 (5%)	0 (0%)	7	98 (45%)
High / Low Voltage	5	0 (0%)	0 (0%)	2	3 (1%)
Power Outages	10	1 (5%)	0 (0%)	2	9 (4%)
Request for Service	11	0 (0%)	0 (0%)	0	11 (5%)
Street Lights / Poles	48	11 (58%)	1 (5%)	8	50 (23%)
Other	24	5 (26%)	3 (16%)	2	24 (11%)
Total	230	19	5 (26%)	24	220

2.0 Complaints Analysis

Monthly	Oct '08	Oct '09	Sep '09
Number of complaints received	311	293	565
Number of complaints resolved	163	171	330
Number of complaints unresolved	148	122	235
Resolution rate for complaints received	52%	58%	58%
No. of outstanding complaints resolved	67	381	230
Total number of complaints resolved	230	552	560

The total number of complaints received in October 2009 decreased by 272 or 48% when compared to Sep '09. Using the same comparative period, the resolution rate for October 2009 was the same. The number of complaints resolved for the current month decreased by 159 or 48% and from a previous period (unresolved from Jan '03 to Sep '09) increased by 151 or 66%. The total number of complaints resolved overall decreased by 8 or 1%.

Cumulative	Jan '08 - Oct '08	Jan '09 - Oct '09	Nov '08 - Oct '09
Number of complaints received	3,394	3,661	4,139
Number of complaints resolved	2,550	2,863	3,316
Number of complaints unresolved	844	721	720
Number of complaints withdrawn	97	77	99
Resolution rate	77%	80%	82%

The cumulative number of complaints received and resolved from Jan '09 - Oct '09 increased by 267 or 38% and by 313 or 12% respectively when compared to Jan '08 - Oct '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 293 complaints recorded for Oct '09 were reported by 202 customers of which 76 or 38% were new customers. Table 3 shows the frequency of complaints where 132 customers made only one complaint whilst cumulatively 70 or 61% of our customers made more than one complaint. For the period Jan '09- Oct '09, 1512 customers made 3661 complaints to the RIC of which 928 or 79% were new customers.

