



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2008

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2008, as well as all outstanding complaints against Service Providers as at September 30, 2008.

Status	Sep '07	Sep '08	Oct '07 - Sep '08		
Number of complaints received	226	305	3,979		
Number of complaints resolved	107	166	3,134		
Number of complaints unresolved	119	139	724		
Number of complaints withdrawn	0	0	118		
Resolution rate for complaints received	47%	54%	81%		
No. of outstanding complaints resolved	47	210	39		
Total number of complaints resolved	154	376	3,173		
Rebate/compensation awarded to customers		TT\$11,506	TT\$572,178	WASA	\$311642
				T&TEC	\$260536

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, 2008	No & % of Complaints Received in Sep '08	No & % of Sep '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '08
Billing Query	268	12 (4%)	3 (1%)	7	270 (27%)
Inadequate Supply	606	248 (88%)	151 (54%)	109	594 (60%)
Leaks	37	16 (6%)	9 (3%)	24	20 (2%)
Request for Service	39	1 (0%)	0 (0%)	4	36 (4%)
Road Restoration	21	1 (0%)	0 (0%)	7	15 (2%)
Other	50	3 (1%)	0 (0%)	3	50 (5%)
Total	1021	281	163(58%)	154	985

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, 2008	No & % of Complaints Received in Sep '08	No & % of Sep '08 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '08
Billing Query	24	3 (13%)	0 (0%)	2	25 (11%)
Damage Appliances	124	1 (4%)	0 (0%)	12	113 (49%)
High / Low Voltage	6	3 (13%)	0 (0%)	0	9 (4%)
Power Outages	28	5 (21%)	0 (0%)	30	3 (1%)
Request for Service	9	2 (8%)	0 (0%)	4	7 (3%)
Street Lights / Poles	54	5 (21%)	3 (13%)	5	51 (22%)
Other	21	5 (21%)	0 (0%)	3	23 (10%)
Total	266	24	3 (13%)	56	231

2.0 Complaints Analysis

Monthly	Sep '07	Sep '08	Aug '08
Number of complaints received	226	305	404
Number of complaints resolved	107	166	236
Number of complaints unresolved	119	139	168
Resolution rate for complaints received	47%	54%	58%
No. of outstanding complaints resolved	47	210	73
Total number of complaints resolved	154	376	309

The total number of complaints received in September 2008 decreased by 99 or 25% when compared to Aug '08. Using the same comparative period, the resolution rate for September 2008 decreased by 7%. The number of complaints resolved for the current month decreased by 70 or 30% and from a previous period (unresolved from Jan '03 to Aug '08) increased by 137 or 188%. The total number of complaints resolved overall increased by 67 or 22%.

Cumulative	Jan - Sep '07	Jan - Sep '08	Oct '07 - Sep '08
Number of complaints received	3,420	3,083	3,979
Number of complaints resolved	2,815	2,332	3,134
Number of complaints unresolved	605	661	724
Number of complaints withdrawn	86	90	118
Resolution rate	84%	78%	81%

The cumulative number of complaints received and resolved from Jan - Sep '08 decreased by 337 or 38% and 483 or 17% respectively when compared to Jan - Sep '07. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 305 complaints recorded for Sep '08 were reported by 213 customers of which 81 or 38% were new customers. Table 3 shows the frequency of complaints where 135 customers made only one complaint whilst cumulatively 78 or 61% of our customers made more than one complaint. For the period Jan - Sep '08, 1342 customers made 3083 complaints to the RIC of which 819 or 79% were new customers.

