



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2009

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2009, as well as all outstanding complaints Service Providers as at September 31, 2009.

Status	Sep '08	Sep '09	Oct '08 - Sep '09		
Number of complaints received	305	565	4,155		
Number of complaints resolved	166	330	3,164		
Number of complaints unresolved	139	235	889		
Number of complaints withdrawn	0	0	98		
Resolution rate for complaints received	54%	58%	78%		
No. of outstanding complaints resolved	210	230	132		
Total number of complaints resolved	376	560	3,296		
Rebate/compensation awarded to customers	TT\$11,056	TT\$1,031	TT\$733,226	WASA	\$448
				T&TEC	\$284

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, '09	No & % of Complaints Received in Sep '09	No & % of Sep '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '09
Billing Query	295	11 (2%)	0 (0%)	28	278 (21%)
Inadequate Supply	856	493 (91%)	303 (56%)	149	897 (66%)
Leaks	38	29 (5%)	18 (3%)	13	36 (3%)
Request for Service	40	4 (1%)	0 (0%)	0	44 (3%)
Road Restoration	22	2 (0%)	0 (0%)	2	22 (2%)
Other	74	3 (1%)	0 (0%)	3	74 (5%)
Total	1325	542	321 (59%)	195	1351

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, '09	No & % of Complaints Received in Sep '09	No & % of Sep '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '09
Billing Query	40	7 (30%)	2 (9%)	17	28 (12%)
Damage Appliances	105	0 (0%)	0 (0%)	1	104 (45%)
High / Low Voltage	5	2 (9%)	1 (4%)	1	5 (2%)
Power Outages	13	1 (4%)	1 (4%)	3	10 (4%)
Request for Service	12	3 (13%)	1 (4%)	3	11 (5%)
Street Lights / Poles	50	9 (39%)	4 (17%)	7	48 (21%)
Other	26	1 (4%)	0 (0%)	3	24 (10%)
Total	251	23	9 (39%)	35	230

2.0 Complaints Analysis

Monthly	Sep '08	Sep '09	Aug '09
Number of complaints received	305	565	451
Number of complaints resolved	166	330	200
Number of complaints unresolved	139	235	251
Resolution rate for complaints received	54%	58%	44%
No. of outstanding complaints resolved	210	230	132
Total number of complaints resolved	376	560	332

The total number of complaints received in September 2009 increased by 114 or 25% when compared to Aug '09. Using the same comparative period, the resolution rate for September 2009 increased by 32%. The number of complaints resolved for the current month increased by 130 or 65% and from a previous period (unresolved from Oct '04 to Aug '09) increased by 98 or 74%. The total number of complaints resolved overall increased by 228 or 69%.

Cumulative	Jan '08 - Sep '08	Jan '09 - Sep '09	Oct '08 - Sep '09
Number of complaints received	3,083	3,368	4,155
Number of complaints resolved	2,332	2,436	3,164
Number of complaints unresolved	751	863	889
Number of complaints withdrawn	90	69	98
Resolution rate	78%	74%	78%

The cumulative number of complaints received and resolved from Jan '09 - Aug '09 increased by 285 or 40% and 104 or 4% respectively when compared to Jan '08 - Aug '08. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 565 complaints recorded for Sep '09 were reported by 348 customers of which 138 or 40% were new customers. Table 3 shows the frequency of complaints where 181 customers made only one complaint whilst cumulatively 167 or 60% of our customers made more than one complaint. For the period Jan '09-Sep '09, 1417 customers made 3368 complaints to the RIC of which 854 or 79% were new customers.