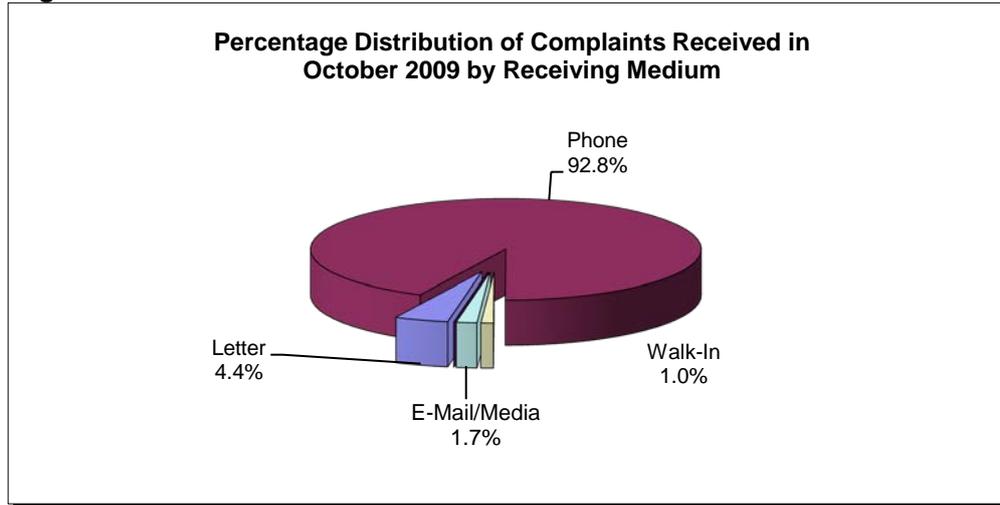
Table 3: Frequency of Complaints

No. of Complaints	No. of Oct '09 Customers	% of Repeat Customers for Oct '09	No. of Customers from Jan '09- Oct '09	% of Repeat Customers from Jan '09- Oct '09
1	132	0	749	0
2	54	27	379	25
3	12	6	107	7
4	3	1	97	6
5	1	0	44	3
>6	0	0	136	9
	202		1512	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in October 2009 by receiving medium. The number of complaints received by Letter increased by 3 or 30%, Telephone decreased by 251 or 48%, Walk in decreased by 1 or 25%, and e-mail/Media decreased by 1 or 17% when compared to Sep '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in October 2009 by Service Provider. The number of complaints filed against WASA have decreased by 268 or 49% and those filed against T&TEC decreased by 4 or 17% when compared to Sep '09.

Fig. 2

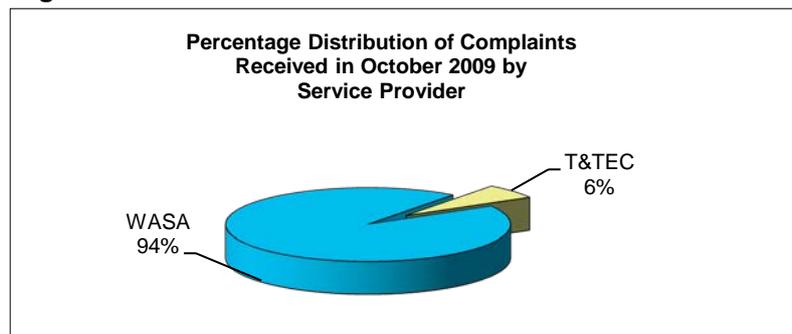
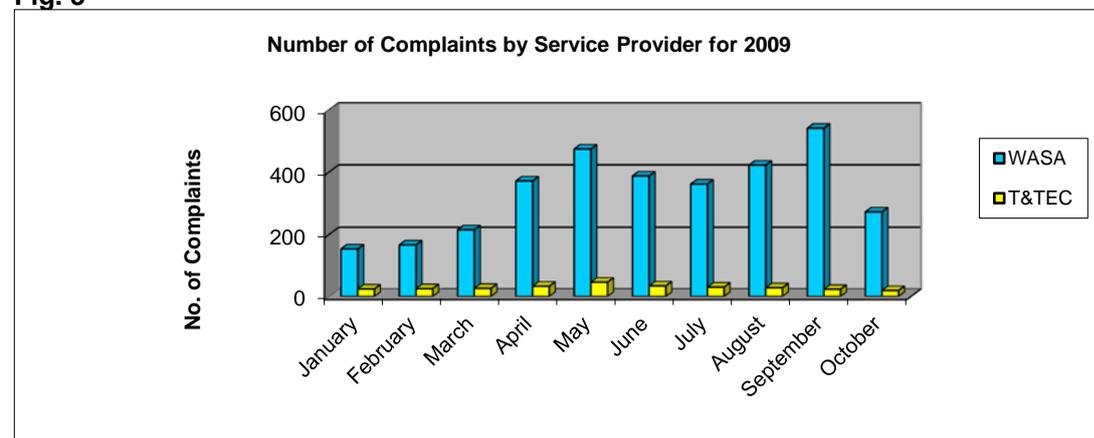