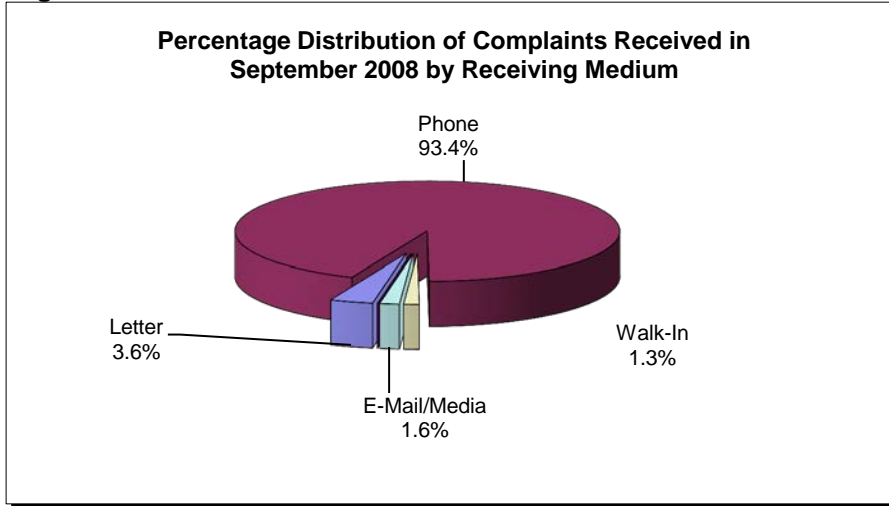
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '08 Customers	% of Repeated Customers Sep '08	No. of Customers Jan - Sep '08	% of Repeated Customers Jan - Sep '08
1	135	0	671	0
2	66	31	334	25
3	10	5	127	9
4	2	1	64	5
5	0	0	54	4
>6	0	0	92	7
0	213		1342	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2008 by receiving medium. The number of complaints received by Letter increased by 5 or 83%, Telephone decreased by 109 or 28%, and Walk in increased by 2 or 100% when compared to Aug '08.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2008 by Service Provider. The number of complaints filed against WASA have decreased by 90 or 24% and those filed against T&TEC decreased by 12 or 33% when compared to Aug '08.

Fig. 2

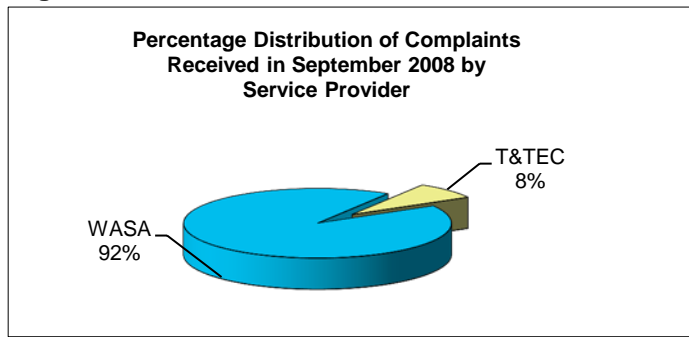
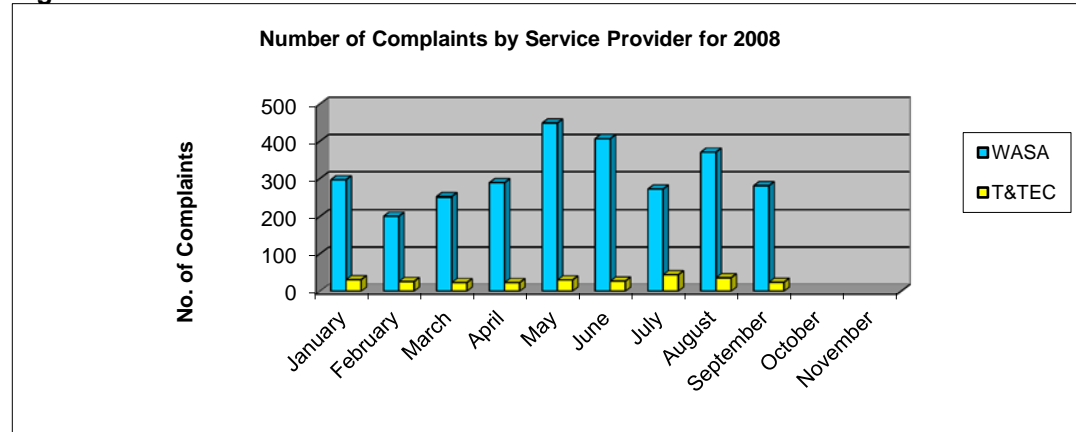


