



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report September 2002

This report provides an analysis of all complaints received in September 2002, as well as all outstanding complaints by Service Provider.

1.0 Complaints Analysis

Monthly	Sep 2001	Sep 2002
Number of complaints received	79	33
Number of complaints resolved	42	21
Number of complaints unresolved	37	12
Resolution rate for complaints received in September	53%	64%
No. of previous outstanding complaints resolved in September	18	7
Total number of complaints resolved in September	60	28

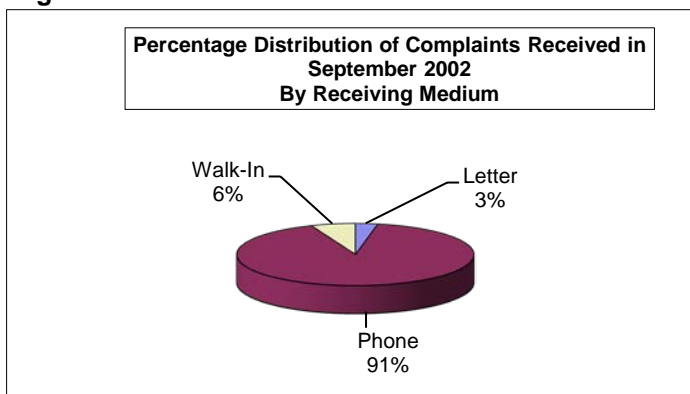
The comparative resolution rate for September 2002 is higher than that of September 2001 and this may be attributed to the fewer number of complaints received. Apart from the number of complaints received, there are other factors that impact on the monthly resolution rate such as, the timing of the complaints and the nature of the complaints received, as some may require investigation and reports by the Service Providers.

Cumulative	Jan - Sep '01	Jan - Sep '02
Number of complaints received	651	450
Number of complaints resolved	540	389
Number of complaints unresolved	111	61
Resolution rate	83%	86%

2.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints received in September 2002 by receiving medium

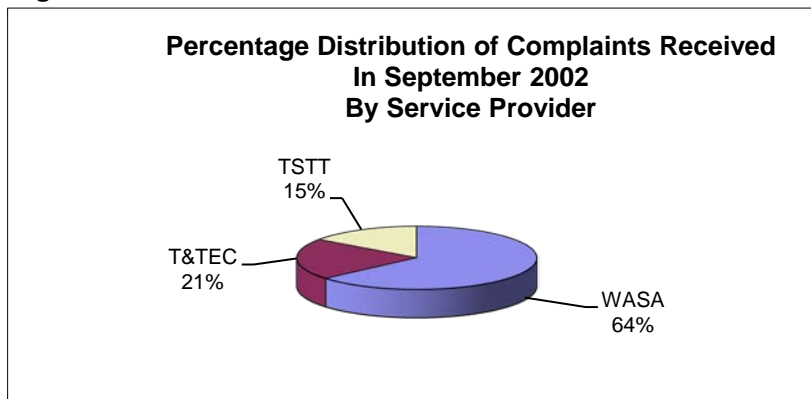
Fig: 1



3.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2002 by Service Provider

Fig: 2



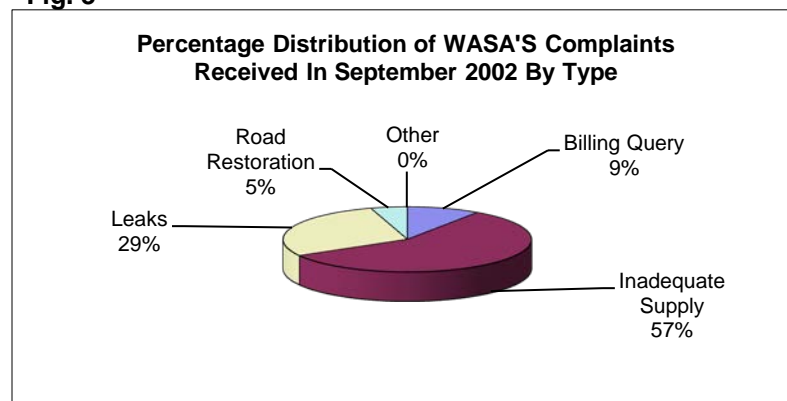
3.1 Complaints Filed Against The Water and Sewerage Authority

Table 1 shows the number of complaints received against WASA in September 2002 by type and their status, as well as, the type and number of all unresolved complaints as at September 30, 2002. **Figure 3** shows the percentage distribution of the complaints received in September 2002 by type.

