



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2005

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2005, as well as all outstanding complaints against Service Providers as at September 30, 2005.

Status	Sep '04	Sep '05	Oct '04 - Sep '05
Number of complaints received	77	342	2,403
Number of complaints resolved	27	253	1,850
Number of complaints unresolved	50	89	526
Number of complaints withdrawn	0	0	27
Resolution rate for complaints received	35%	74%	78%
No. of outstanding complaints resolved	41	118	39
Total number of complaints resolved	68	371	1,889
Rebate/compensation awarded to customers		TT\$71,647	TT\$760,590

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 Aug 30, 2005	No & % of Complaints Received in Sep '05	No & % of Sep '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '05
Billing Query	139	20 (7%)	11 (4%)	30	118 (37%)
Inadequate Supply	131	223 (81%)	192 (69%)	22	140 (44%)
Leaks	16	25 (9%)	22 (8%)	7	12 (4%)
Request for Service	20	1 (0%)	1 (0%)	3	17 (5%)
Road Restoration	10	5 (2%)	1 (0%)	4	10 (3%)
Other	24	3 (1%)	1 (0%)	2	24 (7%)
Total	340	277	228(82%)	68	321

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 Aug 30, 2005	No & % of Complaints Received in Sep '05	No & % of Sep '05 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '05
Billing Query	34	7 (11%)	3 (5%)	9	29 (9%)
Damage Appliances	105	4 (6%)	0 (0%)	5	104 (33%)
High / Low Voltage	43	16 (25%)	5 (8%)	8	46 (15%)
Power Outages	23	11 (17%)	5 (8%)	5	24 (8%)
Request for Service	17	3 (5%)	1 (2%)	2	17 (5%)
Street Lights / Poles	77	17 (26%)	8 (12%)	19	67 (21%)
Other	23	7 (11%)	3 (5%)	2	25 (8%)
Total	322	65	25(38%)	50	312

2.0 Complaints Analysis

Monthly	Sep '04	Sep '05	Aug '05
Number of complaints received	77	342	340
Number of complaints resolved	27	253	184
Number of complaints unresolved	50	89	156
Resolution rate for complaints received	35%	74%	54%
No. of outstanding complaints resolved	41	118	90
Total number of complaints resolved	68	371	274

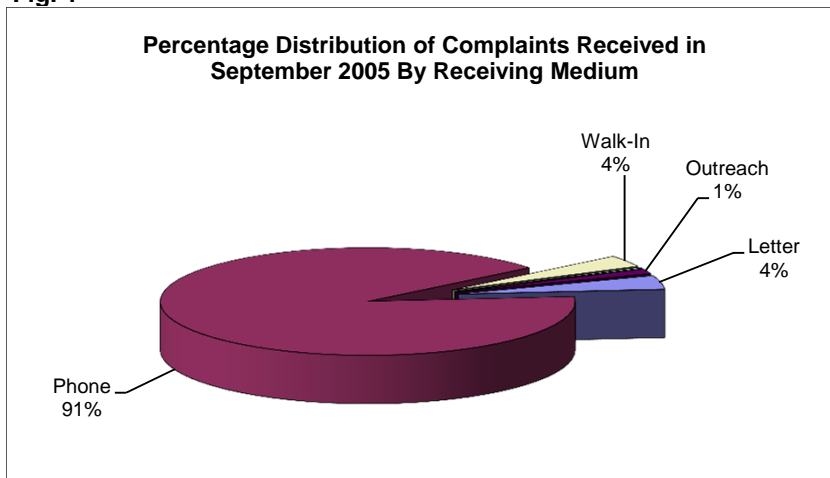
The total number of complaints received in September 2005 increased by 2 or 1% when compared to Aug '05. Using the same comparative period, the resolution rate for September 2005 increased by 37%. The number of complaints resolved for the current month increased by 69 or 38% and from a previous period (unresolved from Jan '03 to Sep '05) increased by 28 or 31%. The total number of complaints resolved overall increased by 97 or 35%. The cumulative number of complaints received and resolved from Jan - Sep '05 increased by 1072 or 110% and increased by 905 or 139% respectively when compared to Jan - Sep '04. The number of complaints received (342) and resolved (371) in September 2005 exceeded the previous record of 340 and 274 respectively in August 2005. The complaints withdrawn represent those that have been passed to TATT and those that have been withdrawn at the customers' request.