Fig. 3



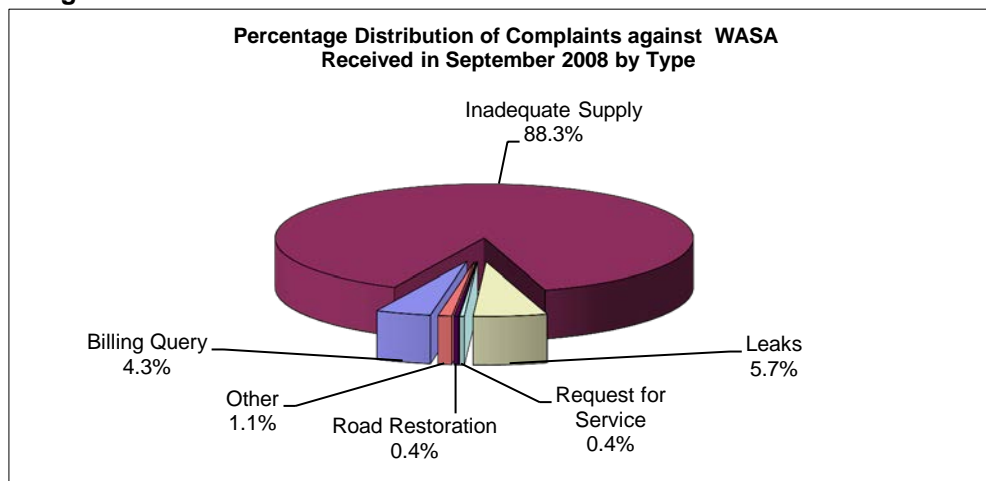
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2008 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2008 by type. When compared to Aug '08 the number of complaints related to Billing Queries increased by 6 or 100%, Inadequate Supply decreased by 98 or 28%, Leaks increased by 2 or 14%, Road Restoration increased by 1 or 100%, and the category Other decreased by 1 or 50%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, 2008	No of Complaints Received in Sep '08	No of Sep '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '08
Billing Query	268	12	3	7	270 (27%)
Inadequate Supply	606	248	151	109	594 (60%)
Leaks	37	16	9	24	20 (2%)
Request for Service	39	1	0	4	36 (4%)
Road Restoration	21	1	0	7	15 (2%)
Other	50	3	0	3	50 (5%)
Total	1,021	281	163	154	985

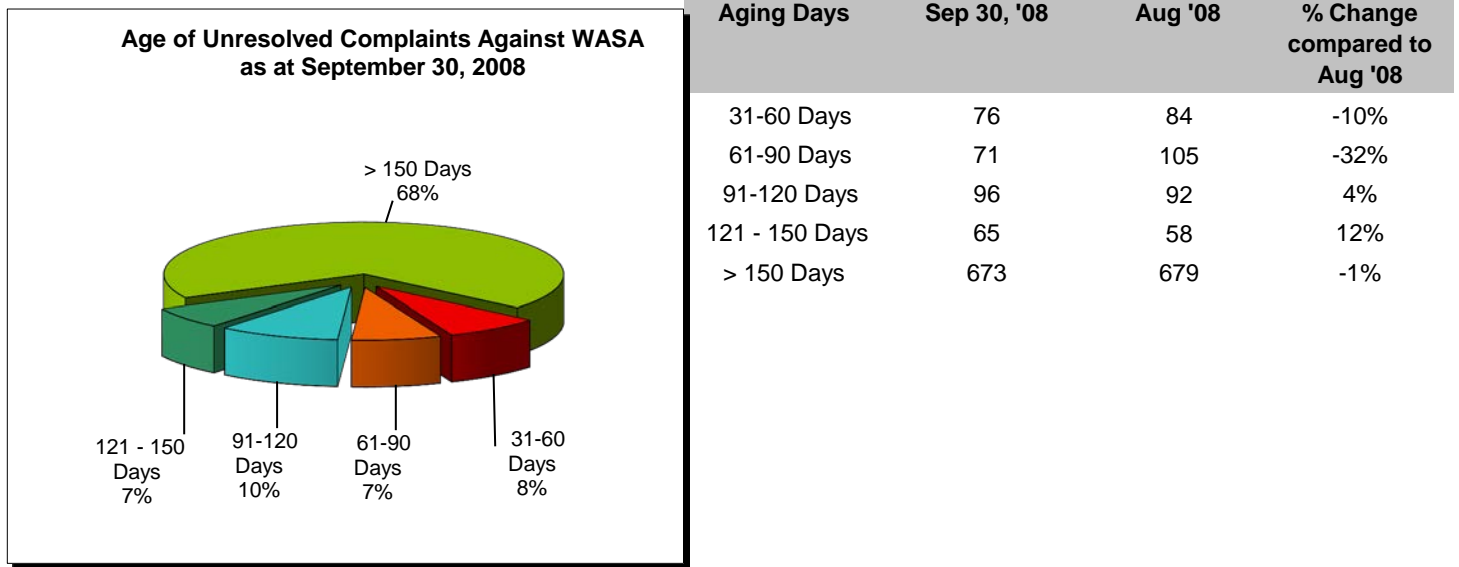
Fig. 4



Cumulative	Jan - Sep '08	Oct '07 - Sep '08
Number of complaints received	2,819	3,585
Number of complaints resolved	2,165	2,855
Number of complaints unresolved	568	614
Number of complaints withdrawn	86	113
Resolution rate	79%	82%