Table:1

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	2	0	2	0	17
Inadequate Supply	12	11	1	2	1
Leaks	6	4	2	1	2
Road Restoration	1	1	0	0	2
Other	0	0	0	0	2
Total	21	16	5	3	24

Fig. 3



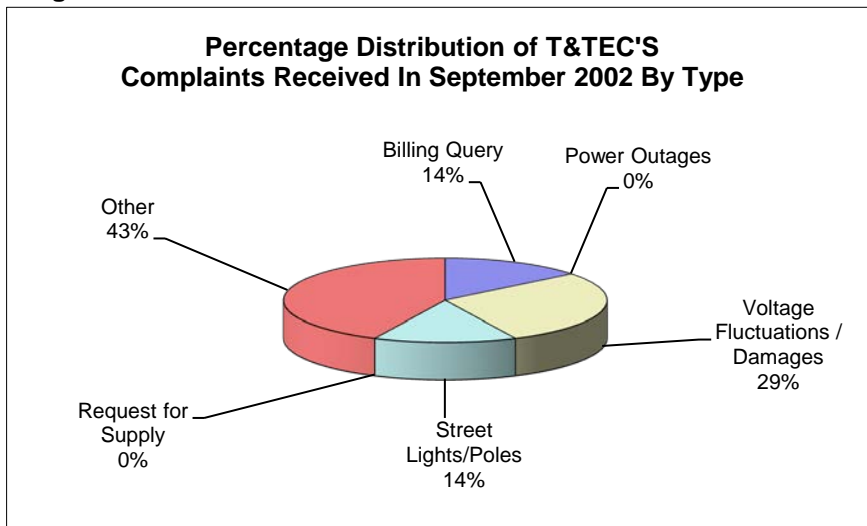
3.2 Complaints Filed Against Trinidad and Tobago Electricity Commission

Table 2 shows the number of complaints received against T&TEC in September 2002 by type and their status, as well as, the type and number of all unresolved complaints as at September 30, 2002. **Figure 4** shows the percentage distribution of the complaints received in September 2002 by type.

Table:2

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	1	0	1	0	3
Power Outages	0	0	0	1	2
Volt. Fluct /Damages	2	1	1	0	7
Street Lights/Poles	1	0	1	1	2
Request for Supply	0	0	0	1	2
Other	3	2	1	0	5
Total	7	3	4	3	21

Fig. 4



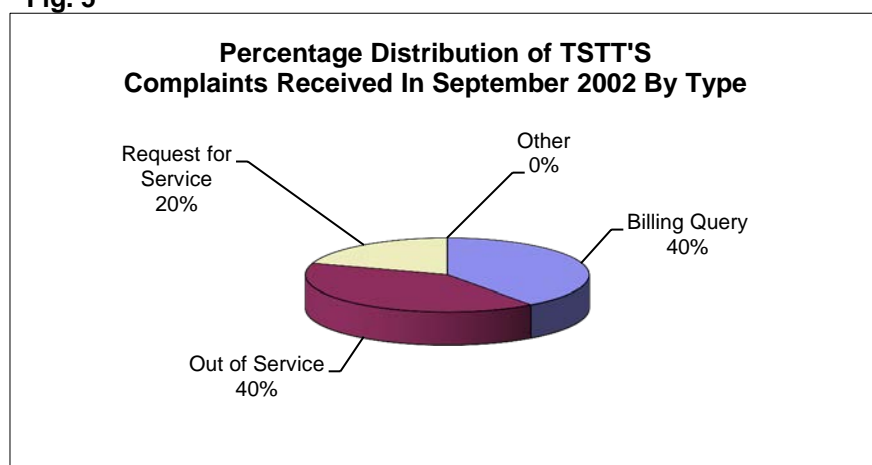
3.3 Complaints Filed Against Telecommunications Services of Trinidad and Tobago Ltd.

