



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

September 2006

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in September 2006, as well as all outstanding complaints against Service Providers as at September 30, 2006.

Status	Sep '05	Sep '06	Oct '05 - Sep '06
Number of complaints received	342	332	3,834
Number of complaints resolved	253	174	3,204
Number of complaints unresolved	89	158	615
Number of complaints withdrawn	7	4	92
<b>Resolution rate for complaints received</b>	<b>74%</b>	<b>53%</b>	<b>86%</b>
No. of outstanding complaints resolved	118	149	39
Total number of complaints resolved	<b>371</b>	<b>323</b>	<b>3,243</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$496,288</b>

**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 31, 2006	No & % of Complaints Received in Sep '06	No & % of Sep '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '06
Billing Query	205	12 (4%)	0 (0%)	2	215 (42%)
Inadequate Supply	195	244 (85%)	156 (54%)	72	211 (41%)
Leaks	19	26 (9%)	12 (4%)	14	19 (4%)
Request for Service	25	0 (0%)	0 (0%)	1	24 (5%)
Road Restoration	9	3 (1%)	1 (0%)	2	9 (2%)
Other	36	2 (1%)	0 (0%)	0	38 (7%)
<b>Total</b>	<b>489</b>	<b>287</b>	<b>169(59%)</b>	<b>91</b>	<b>516</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 Aug 31, 2006	No & % of Complaints Received in Sep '06	No & % of Sep '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '06
Billing Query	24	4 (9%)	1 (2%)	7	20 (7%)
Damage Appliances	128	3 (7%)	0 (0%)	14	117 (41%)
High / Low Voltage	28	4 (9%)	1 (2%)	8	23 (8%)
Power Outages	18	2 (4%)	0 (0%)	3	17 (6%)
Request for Service	8	4 (9%)	1 (2%)	2	9 (3%)
Street Lights / Poles	80	23(51%)	1 (2%)	18	84 (29%)
Other	20	5 (11%)	1 (2%)	6	18 (6%)
<b>Total</b>	<b>306</b>	<b>45</b>	<b>5 (11%)</b>	<b>58</b>	<b>288</b>

## 2.0 Complaints Analysis

Monthly	Sep '05	Sep '06	Aug '06
Number of complaints received	342	332	302
Number of complaints resolved	253	174	171
Number of complaints unresolved	89	158	131
<b>Resolution rate for complaints received</b>	<b>74%</b>	<b>52%</b>	<b>57%</b>
No. of outstanding complaints resolved	118	149	158
Total number of complaints resolved	371	323	329

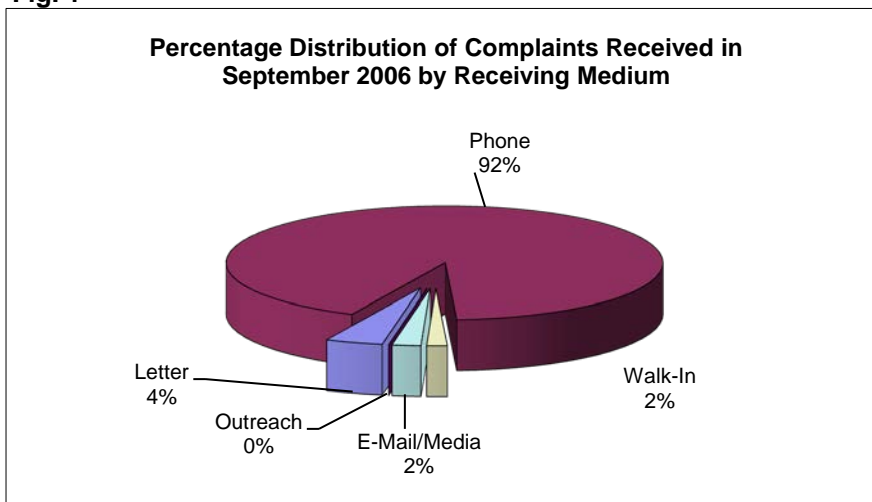
The total number of complaints received in September 2006 increased by 30 or 10% when compared to Aug '06. Using the same comparative period, the resolution rate for September 2006 decreased by 7%. The number of complaints resolved for the current month increased by 3 or 2% and from a previous period (unresolved from Jan '03 to Aug '06) decreased by 9 or 6%. The total number of complaints resolved overall decreased by 6 or 2%. The cumulative number of complaints received and resolved from Jan - Sep '06 increased by 920 or 45% and by 837 or 54% respectively when compared to Jan - Sep '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Sep '05	Jan - Sep '06	Oct '05 - Sep '06
Number of complaints received	2,050	2,970	3,834
Number of complaints resolved	1,555	2,392	3,204
Number of complaints unresolved	495	565	615
Number of complaints withdrawn	21	55	92
Resolution rate	77%	82%	86%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2006 by receiving medium. The number of complaints received by Letter decreased by 15 or 52%, Telephone increased by 50 or 20%, Walk in decreased by 8 or 62% and e-mail/Media increased by 3 or 75% when compared to Aug '06.

