



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2007

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2007, as well as all outstanding complaints against Service Providers as at September 30, 2007.

Status	Sep '06	Sep '07	Oct '06 - Sep '07		
Number of complaints received	332	226	4,356		
Number of complaints resolved	174	107	3,695		
Number of complaints unresolved	158	119	656		
Number of complaints withdrawn	0	0	98		
Resolution rate for complaints received	52%	47%	87%		
No. of outstanding complaints resolved	149	47	39		
Total number of complaints resolved	323	154	3,734		
Rebate/compensation awarded to customers		TT\$0	TT\$368,382	WASA	\$327504
				T&TEC	\$40878

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, 2007	No & % of Complaints Received in Sep '07	No & % of Complaints Resolved Sep '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '07
Billing Query	257	11 (6%)	1 (1%)	0	267 (36%)
Inadequate Supply	332	166 (85%)	94 (48%)	28	376 (50%)
Leaks	15	14 (7%)	7 (4%)	1	21 (3%)
Request for Service	25	1 (1%)	0 (0%)	0	26 (3%)
Road Restoration	12	2 (1%)	0 (0%)	0	14 (2%)
Other	43	2 (1%)	0 (0%)	1	44 (6%)
Total	684	196	102(52%)	30	748

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, 2007	No & % of Complaints Received in Sep '07	No & % of Complaints Resolved Sep '07	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '07
Billing Query	36	1 (3%)	0 (0%)	1	36 (13%)
Damage Appliances	126	2 (7%)	0 (0%)	6	122 (43%)
High / Low Voltage	16	3 (10%)	1 (3%)	1	17 (6%)
Power Outages	10	6 (20%)	0 (0%)	2	14 (5%)
Request for Service	8	1 (3%)	0 (0%)	0	9 (3%)
Street Lights / Poles	64	14 (47%)	3 (10%)	5	70 (24%)
Other	19	3 (10%)	1 (3%)	2	19 (7%)
Total	279	30	5 (17%)	17	287

2.0 Complaints Analysis

Monthly	Sep '06	Sep '07	Aug '07
Number of complaints received	332	226	238
Number of complaints resolved	174	107	144
Number of complaints unresolved	158	119	94
Resolution rate for complaints received	52%	47%	61%
No. of outstanding complaints resolved	149	47	190
Total number of complaints resolved	323	154	334

The total number of complaints received in September 2007 decreased by 12 or 5% when compared to Aug '07. Using the same comparative period, the resolution rate for September 2007 decreased by 22%. The number of complaints resolved for the current month decreased by 37 or 26% and from a previous period (unresolved from Jan '03 to Aug '07) decreased by 143 or 75%. The total number of complaints resolved overall decreased by 180 or 54%. Ongoing Industrial action by employees of the Service Providers has negatively impacted on the number of complaints resolved.

Cumulative	Jan - Sep '06	Jan - Sep '07	Oct '06 - Sep '07
Number of complaints received	2,970	3,420	4,356
Number of complaints resolved	2,392	2,815	3,695
Number of complaints unresolved	578	601	656
Number of complaints withdrawn	55	86	98
Resolution rate	82%	84%	87%

The cumulative number of complaints received and resolved from Jan - Sep '07 increased by 450 or 40% and 423 or 18% respectively, when compared to Jan - Sep '06. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 226 complaints recorded for Sep '07 were reported by 161 customers of which 65 or 40% were new customers. Table 3 shows the frequency of complaints where 117 customers made only one complaint whilst cumulatively 44 or 69% of our customers made more than one complaint. For the period Jan - Sep '07, 1431 customers made 3420 complaints to the RIC of which 987 or 79% were new customers.