Fig. 3



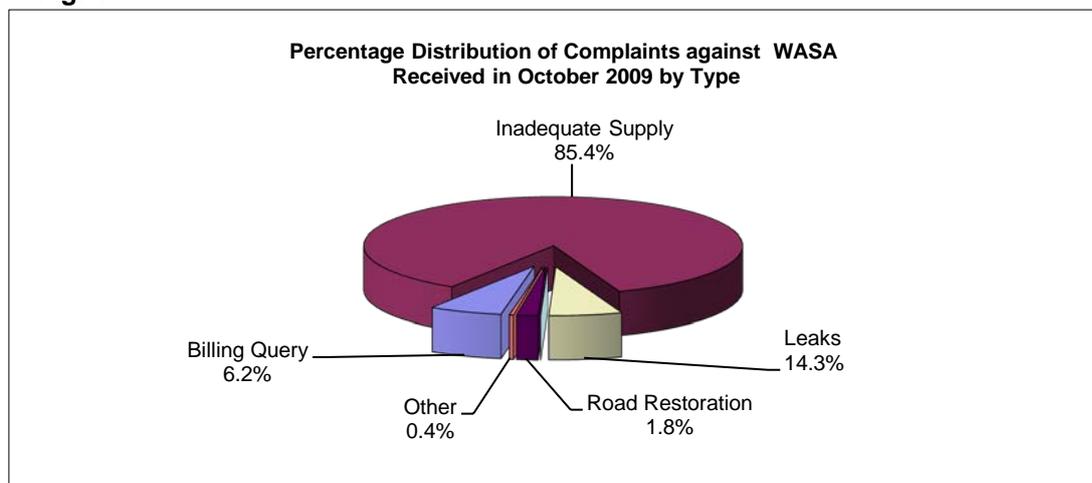
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in October 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in October 2009 by type. When compared to Sep '09 the number of complaints related to Billing Queries increased by 6 or 55%, Inadequate Supply decreased by 259 or 53%, Leaks decreased by 12 or 41%, Road Restoration decreased by 4 or 100%, and the category Other increased by 3 or 150%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Sep 30, '09	No of Complaints Received in Oct '09	No of Complaints Resolved Oct '09	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '09
Billing Query	278	17	0	13	282 (26%)
Inadequate Supply	897	234	160	339	632 (57%)
Leaks	36	17	6	1	46 (4%)
Request for Service	44	0	0	0	44 (4%)
Road Restoration	22	5	0	1	26 (2%)
Other	74	1	0	3	72 (7%)
Total	1351	274	166	357	1102

Fig. 4



Cumulative	Jan '09- Oct '09	Nov '08 - Oct '09
Number of complaints received	3,373	3,758
Number of complaints resolved	2,664	3,031
Number of complaints unresolved	633	628
Number of complaints withdrawn	76	95
Resolution rate	81%	83%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