Fig. 1



#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2006 by Service Provider. The number of complaints filed against WASA have increased by 43 or 18% and those filed against T&TEC decreased by 13 or 22% when compared to Aug '06.

Fig. 2

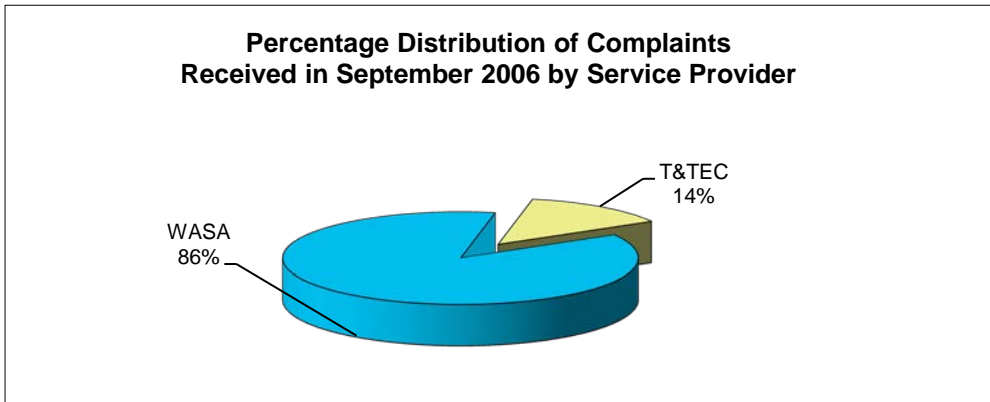
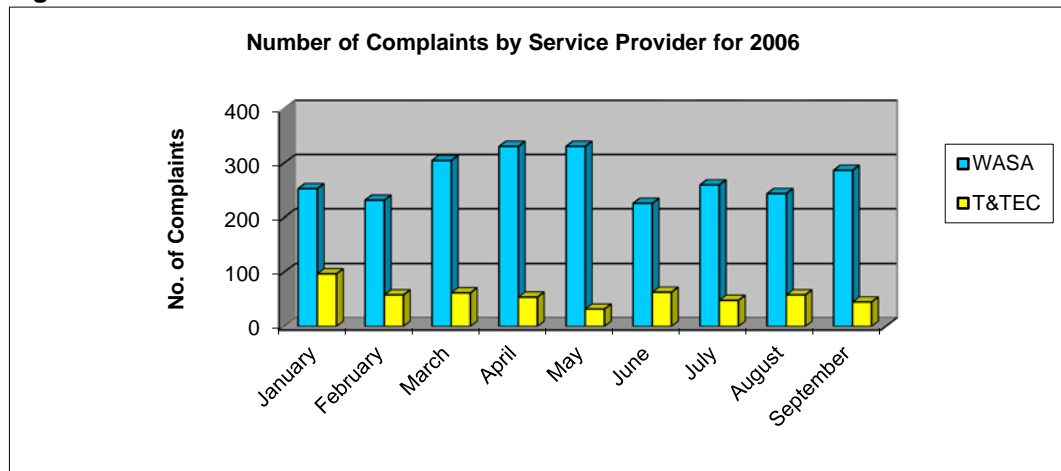