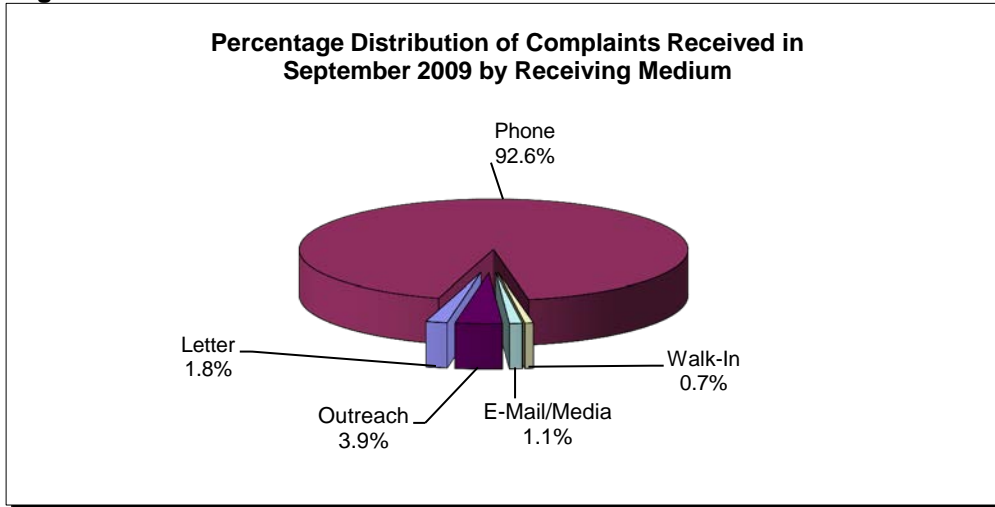
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '09 Customers	% of Repeat Customers for Sep '09	No. of Customers from Jan '09-Sep '09	% of Repeat Customers from Jan '09-Sep '09
1	181	0	688	0
2	128	37	374	26
3	32	9	99	7
4	3	1	90	6
5	4	1	48	3
>6	0	0	118	8
	348		1417	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2009 by receiving medium. The number of complaints received by Letter decreased by 2 or 17%, Telephone increased by 93 or 22%, Walk in decreased by 2 or 33%, Outreach increased by 22 as there was no Outreach in the previous month and e-mail/Media increased by 3 or 100% when compared to Aug '09.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2009 by Service Provider. The number of complaints filed against WASA have increased by 119 or 28% and those filed against T&TEC decreased by 5 or 18% when compared to Aug '09.

Fig. 2

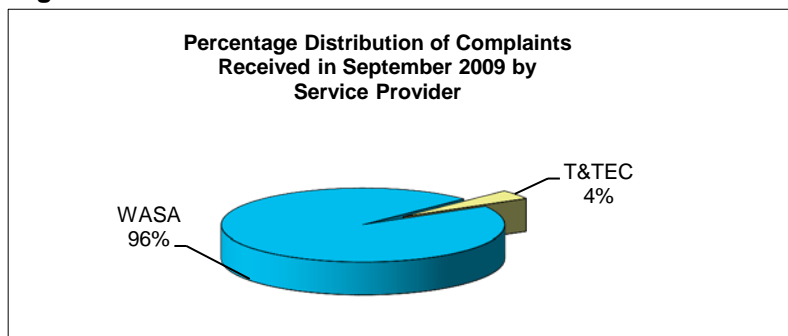
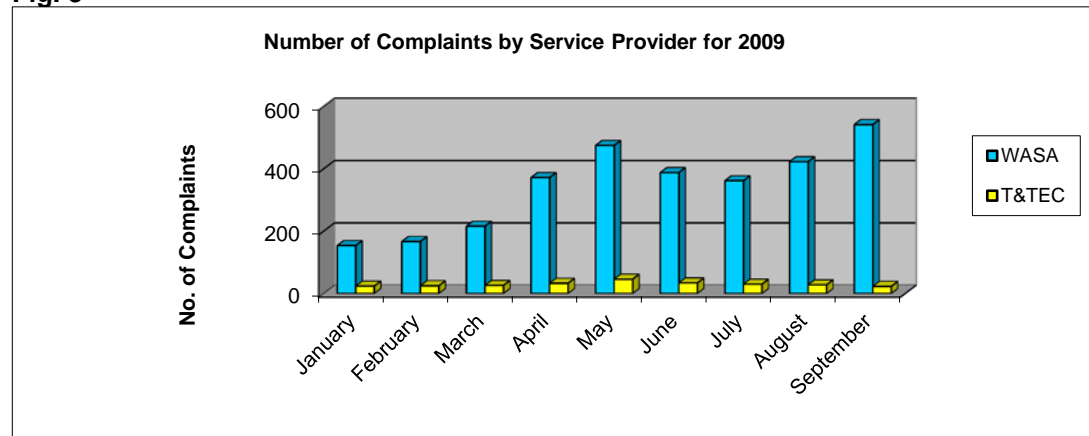