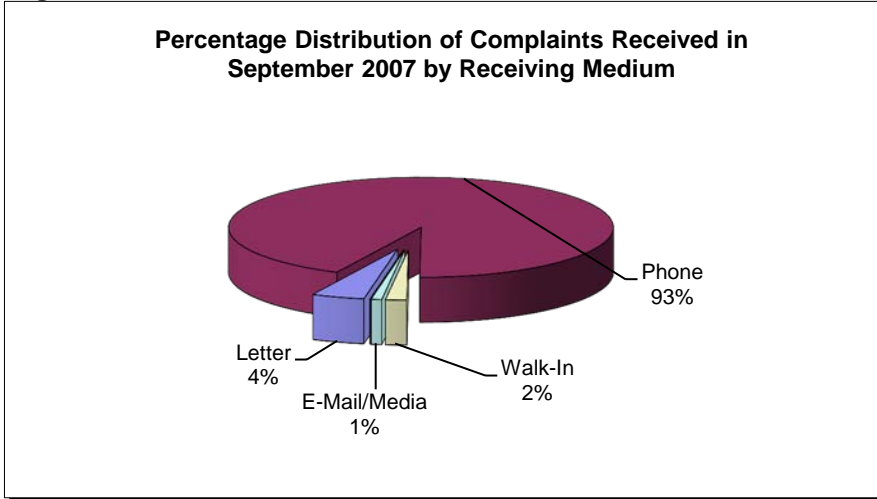
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '07 Customers	% of Repeated Customers Sep '07	No. of Customers Jan - Sep '07	% of Repeated Customers Jan - Sep '07
1	117	0	716	0
2	30	19	334	23
3	8	5	111	8
4	5	3	80	6
5	1	1	42	3
>6	0	0	148	10
0	161		1431	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2007 by receiving medium. The number of complaints received by Letter decreased by 11 or 52%, Walk in decreased by 2 or 33%, no other significant changes were noted when compared to Aug '07.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2007 by Service Provider. The number of complaints filed against WASA have increased by 7 or 4% and those filed against T&TEC decreased by 19 or 39% when compared to Aug '07.

Fig. 2

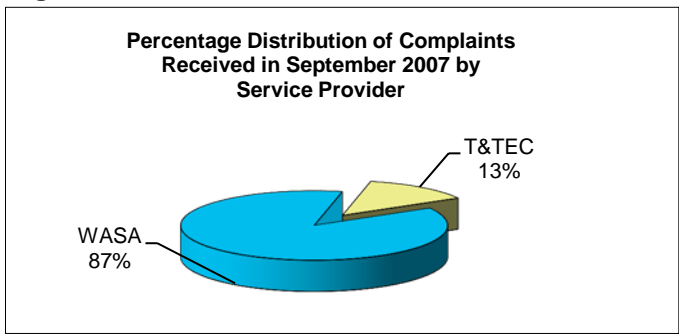
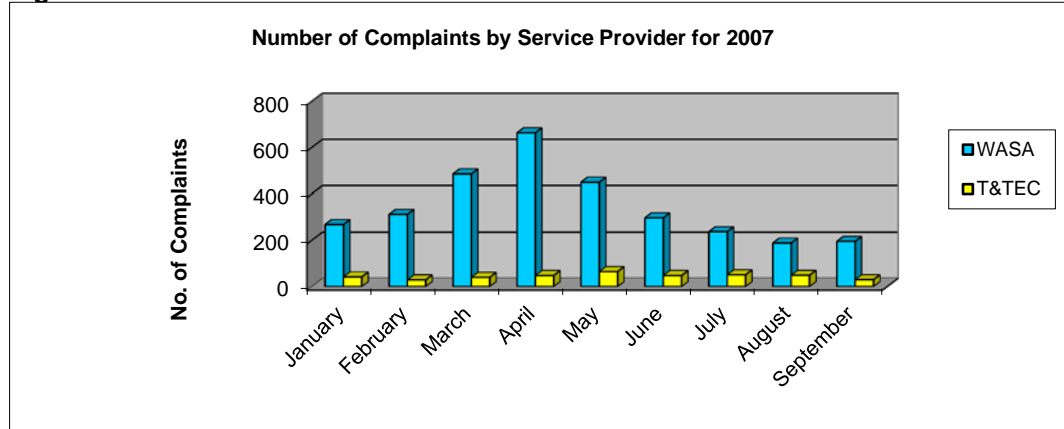