Cumulative	Jan - Sep '04	Jan - Sep '05	Oct '04 - Sep '05
Number of complaints received	978	2,050	2,403
Number of complaints resolved	650	1,555	1,850
Number of complaints unresolved	328	474	526
Number of complaints withdrawn	81	21	27
Resolution rate	72%	77%	78%

3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2005 by receiving medium. The number of complaints received by Letter increased by 6 or 75%, Telephone increased by 69 or 29% and Walk in decreased by 4 or 25%, when compared to Aug '05.

Fig. 1



4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2005 by Service Provider. The number of complaints filed against WASA have increased by 31 or 13% and those filed against T&TEC decreased by 29 or 31% when compared to Aug '05.

Fig. 2

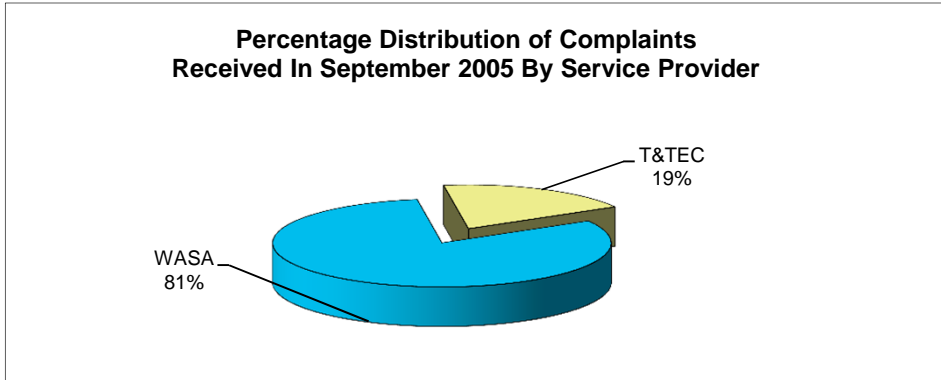
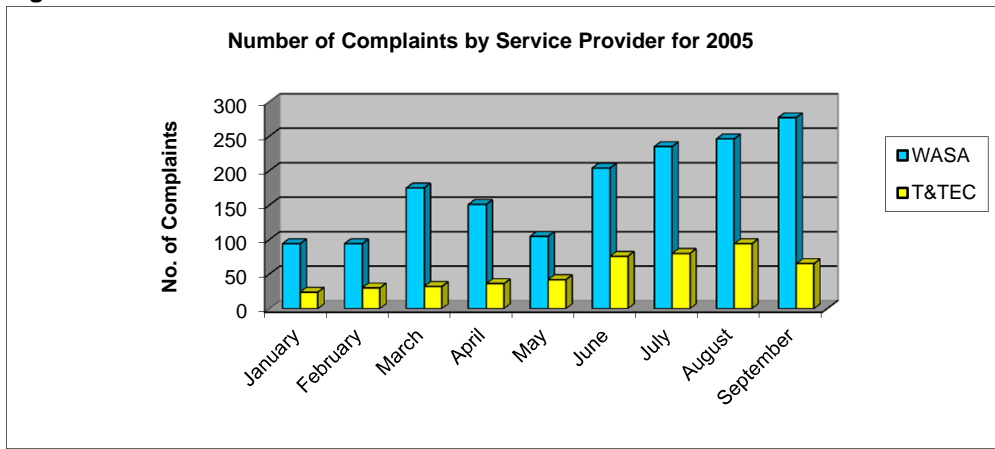