Fig. 3



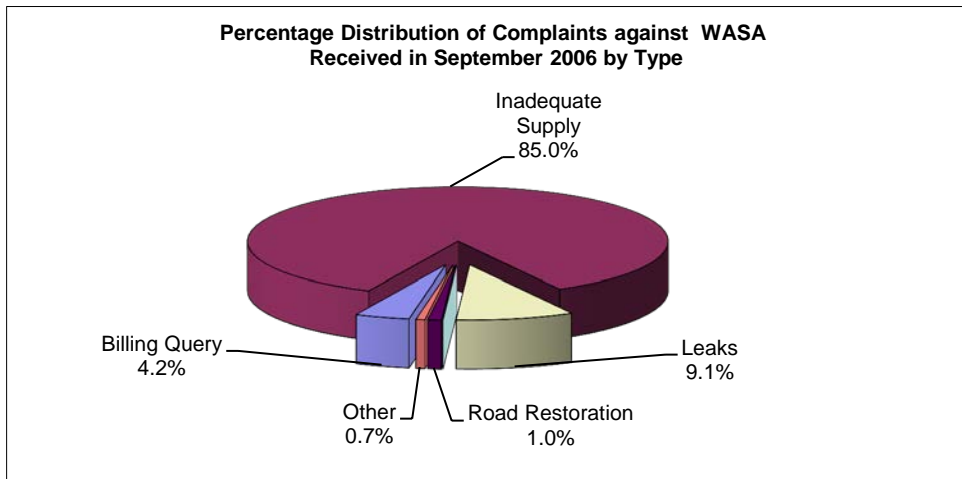
#### 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in September 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2006 by type. When compared to Aug '06 the number of complaints related to Billing Queries decreased by 5 or 29%, Inadequate Supply increased by 48 or 24%, Leaks increased by 5 or 24%, and Road Restoration decreased by 5 or 100%.

**Table 3: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Aug 31, 2006	No of Complaints Received in Sep '06	No of Sep '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '06
Billing Query	205	12	0	2	215 (42%)
Inadequate Supply	195	244	156	72	211 (41%)
Leaks	19	26	12	14	19 (4%)
Request for Service	25	0	0	1	24 (5%)
Road Restoration	9	3	1	2	9 (2%)
Other	36	2	0	0	38 (7%)
<b>Total</b>	<b>489</b>	<b>287</b>	<b>169</b>	<b>91</b>	<b>516</b>

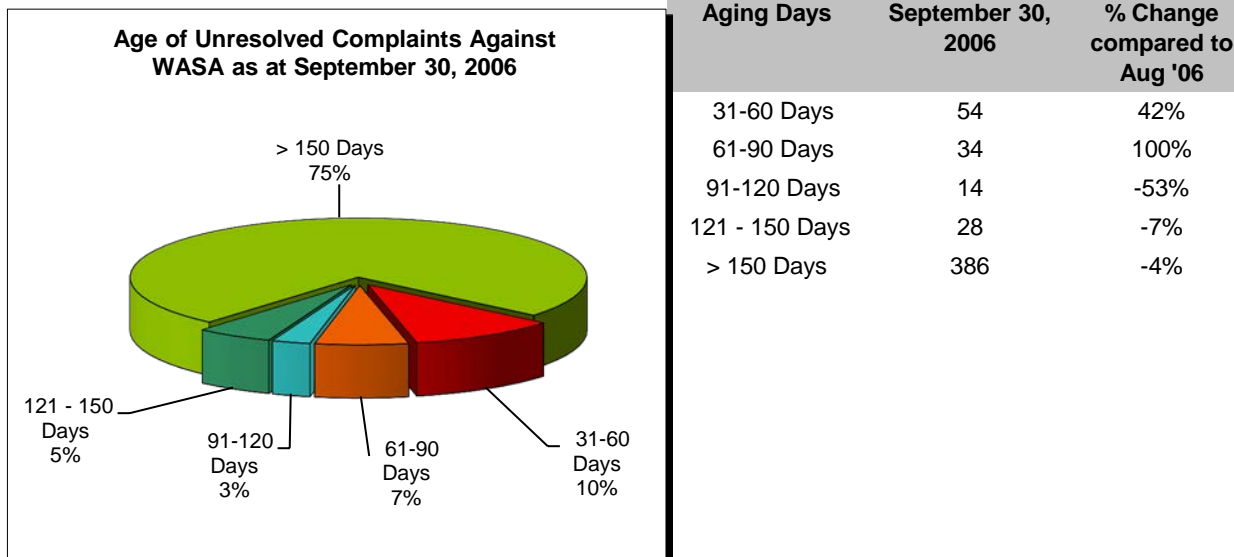
**Fig. 4**



Cumulative	Jan - Sep '06	Oct '05 - Sep '06
Number of complaints received	2,447	3,203
Number of complaints resolved	2,062	2,788
Number of complaints unresolved	385	415
Number of complaints withdrawn	42	77
Resolution rate	86%	89%