Fig. 3



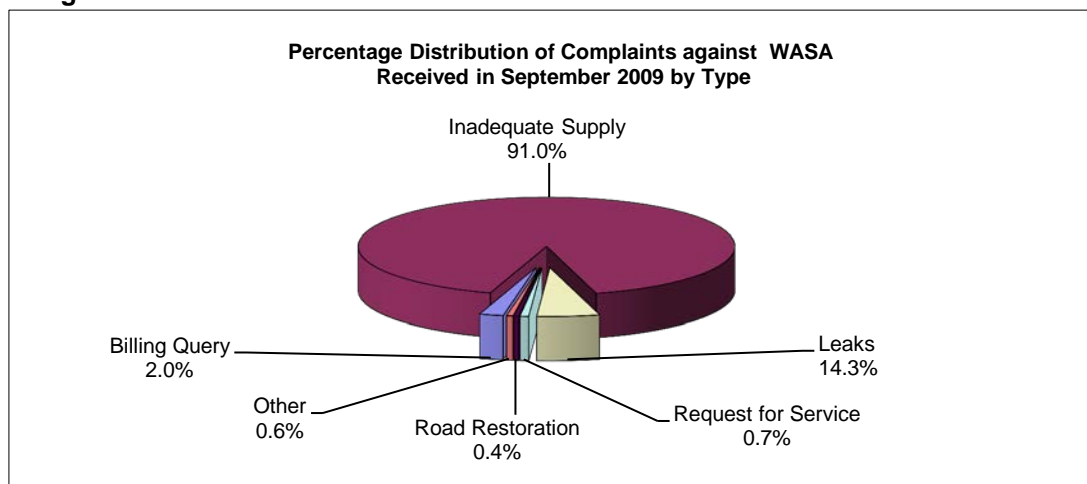
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2009 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2009 by type. When compared to Aug '09 the number of complaints related to Billing Queries increased by 3 or 38%, Inadequate Supply increased by 105 or 27%, Leaks increased by 17 or 142%, Road Restoration increased by 2 or 100%, and the category Other decreased by 1 or 33%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, '09	No of Complaints Received in Sep '09	No of Sep '09 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '09
Billing Query	295	11	0	28	278 (21%)
Inadequate Supply	856	493	303	149	897 (66%)
Leaks	38	29	18	13	36 (3%)
Request for Service	40	4	0	0	44 (3%)
Road Restoration	22	2	0	2	22 (2%)
Other	74	3	0	3	74 (5%)
Total	1325	542	321	195	1351

Fig. 4



Cumulative	Jan '09- Sep '09	Oct '08 - Sep '09
Number of complaints received	3,099	3,768
Number of complaints resolved	2,258	2,879
Number of complaints unresolved	773	790
Number of complaints withdrawn	68	95
Resolution rate	74%	78%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months. There has been a sharp increase in the number of inadequate water supply complaint, which is unusual for this time of year.