Fig. 3



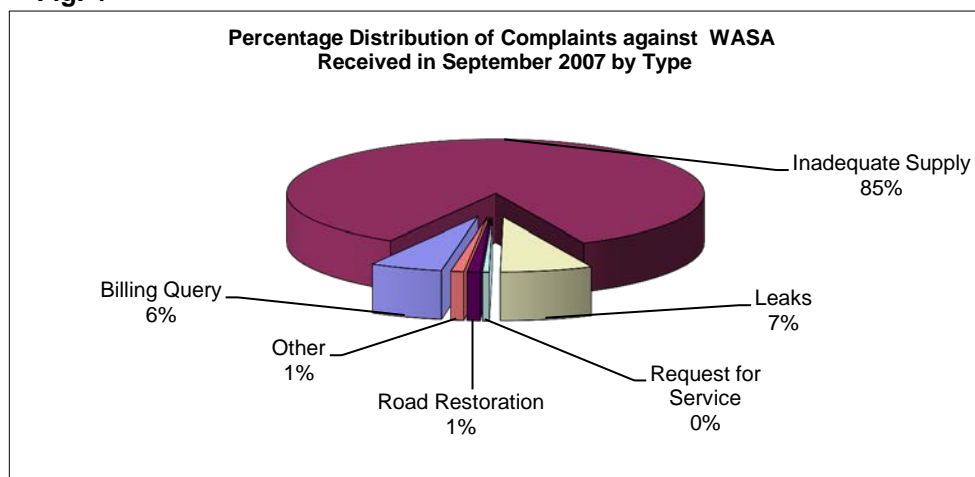
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2007 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2007 by type. When compared to Aug '07 the number of complaints related to Billing Queries increased by 4 or 57%, Inadequate Supply increased by 3 or 2%, and Leaks increased by 5 or 56%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, 2007	No of Complaints Received in Sep '07	No of Sep '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '07
Billing Query	257	11	1	0	267 (36%)
Inadequate Supply	332	166	94	28	376 (50%)
Leaks	15	14	7	1	21 (3%)
Request for Service	25	1	0	0	26 (3%)
Road Restoration	12	2	0	0	14 (2%)
Other	43	2	0	1	44 (6%)
Total	684	196	102	30	748

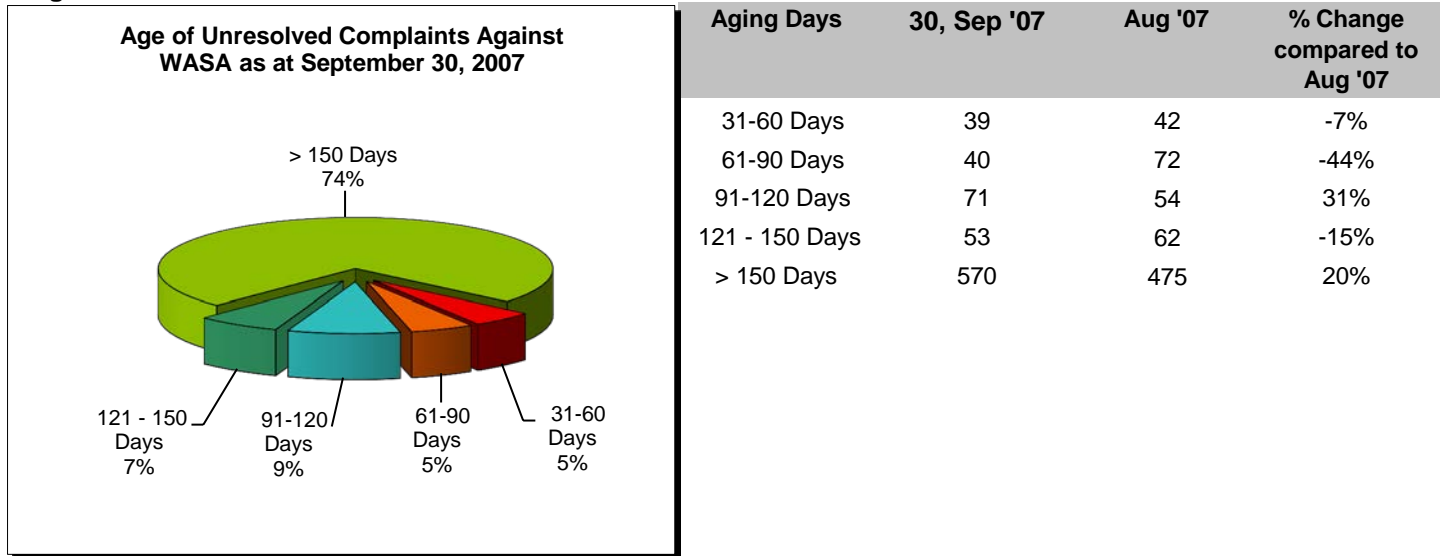
Fig. 4



Cumulative	Jan - Sep '07	Oct '06 - Sep '07
Number of complaints received	3,022	3,857
Number of complaints resolved	2,567	3,363
Number of complaints unresolved	455	494
Number of complaints withdrawn	82	93
Resolution rate	87%	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