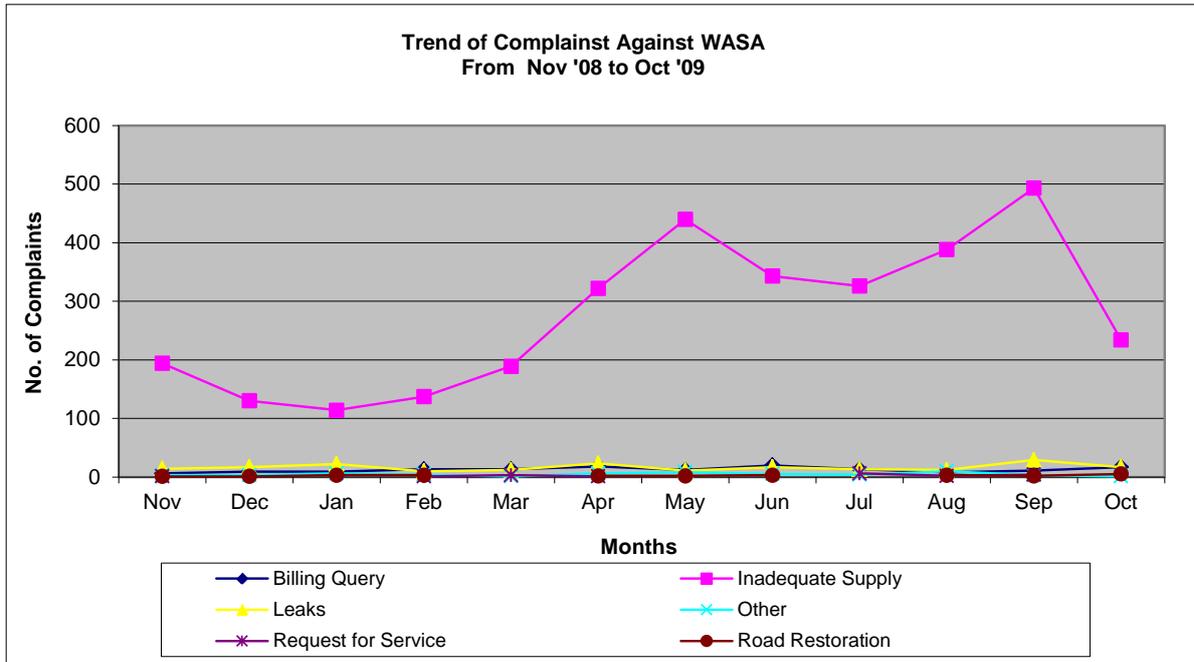
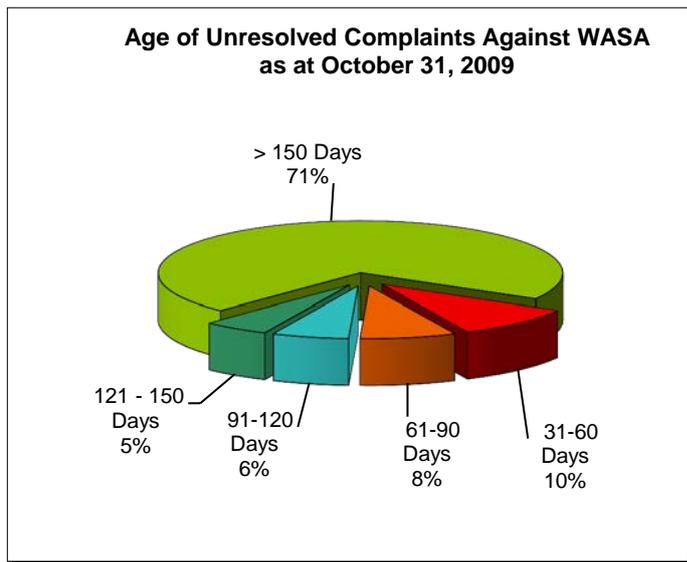


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Oct '09	Sep '09	% Change Sep
31-60 Days	107	121	-12%
61-90 Days	84	96	-13%
91-120 Days	67	80	-16%
121 - 150 Days	58	99	-41%
> 150 Days	781	945	-17%

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					To
	31-60	61-90	91-120	121-150	> 150	
Billing Query	10 (9%)	7 (8%)	10 (15%)	12 (21%)	245 (31%)	277
Inadequate Supply	79 (74%)	63 (75%)	46 (69%)	39 (67%)	399 (51%)	888
Leaks	10 (9%)	4 (5%)	3 (4%)	4 (7%)	24 (3%)	36
Other	3 (3%)	6 (7%)	2 (3%)	2 (3%)	59 (8%)	74
Request for Service	4 (4%)	2 (2%)	6 (9%)	0 (0%)	32 (4%)	44
Road Restoration	1 (1%)	2 (2%)	0 (0%)	1 (2%)	22 (3%)	22
	107	84	67	58	781	1341

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

Complaint Type	Nov '08 - Oct '09	Jan '09- Oct '09	Oct '09
Billing Classification	47,613.00	47,613.00	-
Billing Query	366,455.00	359,330.00	-
Damage to Property	20,000.00	20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	18,630.00	-
	\$ 452,698.00	\$ 445,573.00	\$ -