Fig. 5

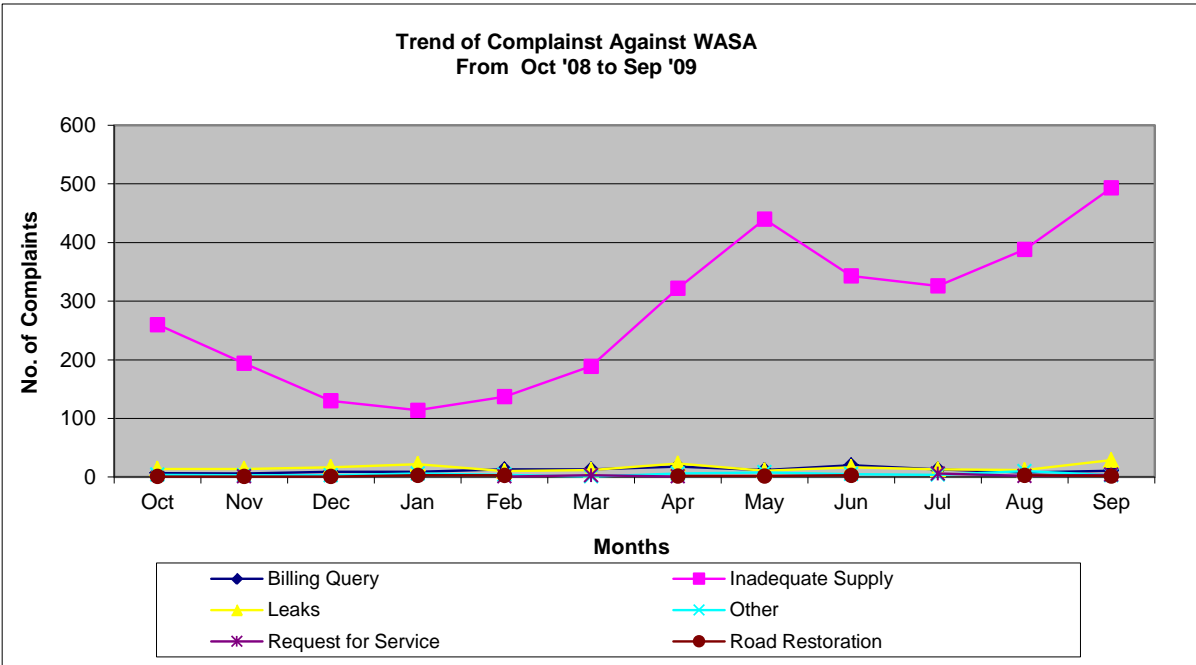
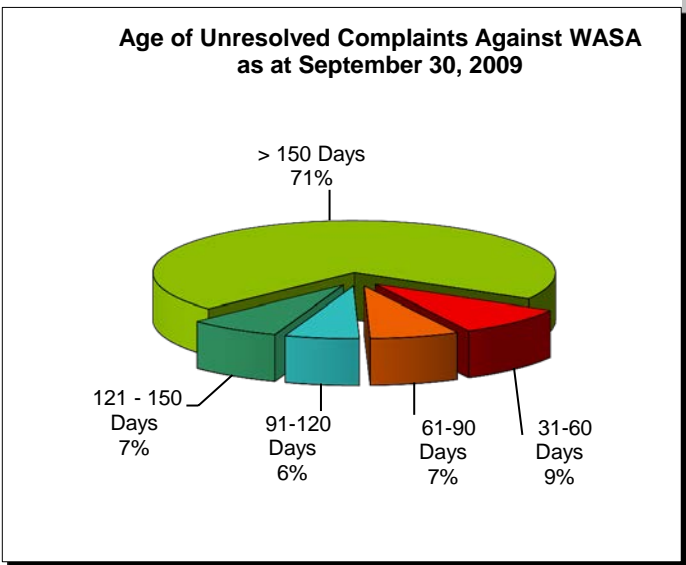


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Sep '09	Aug '09	% Change
31-60 Days	121	97	25
61-90 Days	96	108	-11
91-120 Days	80	85	-6
121 - 150 Days	99	745	-87
> 150 Days	945	705	34

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					To
	31-60	61-90	91-120	91-120	> 150	
Billing Query	8 (7%)	10 (10%)	13 (16%)	8 (8%)	238 (25%)	274
Inadequate Supply	97 (80%)	75 (78%)	60 (75%)	81 (82%)	575 (61%)	624
Leaks	4 (3%)	3 (3%)	4 (5%)	4 (4%)	21 (2%)	22
Other	8 (7%)	2 (2%)	2 (3%)	5 (5%)	57 (6%)	63
Request for Service	2 (2%)	6 (6%)	0 (0%)	0 (0%)	36 (4%)	32
Road Restoration	2 (2%)	0 (0%)	1 (1%)	1 (1%)	18 (2%)	20
	121	96	80	99	945	1035