Fig. 3



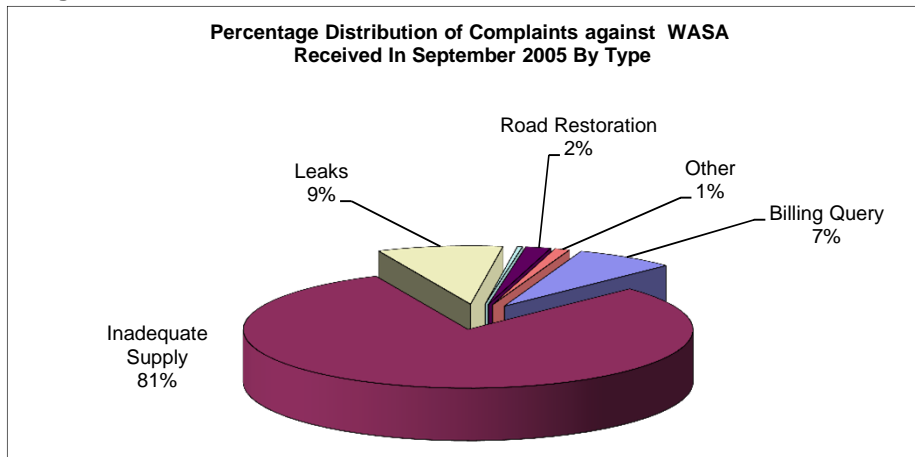
4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in September 2005 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2005 by type. When compared to Aug '05 the number of complaints related to Billing Queries decreased by 11 or 35%, Inadequate Supply increased by 40 or 22%, Leaks increased by 9 or 56%, Request for Service decreased by 4 or 80% and the category Other decreased by 3 or 50%.

Table 3: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 30, 2005	No of Complaints Received in Sep '05	No of Sep '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '05
Billing Query	139	20	11	30	118 (37%)
Inadequate Supply	131	223	192	22	140 (44%)
Leaks	16	25	22	7	12 (4%)
Request for Service	20	1	1	3	17 (5%)
Road Restoration	10	5	1	4	10 (3%)
Other	24	3	1	2	24 (7%)
Total	340	277	228	68	321

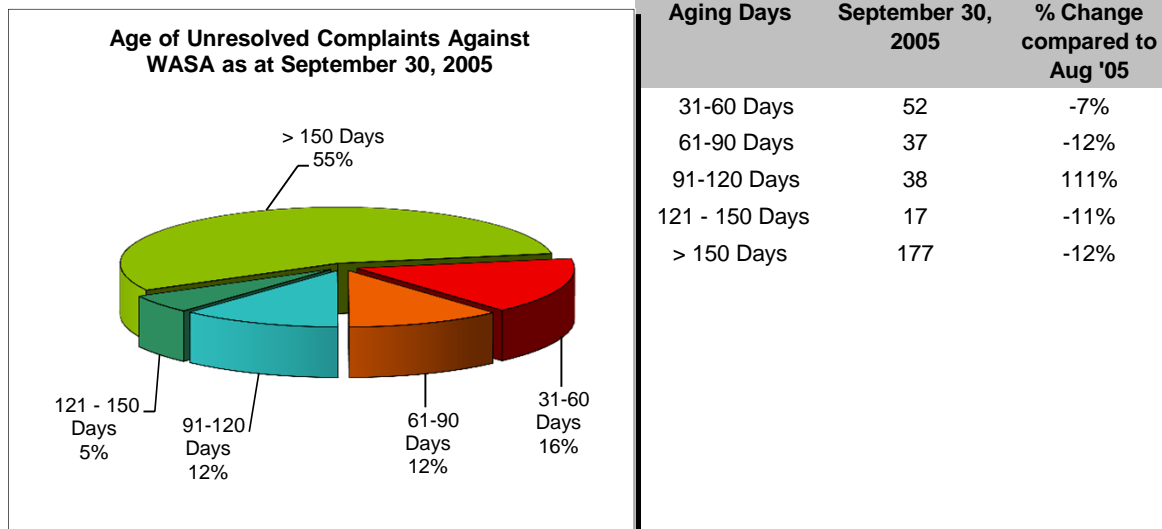
Fig. 4



Cumulative	Jan '05 - Sep '05	Oct '04 - Sep '05
Number of complaints received	1,562	1,766
Number of complaints resolved	1,315	1,498
Number of complaints unresolved	247	268
Number of complaints withdrawn	16	17
Resolution rate	85%	86%