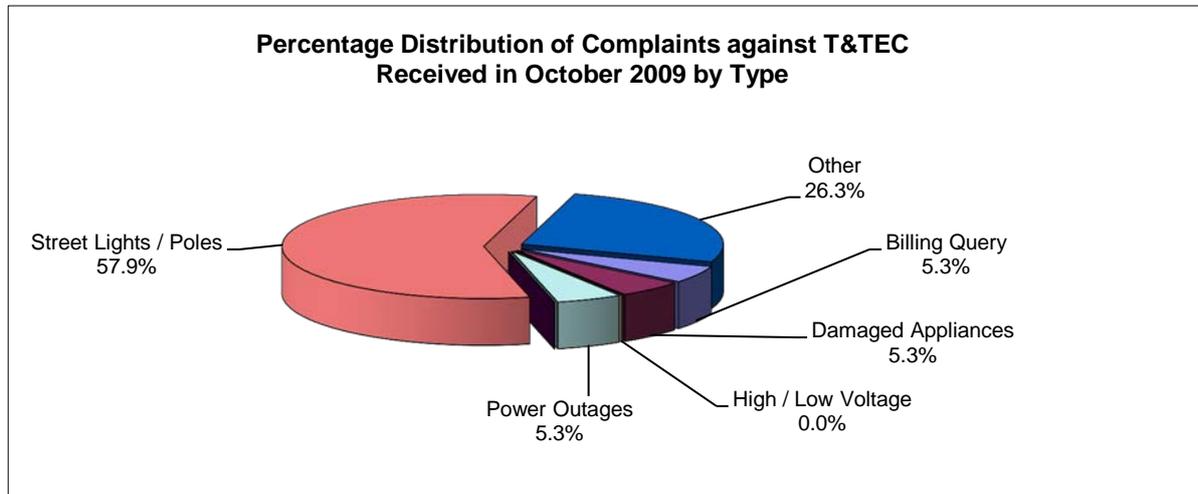
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in October 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in October 2009 by type. When compared to Sep '09, the number of complaints related to Billing Queries decreased by 6 or 86%, Damage Appliances increased by 1 or 100%, High/ Low Voltage decreased by 2 or 100%, Request for Service decreased by 3 or 100%, Street Lights/Poles increased by 2 or 22%, and the category Other increased by 4 or 400% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Sep 30, '09	No of Complaints Received in Oct '09	No of Oct '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Oct 31, '09
Billing Query	28	1	1	3	25 (11%)
Damaged Appliances	104	1	0	7	98 (45%)
High / Low Voltage	5	0	0	2	3 (1%)
Power Outages	10	1	0	2	9 (4%)
Request for Service	11	0	0	0	11 (5%)
Street Lights / Poles	48	11	1	8	50 (23%)
Other	24	5	3	2	24 (11%)
Total	230	19	5	24	220

Fig. 7



Cumulative	Jan '09- Oct '09	Nov '08 - Oct '09
Number of complaints received	288	381
Number of complaints resolved	199	285
Number of complaints unresolved	88	92
Number of complaints withdrawn	1	4
Resolution rate	69%	76%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