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

Complaint Type	Oct '08 - Sep '09	Jan '09- Sep '09	Sep '09
Billing Classification	47,613.00	47,613.00	-
Billing Query	362,101.00	343,470.00	-
Damage to Property	20,000.00	20,000.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	18,630.00	18,630.00	-
	\$ 448,344.00	\$ 429,713.00	\$ -

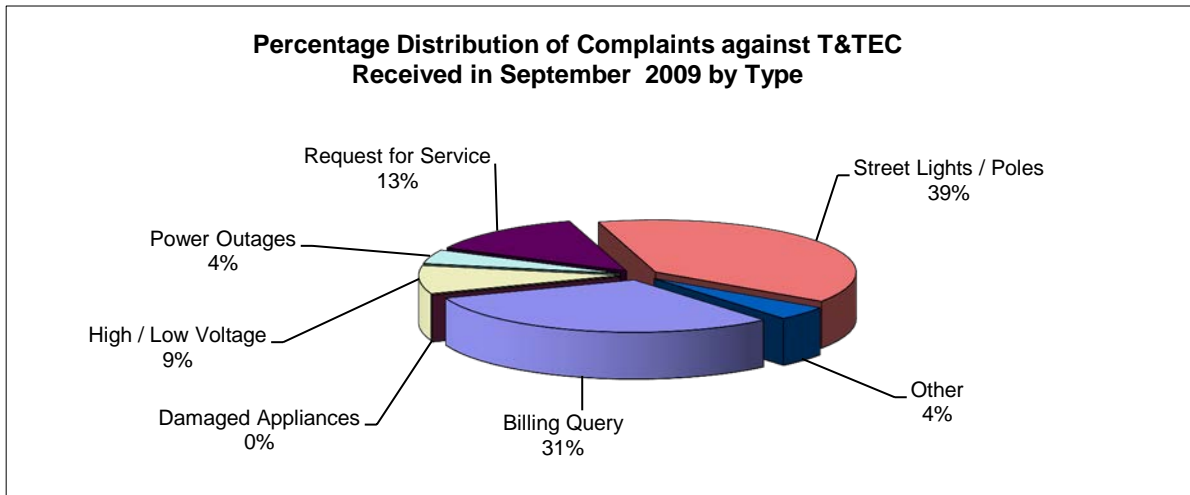
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in September 2009 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in September 2009 by type. When compared to Aug '09, the number of complaints related to Billing Queries decreased by 1 or 13%, Damage Appliances decreased by 3 or 100%, High/ Low Voltage increased by 1 or 100%, Power Outages decreased by 2 or 67%, Street Lights/Poles increased by 7 or 350%, and the category Other decreased by 7 or 88% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, '09	No of Complaints Received in Sep '09	No of Sep '09 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '09
Billing Query	40	7	2	17	28 (12%)
Damaged Appliances	105	0	0	1	104 (45%)
High / Low Voltage	5	2	1	1	5 (2%)
Power Outages	13	1	1	3	10 (4%)
Request for Service	12	3	1	3	11 (5%)
Street Lights / Poles	50	9	4	7	48 (21%)
Other	26	1	0	3	24 (10%)
Total	251	23	9	35	230

Fig. 7



Cumulative	Jan '09- Sep '09	Oct '08 - Sep '09
Number of complaints received	269	387
Number of complaints resolved	178	285
Number of complaints unresolved	90	99
Number of complaints withdrawn	1	3
Resolution rate	66%	74%

Figure 8 shows the trends of the major complaints reported against T&TEC over the last twelve months