Aging Days	30, Sep '07	Aug '07	% Change compared to Aug '07
31-60 Days	39	42	-7%
61-90 Days	40	72	-44%
91-120 Days	71	54	31%
121 - 150 Days	53	62	-15%
> 150 Days	570	475	20%

The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply 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	7 (18%)	13 (33%)	29 (41%)	14 (26%)	229 (40%)	282 (38%)
Inadequate Supply	26 (67%)	20 (50%)	36 (51%)	27 (51%)	267 (47%)	328 (49%)
Leaks	2 (5%)	2 (5%)	2 (3%)	1 (2%)	14 (2%)	15 (3%)
Other	2 (5%)	3 (8%)	2 (3%)	3 (6%)	34 (6%)	43 (6%)
Request for Service	1 (3%)	1 (3%)	(0%)	2 (4%)	22 (4%)	25 (3%)
Road Restoration	1 (3%)	1 (3%)	2 (3%)	6 (11%)	4 (1%)	12 (2%)
	39	40	71	53	570	705

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

Complaint Type	Oct '06 - Sep '07	Jan - Sep '07	Sep '07
Billing Classification	13,629.00	13,629.00	-
Billing Query	233,252.00	182,201.00	-
Damage to Property	80,550.00	80,550.00	-
Disconnection / Reconnection	73.00	73.00	-
Retroactive Billing Adjustment	-	-	-
	\$ 327,504.00	\$276,453.00	\$ -

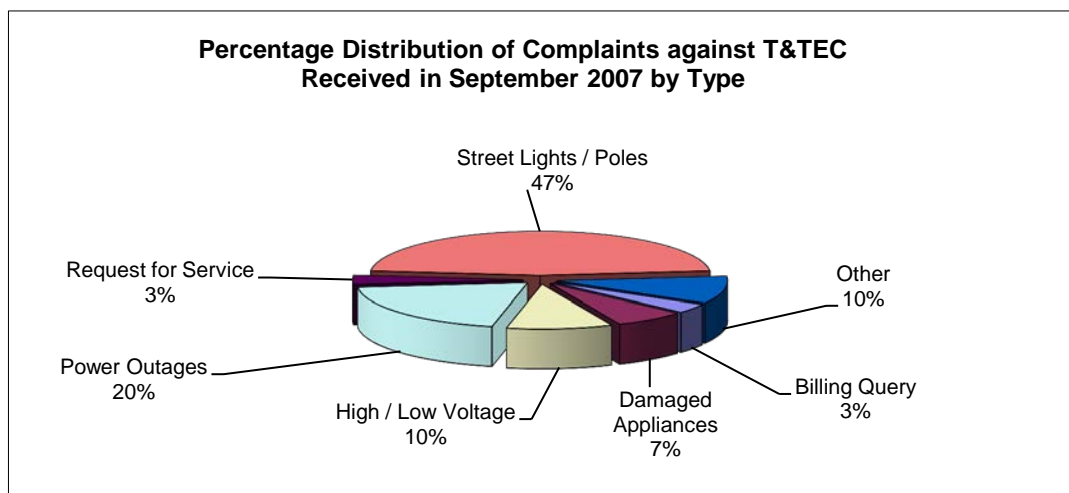
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in September 2007 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in September 2007 by type. When compared to Aug '07, the number of complaints related to Billing Queries decreased by 14 or 93%, Power Outages decreased by 6 or 50%, Street Lights/Poles increased by 3 or 27%, and the category Other decreased by 2 or 40% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, 2007	No of Complaints Received in Sep '07	No of Sep '07 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '07
Billing Query	36	1	0	1	36 (13%)
Damaged Appliances	126	2	0	6	122 (43%)
High / Low Voltage	16	3	1	1	17 (6%)
Power Outages	10	6	0	2	14 (5%)
Request for Service	8	1	0	0	9 (3%)
Street Lights / Poles	64	14	3	5	70 (24%)
Other	19	3	1	2	19 (7%)
Total	279	30	5	17	287