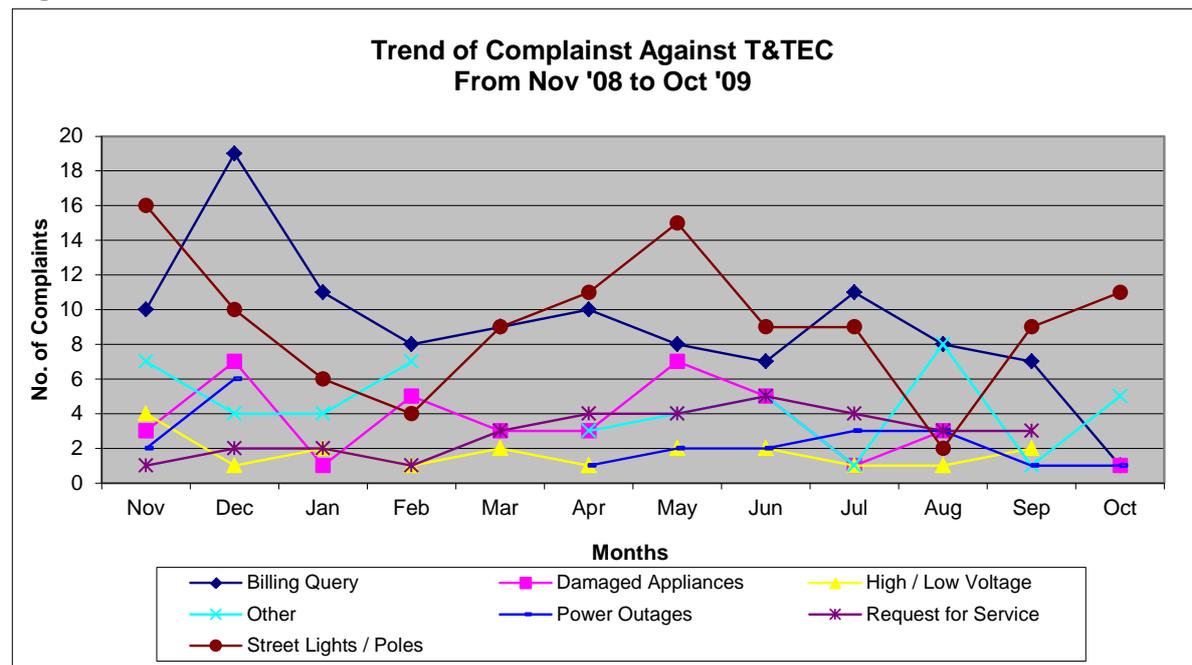
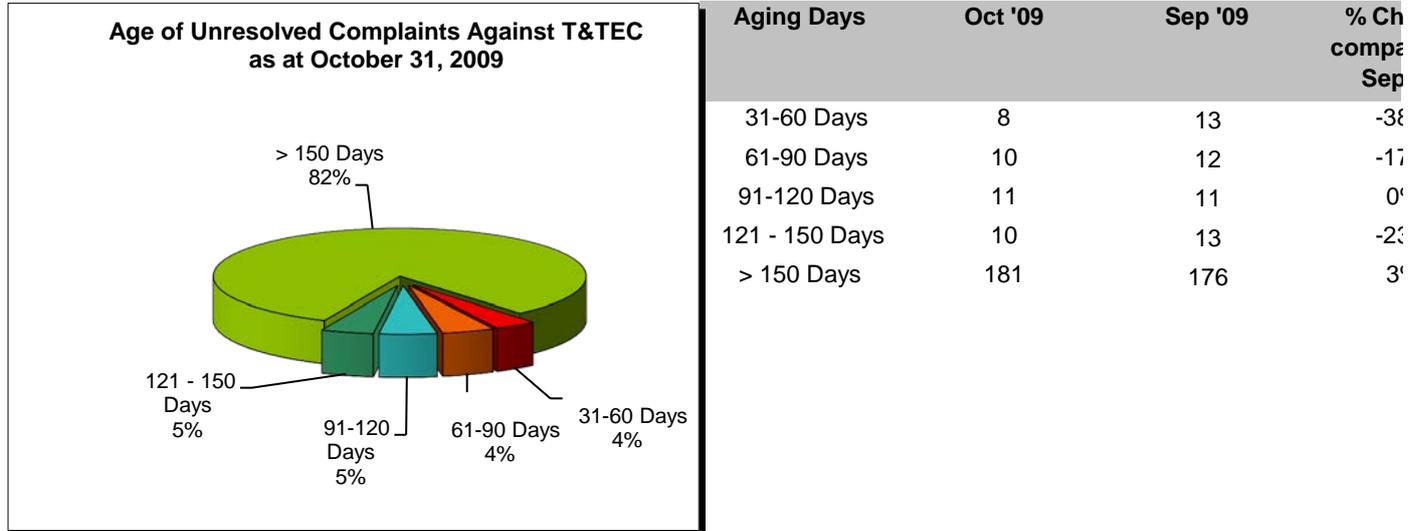


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Oct '09	Sep '09	% Change Sep
31-60 Days	8	13	-38
61-90 Days	10	12	-17
91-120 Days	11	11	0
121 - 150 Days	10	13	-23
> 150 Days	181	176	3

The majority of complaints that are over 150 days relates to Damaged Appliances as shown in Table 7.