Fig. 8

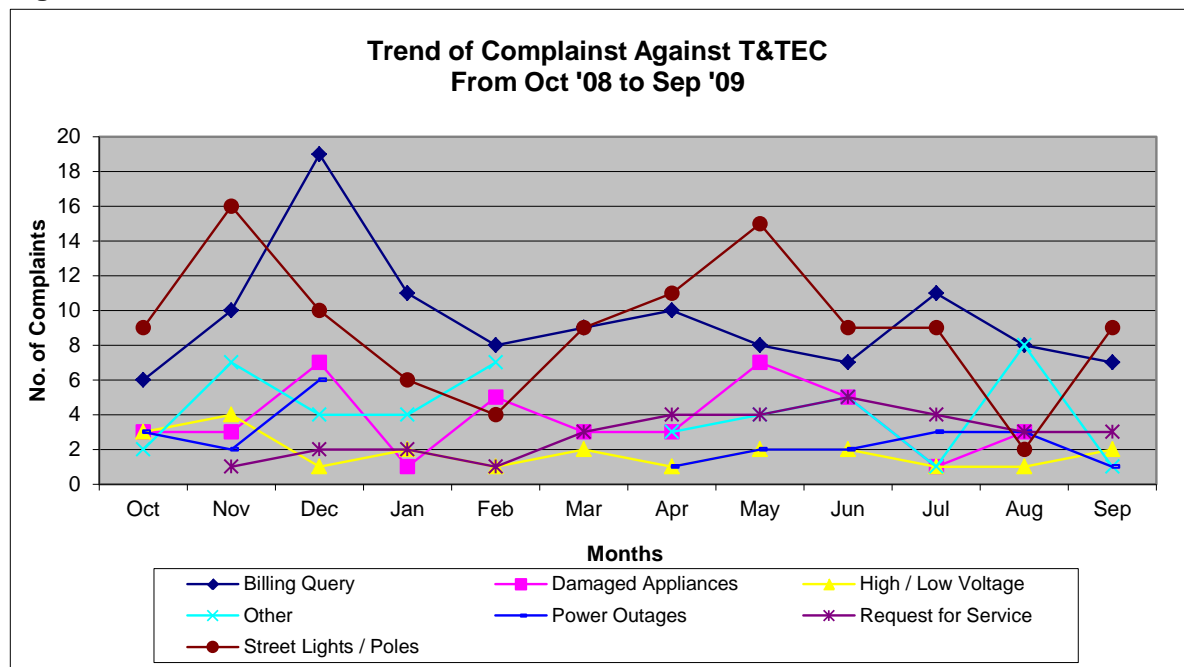
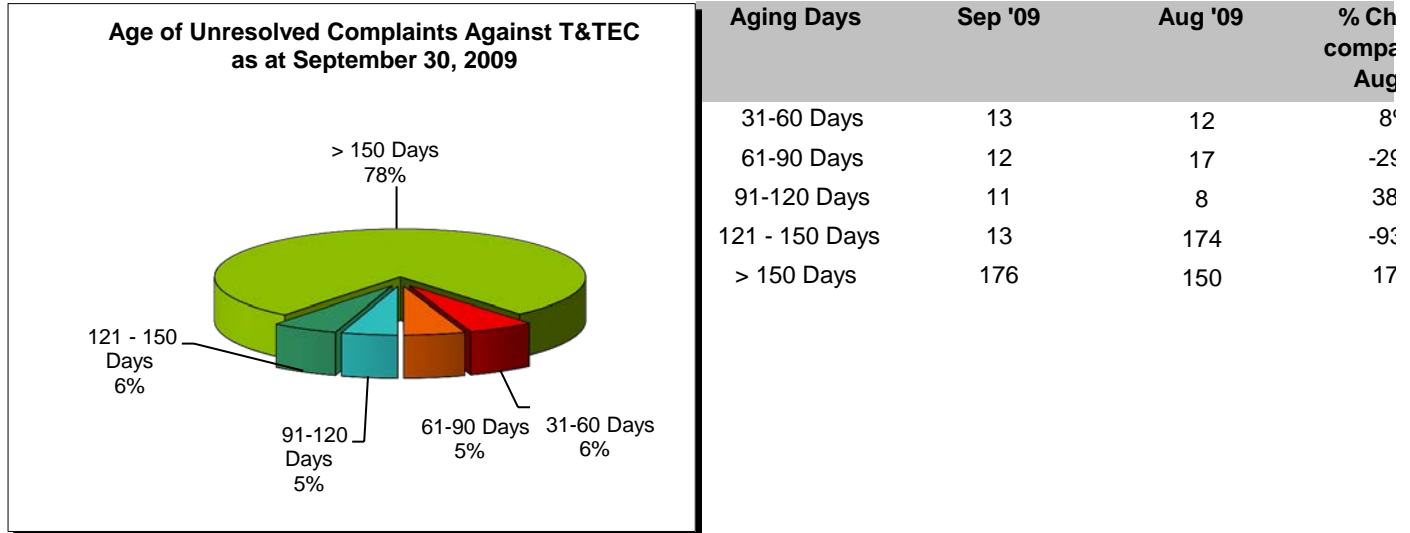