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	15 (28%)	19 (56%)	4 (29%)	6 (21%)	171 (44%)	215
Inadequate Supply	24 (44%)	7 (21%)	5 (36%)	18 (64%)	157 (41%)	211
Leaks	4 (7%)	4 (12%)	0 (0%)	1 (4%)	10 (3%)	19
Other	4 (7%)	4 (12%)	4 (29%)	1 (4%)	25 (6%)	38
Request for Service	5 (9%)	0 (0%)	0 (0%)	2 (7%)	17 (4%)	24
Road Restoration	2 (4%)	0 (0%)	1 (7%)	0 (0%)	6 (2%)	9
	<b>54</b>	<b>34</b>	<b>14</b>	<b>28</b>	<b>386</b>	<b>516</b>

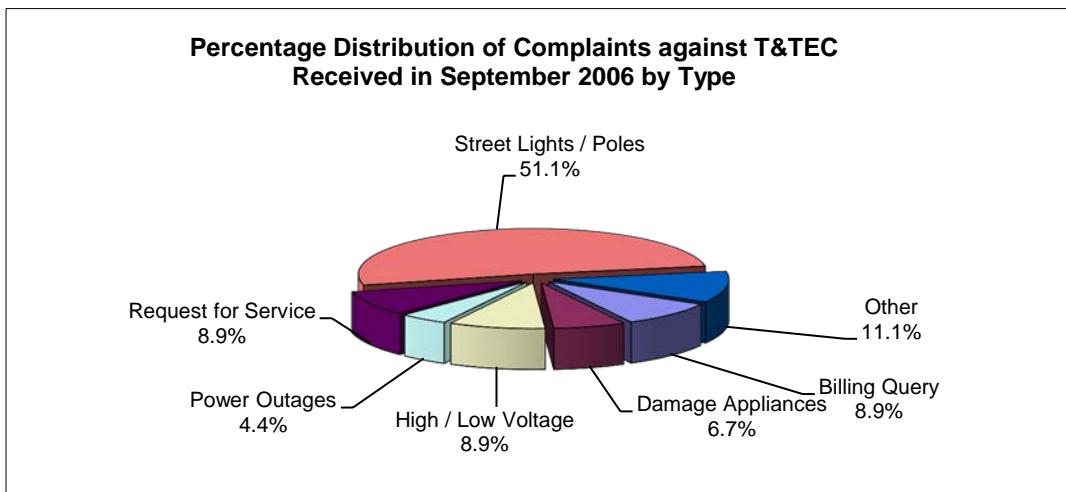
#### 4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in September 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in September 2006 by type. When compared to Aug '06, the number of complaints related to Damage Appliances decreased by 6 or 67%, Street Lights/Poles decreased by 6 or 21%, and the category Other decreased by 2 or 29% .

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

Complaint Type	Total Unresolved Complaints as at Aug 31, 2006	No of Complaints Received in Sep '06	No of Sep '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '06
Billing Query	24	4	1	7	20 (7%)
Damage Appliances	128	3	0	14	117 (41%)
High / Low Voltage	28	4	1	8	23 (8%)
Power Outages	18	2	0	3	17 (6%)
Request for Service	8	4	1	2	9 (3%)
Street Lights / Poles	80	23	1	18	84 (29%)
Other	20	5	1	6	18 (6%)
<b>Total</b>	<b>306</b>	<b>45</b>	<b>5</b>	<b>58</b>	<b>288</b>