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	Sep 30, '08	Aug '08	% Change compared to Aug '08
31-60 Days	76	84	-10%
61-90 Days	71	105	-32%
91-120 Days	96	92	4%
121 - 150 Days	65	58	12%
> 150 Days	673	679	-1%

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					Total
	31-60	61-90	91-120	121 - 150	> 150	
Billing Query	5 (7%)	12 (17%)	6 (6%)	4 (6%)	243 (36%)	267 (28%)
Inadequate Supply	65 (86%)	52 (73%)	84 (88%)	56 (86%)	334 (50%)	604 (60%)
Leaks	2 (3%)	1 (1%)	2 (2%)	1 (2%)	13 (2%)	37 (2%)
Other	2 (3%)	3 (4%)	2 (2%)	2 (3%)	41 (6%)	50 (5%)
Request for Service	(0%)	2 (3%)	1 (1%)	2 (3%)	31 (5%)	39 (4%)
Road Restoration	2 (3%)	1 (1%)	1 (1%)	(0%)	11 (2%)	21 (2%)
	76	71	96	65	673	1018

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

Complaint Type	Oct '07 - Sep '08	Jan - Sep '08	Sep '08
Billing Classification	9,950.00	286.00	-
Billing Query	286,255.00	127,704.00	11,506.00
Damage to Property	-	-	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	15,437.00	13,137.00	-
	\$ 311,642.00	\$141,127.00	\$ 11,506.00

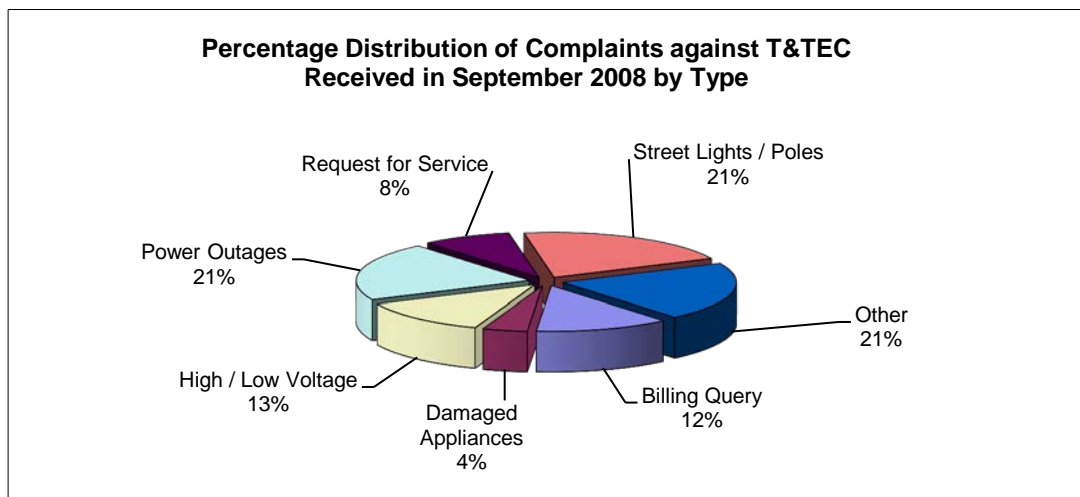
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in September 2008 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in September 2008 by type. When compared to Aug '08, the number of complaints related to Damage Appliances decreased by 8 or 89%, High/ Low Voltage increased by 1 or 50%, Power Outages decreased by 1 or 17%, Request for Service increased by 2 or 200% and Street Lights/Poles decreased by 6 or 55%.