Table 7: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	2 (25%)	2 (20%)	1 (9%)	1 (10%)	19 (10%)	25
Damaged Appliances	0 (0%)	2 (20%)	1 (9%)	2 (20%)	93 (51%)	98
High / Low Voltage	1 (13%)	0 (0%)	1 (9%)	0 (0%)	1 (1%)	3
Other	0 (0%)	5 (50%)	1 (9%)	2 (20%)	16 (9%)	24
Power Outages	0 (0%)	0 (0%)	1 (9%)	0 (0%)	8 (4%)	9
Request for Service	2 (25%)	1 (10%)	3 (27%)	2 (20%)	3 (2%)	11
Street Lights / Poles	3 (38%)	0 (0%)	3 (27%)	3 (30%)	41 (23%)	50
Totals	8	10	11	10	181	220

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

Complaint Type	Nov '08 - Oct '09	Jan '09- Oct '09	Oct '09
Billing Query	51,530.00	51,323.00	-
Damaged Appliance	61,913.00	61,913.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	59,358.00	39,358.00	-
	\$ 314,593.00	\$ 294,386.00	\$ -

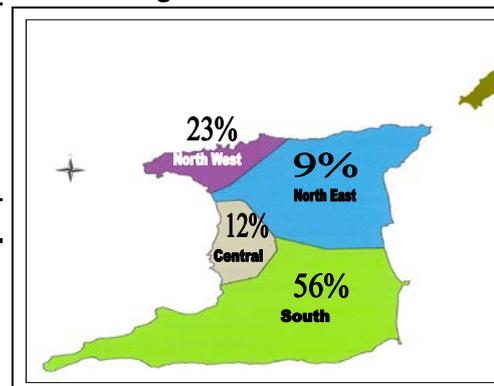
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in October 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	19 (7%)	7 (37%)	26 (9%)
North West	64 (23%)	2 (11%)	66 (23%)
Central	35 (13%)	1 (5%)	36 (12%)
South	155 (57%)	8 (42%)	163 (56%)
Tobago	1 (0%)	1 (5%)	2 (1%)
Total	274	19	293

Fig. 10



When compared to Sep '09, the number of complaints from the Central region decreased by 13 or 27%, from the North East decreased by 21 or 45%, from the North West decreased by 14 or 18%, complaints from the South region decreased by 226 or 58% while those from Tobago increased by 2 or 200%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Oct '09 .

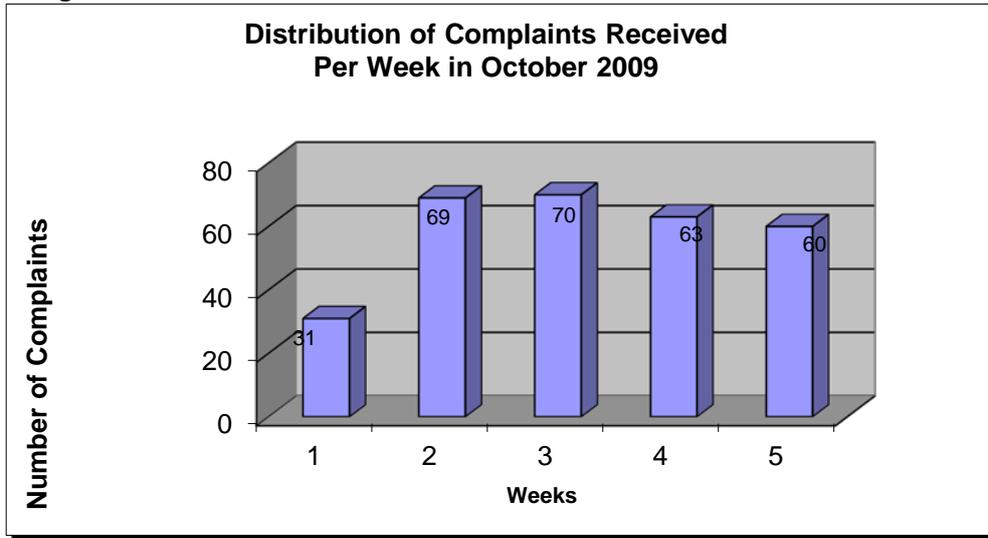
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Freeport	58
			Cunupia	53
			Las Lomas No.	36
		North East	Talparo	21
			Arima	17
			Arouca	13
		North West	Diego Martin	81
			San Juan	64
			St. Anns	53
			South	Penal
		South	Barrackpore	307
			Princes Town	249
			Siparia	189
T&TEC	Street Lights / Poles	North East	Arima	9
		South	Barrackpore	6
		South	Princes Town	6
		South	Princes Town	6