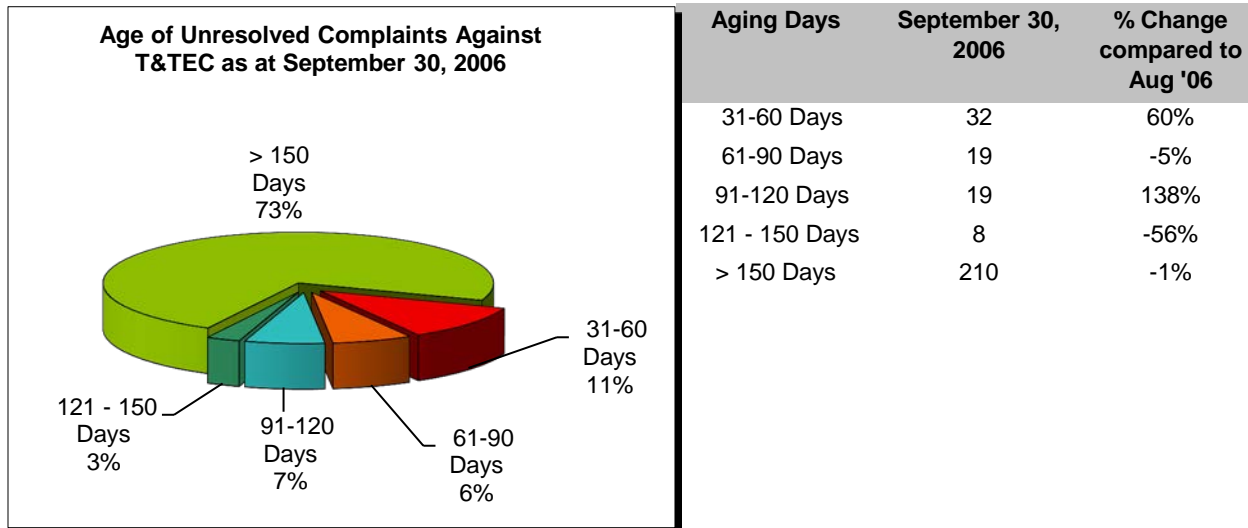
**Fig. 6**



Cumulative	Jan - Sep '06	Oct '05 - Sep '06
Number of complaints received	523	631
Number of complaints resolved	330	416
Number of complaints unresolved	180	200
Number of complaints withdrawn	13	15
Resolution rate	65%	68%

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, 2006	% Change compared to Aug '06
31-60 Days	32	60%
61-90 Days	19	-5%
91-120 Days	19	138%
121 - 150 Days	8	-56%
> 150 Days	210	-1%

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	3 (9%)	5 (26%)	1 (5%)	2 (25%)	9 (4%)	20
Damaged Appliances	9 (28%)	4 (21%)	5 (26%)	4 (50%)	95 (45%)	117
High / Low Voltage	4 (13%)	1 (5%)	4 (21%)	1 (13%)	13 (6%)	23
Other	3 (9%)	1 (5%)	0 (0%)	0 (0%)	14 (7%)	18
Power Outages	1 (3%)	0 (0%)	0 (0%)	0 (0%)	16 (8%)	17
Request for Service	0 (0%)	0 (0%)	2 (11%)	0 (0%)	7 (3%)	9
Street Lights / Poles	12 (38%)	8 (42%)	7 (37%)	1 (13%)	56 (27%)	84
<b>Totals</b>	<b>32</b>	<b>19</b>	<b>19</b>	<b>8</b>	<b>210</b>	<b>288</b>

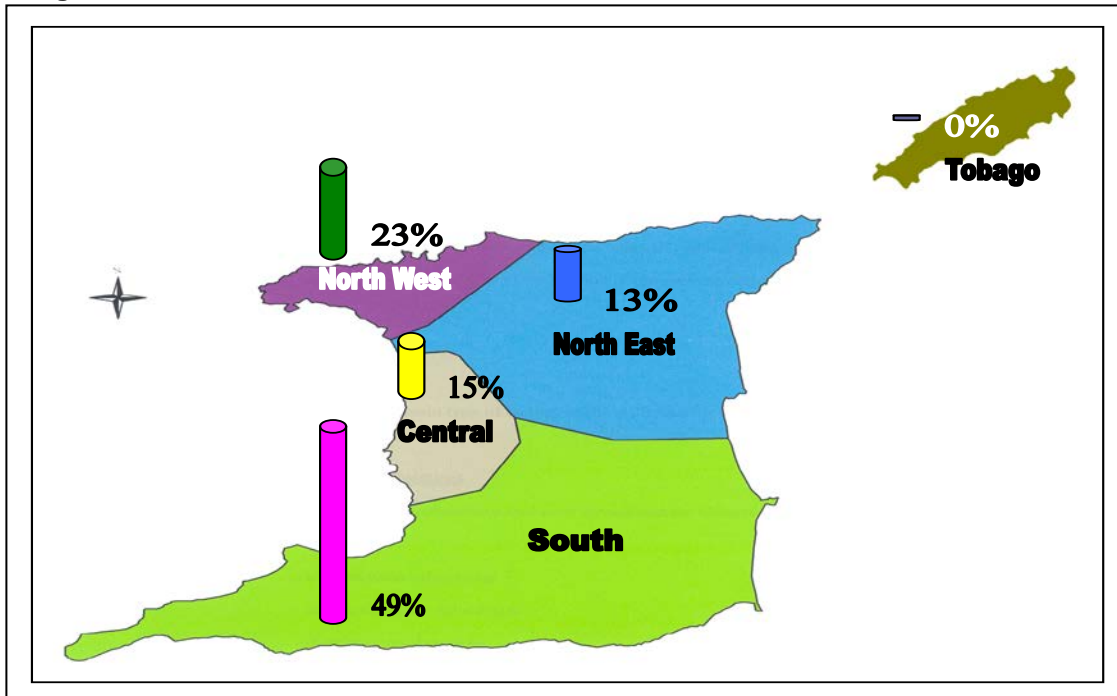
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2006 by geographic regions.