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, 2008	No of Complaints Received in Sep '08	No of Sep '08 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '08
Billing Query	24	3	0	2	25 (11%)
Damaged Appliances	124	1	0	12	113 (49%)
High / Low Voltage	6	3	0	0	9 (4%)
Power Outages	28	5	0	30	3 (1%)
Request for Service	9	2	0	4	7 (3%)
Street Lights / Poles	54	5	3	5	51 (22%)
Other	21	5	0	3	23 (10%)
Total	266	24	3	56	231

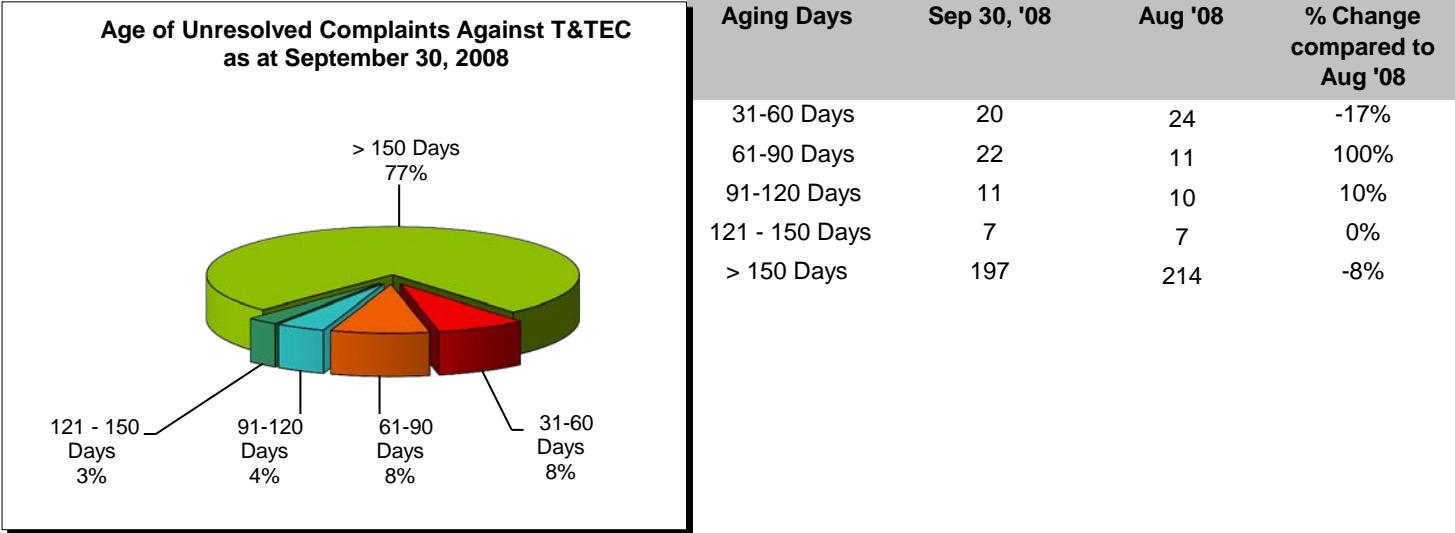
Fig. 6



Cumulative	Jan - Sep '08	Oct '07 - Sep '08
Number of complaints received	264	394
Number of complaints resolved	167	279
Number of complaints unresolved	93	110
Number of complaints withdrawn	4	5
Resolution rate	64%	72%

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	Sep 30, '08	Aug '08	% Change compared to Aug '08
31-60 Days	20	24	-17%
61-90 Days	22	11	100%
91-120 Days	11	10	10%
121 - 150 Days	7	7	0%
> 150 Days	197	214	-8%

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	1 (5%)	1 (5%)	1 (9%)	1 (14%)	21 (11%)	25 (10%)
Damaged Appliances	8 (40%)	5 (23%)	2 (18%)	(0%)	97 (49%)	112 (44%)
High / Low Voltage	2 (10%)	(0%)	1 (9%)	(0%)	6 (3%)	9 (4%)
Other	2 (10%)	1 (5%)	1 (9%)	2 (29%)	17 (9%)	23 (9%)
Power Outages	5 (25%)	10 (45%)	4 (36%)	1 (14%)	10 (5%)	30 (12%)
Request for Service	(0%)	1 (5%)	1 (9%)	(0%)	5 (3%)	7 (3%)
Street Lights / Poles	2 (10%)	4 (18%)	1 (9%)	3 (43%)	41 (21%)	51 (20%)
Totals	20	22	11	7	197	257

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

Complaint Type	Oct '07 - Sep '08	Jan - Sep '08	Sep '08
Billing Query	221,343.00	136,711.00	-
Damaged Appliance	39,193.00	37,193.00	-
Request for Service	-	-	-
	\$ 260,536.00	\$ 173,904.00	\$ -