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



The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as shown in Table 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	14 (27%)	13 (35%)	10 (26%)	6 (35%)	75 (42%)	130
Inadequate Supply	28 (54%)	15 (41%)	17 (45%)	11 (65%)	69 (39%)	15
Leaks	0 (0%)	3 (8%)	3 (8%)	0 (0%)	6 (3%)	24
Other	4 (8%)	1 (3%)	3 (8%)	0 (0%)	16 (9%)	20
Request for Service	5 (10%)	3 (8%)	4 (11%)	0 (0%)	5 (3%)	10
Road Restoration	1 (2%)	2 (5%)	1 (3%)	0 (0%)	6 (3%)	336
	52	37	38	17	177	321

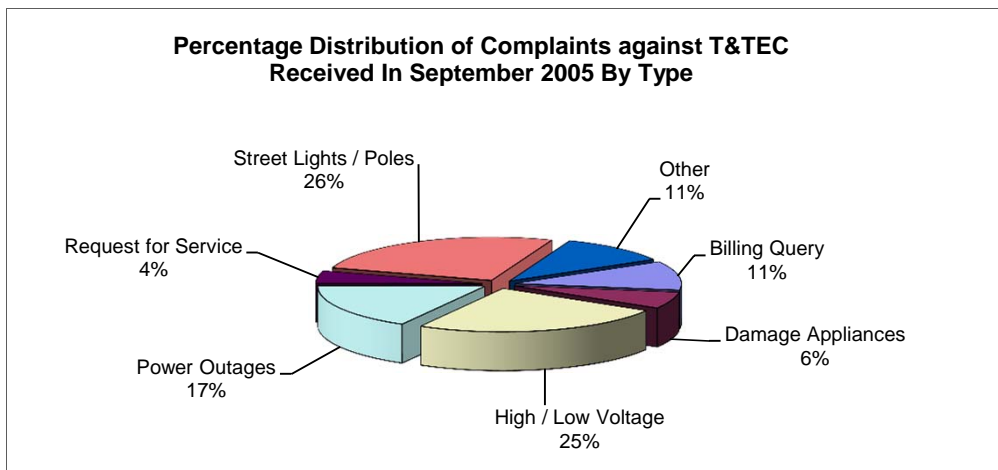
4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in September 2005 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in September 2005 by type. When compared to Aug '05, the number of complaints related to Billing Queries decreased by 5 or 42%, Damage Appliances decreased by 8 or 67%, High/ Low Voltage increased by 3 or 23%, Power Outages increased by 4 or 57% and the category Streetlight/ Poles decreased by 23 or 58%.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 30, 2005	No of Complaints Received in Sep '05	No of Sep '05 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '05
Billing Query	34	7	3	9	29 (9%)
Damage Appliances	105	4	0	5	104 (33%)
High / Low Voltage	43	16	5	8	46 (15%)
Power Outages	23	11	5	5	24 (8%)
Request for Service	17	3	1	2	17 (5%)
Street Lights / Poles	77	17	8	19	67 (21%)
Other	23	7	3	2	25 (8%)
Total	322	65	25	50	312