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in October 2009

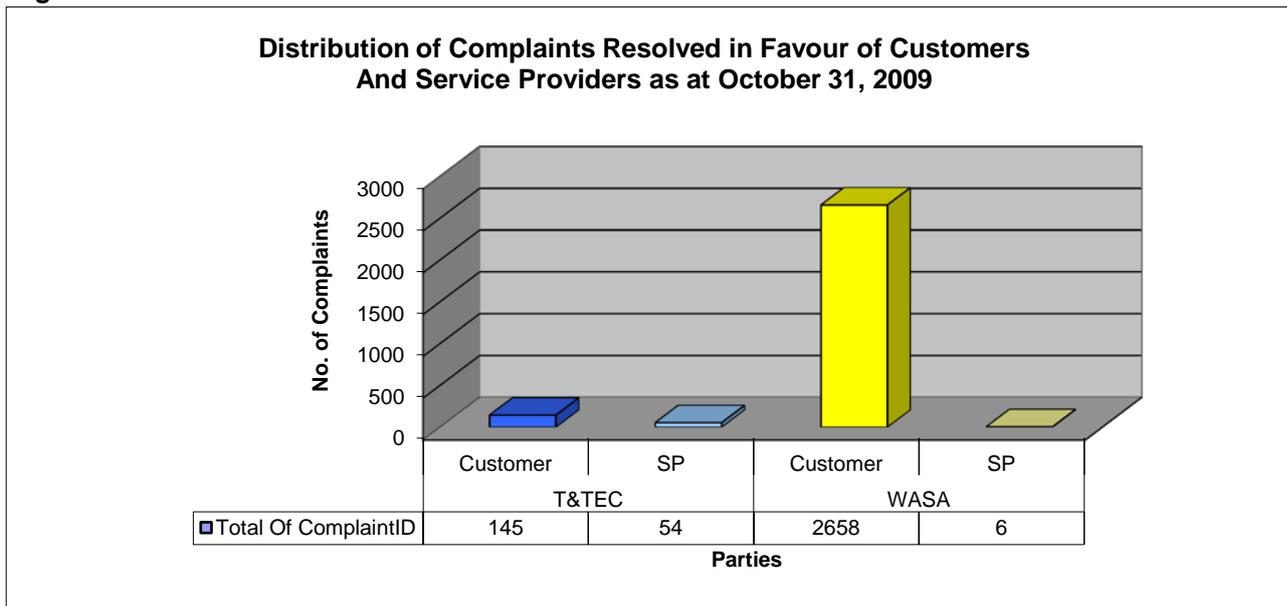
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Oct '09

Fig. 12



against

2698
4593

Change
compared to
2009

2%

3%

3%

1%

7%

tal
(26%)
(57%)
(4%)
(7%)
(4%)
(2%)

Change
Compared to
2009

3%

7%

%

3%

%

Total
(11%)
(45%)
(1%)
(11%)
(4%)
(5%)
(23%)