**Table 7: Complaints by Geographic Regions**

REGION	WASA	T&TEC	Total
North East	29 (10%)	14 (31%)	43 (13%)
North West	73 (25%)	4 (9%)	77 (23%)
Central	37 (13%)	13 (29%)	50 (15%)
South	148 (52%)	14 (31%)	162 (49%)
Tobago	0 (0%)	0 (0%)	0 (0%)
<b>Total</b>	<b>287</b>	<b>45</b>	<b>332</b>

Fig. 8



When compared to Aug '06, the number of complaints from the Central region increased by 14 or 39%, from the North East increased by 2 or 5%, from the North West decreased by 22 or 22%, complaints from the South region increased by 41 or 34%. No complaints were received from Tobago.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Sep '06 .

Table 8: Problematic Areas

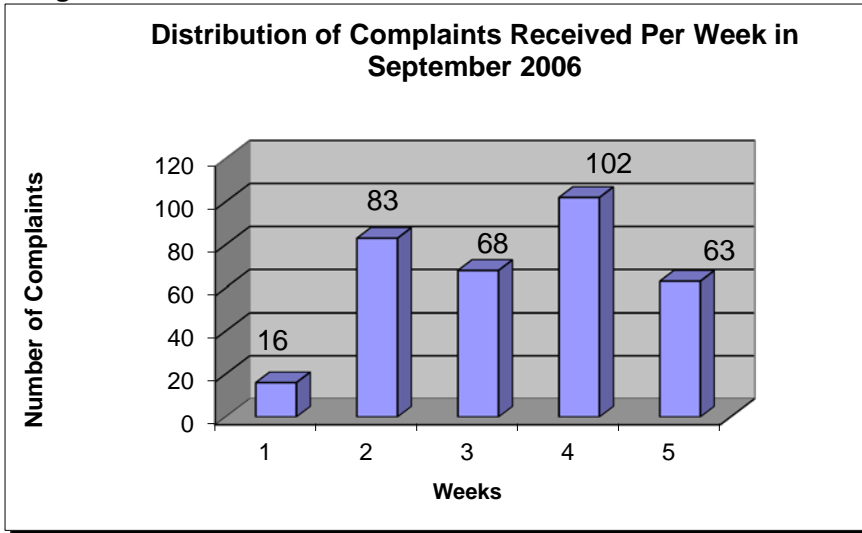
Service Provider	Complaint Category	Region	Area	No of Complaints	
WASA	Inadequate Supply	South	Penal	373	
		South	Barrackpore	219	
	"	South	Princes Town	215	
	"	South	San Fernando	93	
	"	North West	St. Anns	56	
	"	North West	Diego Martin	53	
	"	North West	St. James	53	
	"	North West	Belmont	50	
	Billing Query	South	Barrackpore	53	
	Billing Query	South	Princes Town	27	
	Leaks	South	San Fernando	24	
	T&TEC	Street Lights / Poles	South	Barrackpore	29
		Street Lights / Poles	Tobago	Tobago	19
Damage Appliances		Tobago	Tobago	10	
High / Low Voltage		Tobago	Tobago	8	



## 6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in September 2006

Fig. 9



## 7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Sep '06