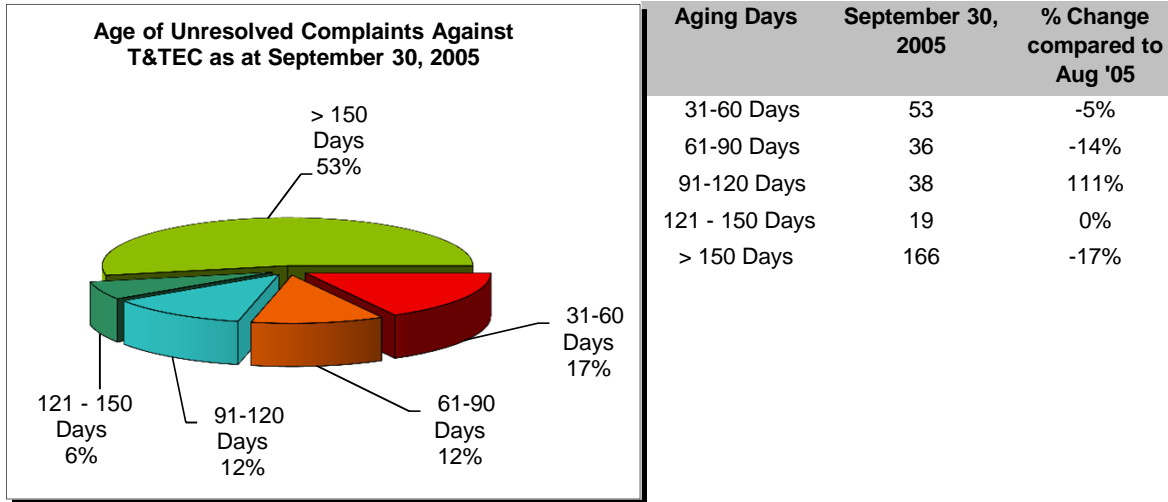
Fig. 6



Cumulative	Jan '05 - Sep '05	Oct '04 - Sep '05
Number of complaints received	466	619
Number of complaints resolved	239	351
Number of complaints unresolved	227	258
Number of complaints withdrawn	5	10
Resolution rate	52%	58%

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	September 30, 2005	% Change compared to Aug '05
31-60 Days	53	-5%
61-90 Days	36	-14%
91-120 Days	38	111%
121 - 150 Days	19	0%
> 150 Days	166	-17%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: 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	7 (13%)	2 (6%)	2 (5%)	1 (5%)	17 (10%)	29
Damage Appliances	12 (23%)	17 (47%)	7 (18%)	8 (42%)	60 (36%)	104
High / Low Voltage	9 (17%)	2 (6%)	9 (24%)	5 (26%)	21 (13%)	46
Other	4 (8%)	2 (6%)	1 (3%)	2 (11%)	16 (10%)	25
Power Outages	2 (4%)	2 (6%)	2 (5%)	0 (0%)	18 (11%)	24
Request for Service	2 (4%)	4 (11%)	4 (11%)	1 (5%)	6 (4%)	17
Street Lights / Poles	17 (32%)	7 (19%)	13 (34%)	2 (11%)	28 (17%)	67
Totals	53	36	38	19	166	312