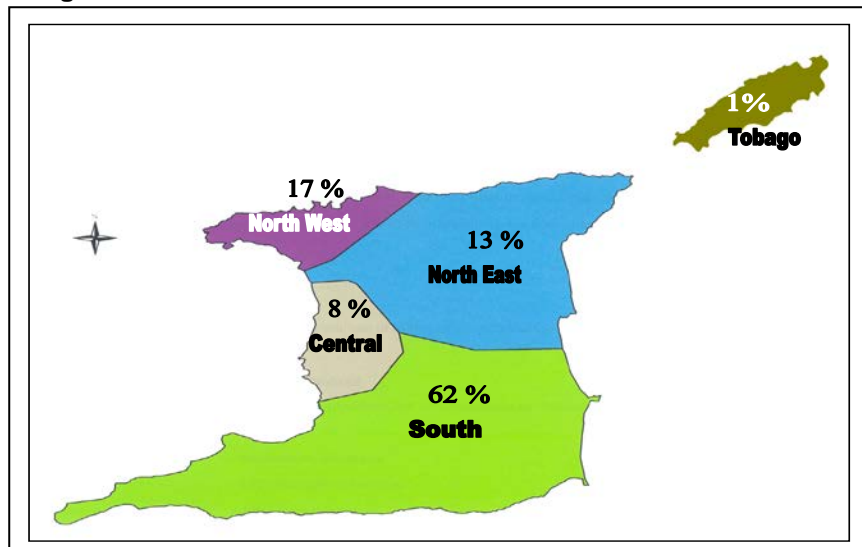
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2008 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	34 (12%)	6 (25%)	40 (13%)
North West	44 (16%)	8 (33%)	52 (17%)
Central	23 (8%)	0 (0%)	23 (8%)
South	179 (64%)	9 (38%)	188 (62%)
Tobago	1 (0%)	1 (4%)	2 (1%)
Total	281	24	305

Fig. 8



When compared to Aug '08, the number of complaints from the Central region decreased by 25 or 52%, from the North East increased by 1 or 3%, from the North West decreased by 33 or 39%, complaints from the South region decreased by 46 or 20% while those from Tobago increased by 1 or 100%.

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 '08 .

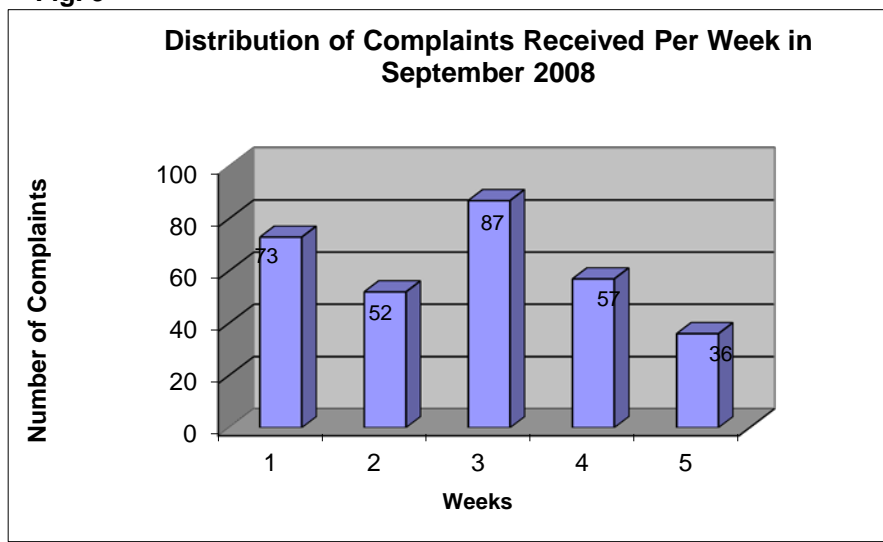
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Cunupia	51
			Freeport	48
			Talparo	39
		North East	Arima	81
			D'Abadie	29
			Arouca	17
		North West	Glencoe	80
			Diego Martin	52
			Port of Spain	26
		South	Barrackpore	365
			Penal	314
			Princes Town	206
			Siparia	125
T&TEC	Street Lights / Poles	South	Princes Town	11
	Street Lights / Poles	South	Barrackpore	11
	Street Lights / Poles	South	Penal	10
	Power Outages	South	Barrackpore	6

7.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in September 2008

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 '08