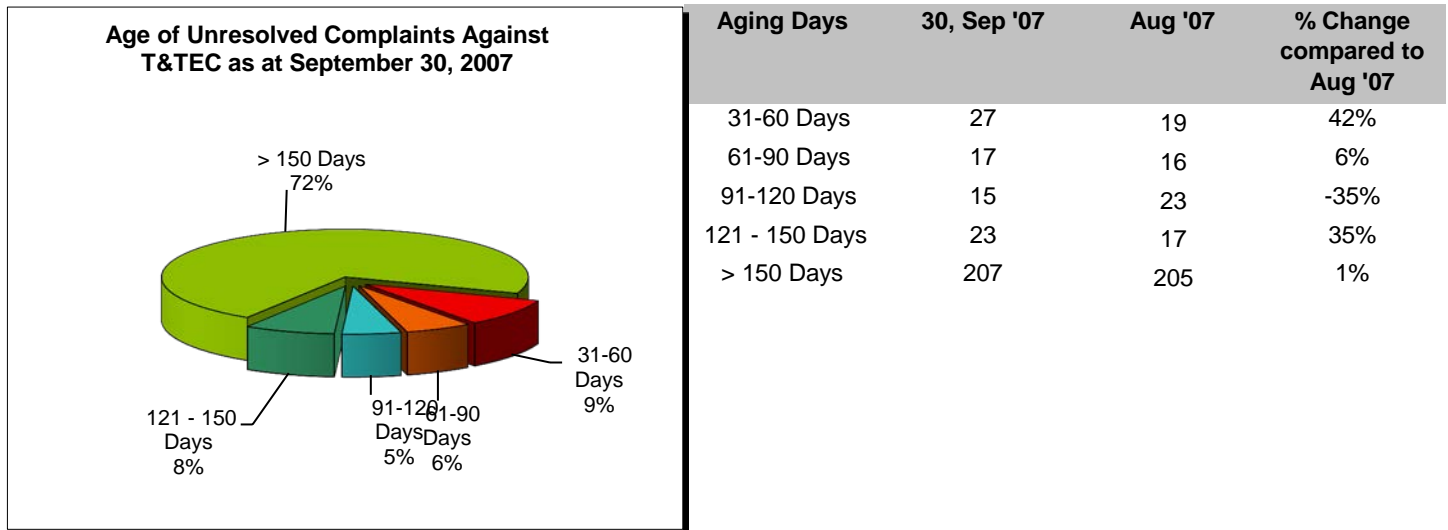
Fig. 6



Cumulative	Jan - Sep '07	Oct '06 - Sep '07
Number of complaints received	398	499
Number of complaints resolved	248	332
Number of complaints unresolved	146	162
Number of complaints withdrawn	4	5
Resolution rate	63%	67%

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	30, Sep '07	Aug '07	% Change compared to Aug '07
31-60 Days	27	19	42%
61-90 Days	17	16	6%
91-120 Days	15	23	-35%
121 - 150 Days	23	17	35%
> 150 Days	207	205	1%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	8 (30%)	4 (24%)	4 (27%)	5 (22%)	15 (7%)	36 (12%)
Damaged Appliances	2 (7%)	6 (35%)	3 (20%)	2 (9%)	110 (53%)	123 (43%)
High / Low Voltage	2 (7%)	3 (18%)	(0%)	4 (17%)	8 (4%)	17 (6%)
Other	3 (11%)	(0%)	3 (20%)	2 (9%)	12 (6%)	20 (7%)
Power Outages	5 (19%)	(0%)	1 (7%)	(0%)	8 (4%)	14 (5%)
Request for Service	1 (4%)	1 (6%)	2 (13%)	(0%)	5 (2%)	9 (3%)
Street Lights / Poles	6 (22%)	3 (18%)	2 (13%)	10 (43%)	49 (24%)	70 (24%)
Totals	27	17	15	23	207	289

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

Complaint Type	Oct '06 - Sep '07	Jan - Sep '07	Sep '07
Billing Query	9,764.00	696.00	-
Damaged Appliance	31,114.00	12,174.00	-
Request for Service	-	-	-
	\$ 40,878.00	\$ 12,870.00	\$ -