Table 3 shows the number of complaints received against TSTT in September 2002 by type and their status, as well as, the type and number of all unresolved complaints as at September 30, 2002. **Figure 5** shows the percentage distribution of the complaints received in September 2002 by type.

Table:3

Complaint Type	Complaints Received	Complaints Resolved	Complaints Unresolved	Complaints Resolved From Previous Period	Total Unresolved Complaints For 2002
Billing Query	2	0	2	0	9
Out of Service	2	2	0	1	1
Request for Service	1	0	1	0	4
Other	0	0	0	0	2
Total	5	2	3	1	16

Fig. 5



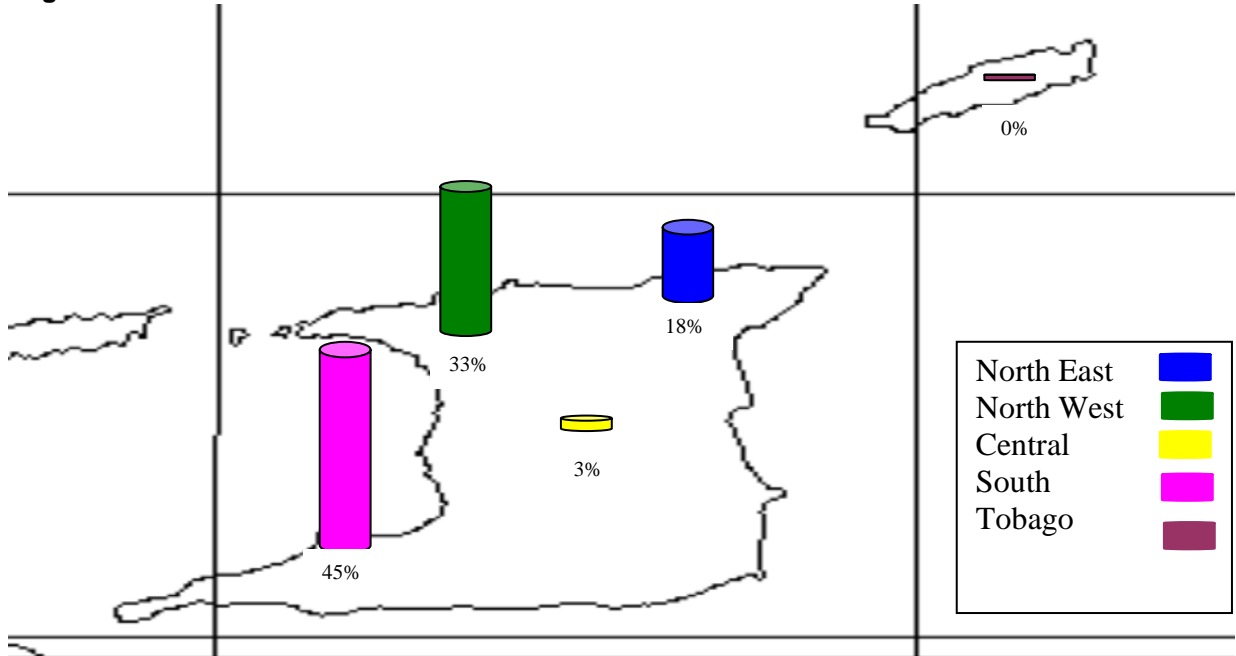
4.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 4 shows the number of complaints received against the three Service Provider grouped into five geographic regions. **Figure 5** shows the percentage distribution of all complaints received in September 2002 by geographic regions.

Table:4

Region	WASA	T&TEC	TSTT	Total
North East	2	1	3	6
North West	9	2	0	11
Central	0	0	1	1
South	10	4	1	15
Tobago	0	0	0	0
Total	21	7	5	33

Fig. 5



As indicated in Table 4. Twenty-one (21) Complaints were registered against WASA. Ten (10) Complaints came from the South region of which 60% were from the areas of Rio Claro and Princess Town. Nine (9) Complaints came from the North West region of which 55% were from the areas of St. Clair and St. James. However, there were no co-relation between complaints and location with the other Service Providers.

5.0 Frequency Distribution of Complaints Received

Figure 6 shows the frequency distribution of the complaints received in September 2002.

Fig. 6