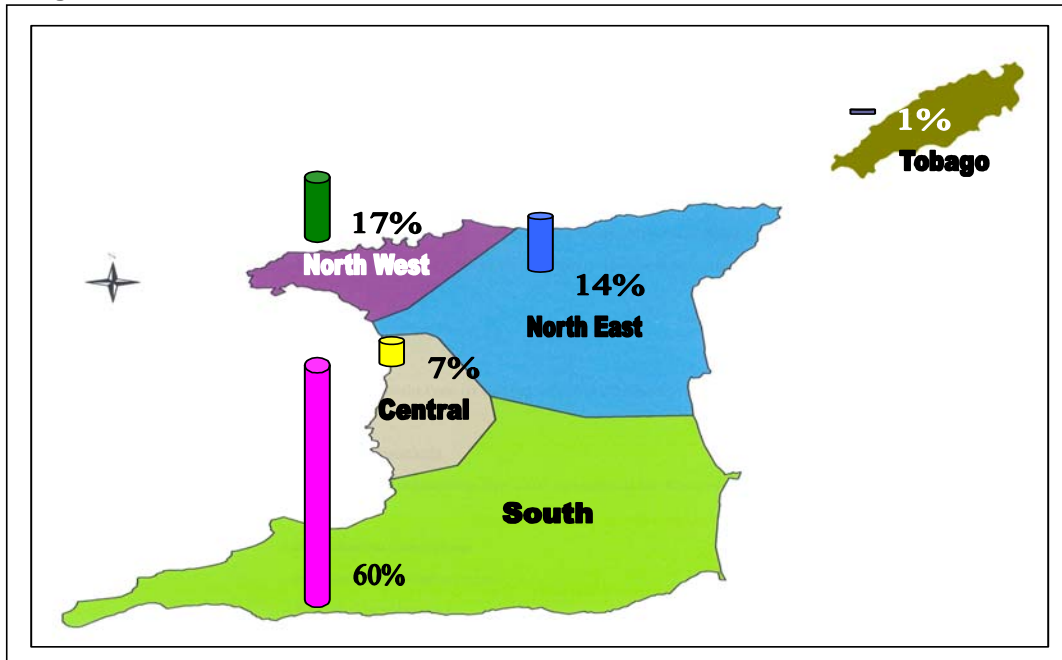
5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 September 2005 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	28 (10%)	21 (32%)	49 (14%)
North West	42 (15%)	17 (26%)	59 (17%)
Central	22 (8%)	2 (3%)	24 (7%)
South	183 (66%)	23 (35%)	206 (60%)
Tobago	2 (1%)	2 (3%)	4 (1%)
Total	277	65	342

Fig. 8



When compared to Aug '05, the number of complaints from the Central region decreased by 39 or 62%, from the North East decreased by 15 or 23%, from the North West increased by 19 or 48% and complaints from the South region increased by 37 or 22%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '05 - Sep '05 .

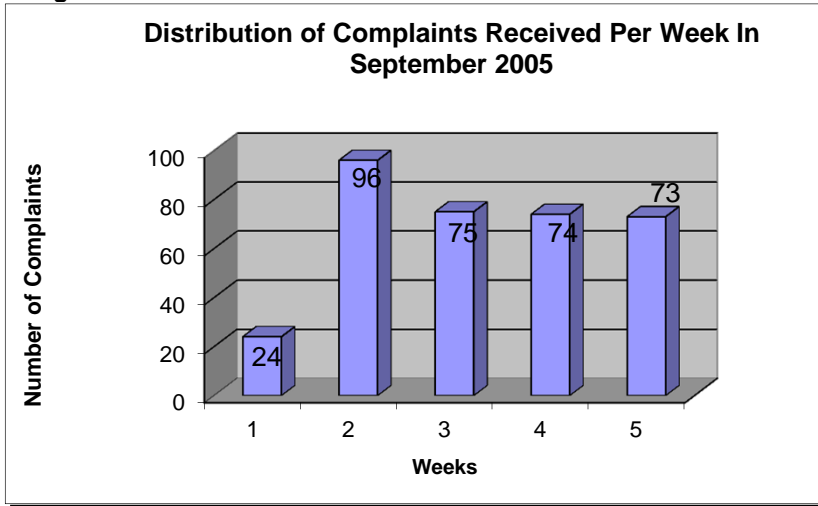
Table 8: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	208
		South	Penal	132
	"	South	Barrackpore	113
	"	South	San Fernando	61
	"	South	Williamsville	53
	"	South	Gasparillo	47
	"	South	Moruga	45
	"	North West	Belmont	32
	Leaks	North East	Arima	15
	Billing Query	South	Penal	14
	Billing Query	South	Barrackpore	13
T&TEC	Street Lights / Poles	South	Penal	11
	Street Lights / Poles	North East	Sangre Grande	11
	Street Lights / Poles	Central	Couva	8
	Street Lights / Poles	North East	Arima	8

6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in September 2005

Fig. 9



7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan '05 - Sep '05