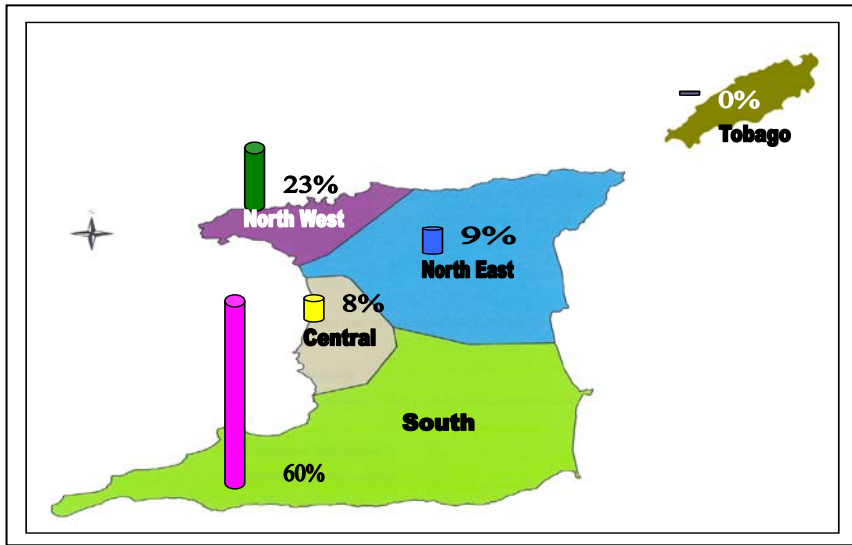
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 8 shows the percentage distribution of all complaints received in September 2007 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	14 (7%)	7 (23%)	21 (9%)
North West	44 (22%)	7 (23%)	51 (23%)
Central	14 (7%)	4 (13%)	18 (8%)
South	124 (63%)	12 (40%)	136 (60%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	196	30	226

Fig. 8



When compared to Aug '07, the number of complaints from the Central region decreased by 12 or 40%, from the North East decreased by 9 or 30%, from the North West increased by 6 or 13%, and complaints from the South region increased by 3 or 2%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Sep '07 .

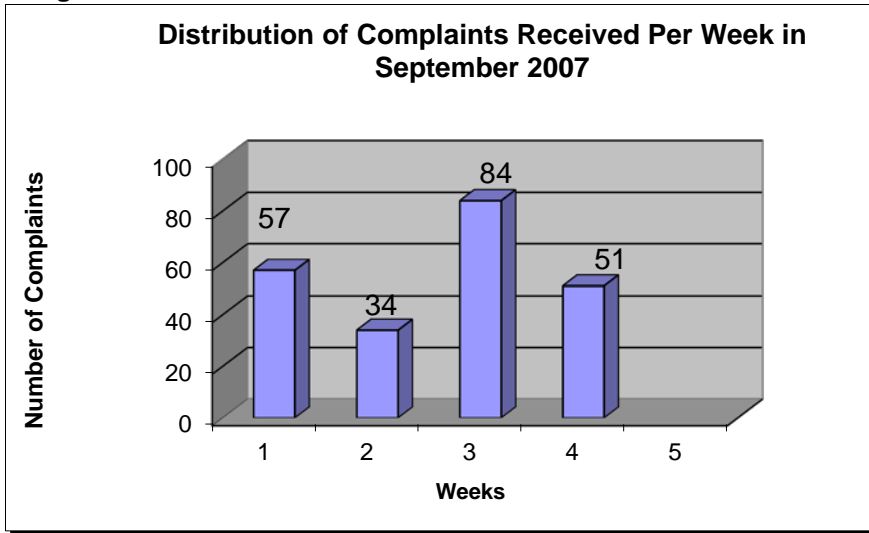
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Penal	684
	"	South	Barrackpore	319
	"	South	Princes Town	196
	"	South	San Fernando	125
	"	South	Debe	84
	"	South	Santa Flora	65
	"	North West	Diego Martin	62
	"	South	Gasparillo	62
	Billing Query	North West	Glencoe	57
	Billing Query	North West	Laventille	53
	Leaks	South	Penal	32
T&TEC	Street Lights / Poles	South	Princes Town	15
	Street Lights / Poles	South	San Fernando	14
	Street Lights / Poles	South	Barrackpore	14
	High / Low Voltage	North West	Diego Martin	6

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in September 2007

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 - Sep '07