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Sep '09	Aug '09	% Change Aug
31-60 Days	13	12	8%
61-90 Days	12	17	-29%
91-120 Days	11	8	38%
121 - 150 Days	13	174	-92%
> 150 Days	176	150	17%

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					Totals
	31-60	61-90	91-120	120 - 150	> 150	
Billing Query	2 (15%)	1 (8%)	1 (9%)	1 (8%)	23 (13%)	28
Damaged Appliances	2 (15%)	1 (8%)	2 (18%)	5 (38%)	94 (53%)	104
High / Low Voltage	0 (0%)	1 (8%)	0 (0%)	0 (0%)	2 (1%)	3
Other	5 (38%)	1 (8%)	2 (18%)	1 (8%)	14 (8%)	23
Power Outages	2 (15%)	1 (8%)	0 (0%)	2 (15%)	5 (3%)	10
Request for Service	1 (8%)	3 (25%)	3 (27%)	1 (8%)	3 (2%)	11
Street Lights / Poles	1 (8%)	4 (33%)	3 (27%)	3 (23%)	35 (20%)	46
Totals	13	12	11	13	176	225

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

Complaint Type	Oct '08 - Sep '09	Jan '09- Sep '09	Sep '09
Billing Query	50,978.00	50,771.00	1,031.00
Damaged Appliance	32,754.00	32,754.00	-
KVA Reduction	141,792.00	141,792.00	-
Other Claims	59,358.00	39,358.00	-
	\$ 284,882.00	\$ 264,675.00	\$ 1,031.00

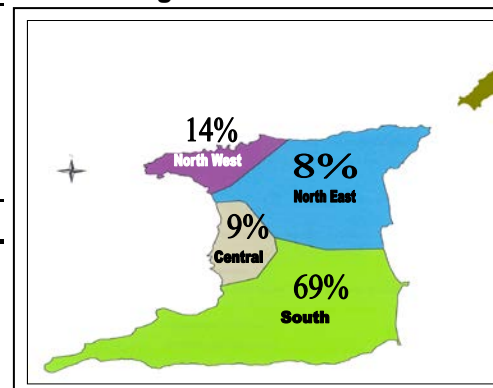
6.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 8 shows the number of complaints received against the two Service Providers grouped into five geographic regions. Figure 10 shows the percentage distribution of all complaints received in September 2009 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	35 (6%)	12 (52%)	47 (8%)
North West	75 (14%)	5 (22%)	80 (14%)
Central	47 (9%)	2 (9%)	49 (9%)
South	385 (71%)	4 (17%)	389 (69%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	542	23	565

Fig. 10



When compared to Aug '09, the number of complaints from the Central region increased by 16 or 48%, North East increased by 8 or 21%, North West decreased by 24 or 23% and complaints from the South region increased by 114 or 41%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan '09- Sep '09. Penal, Barrackpore, Princes Town and Siparia continues to be the worse served areas in Trinidad in terms of an inadequate water supply.

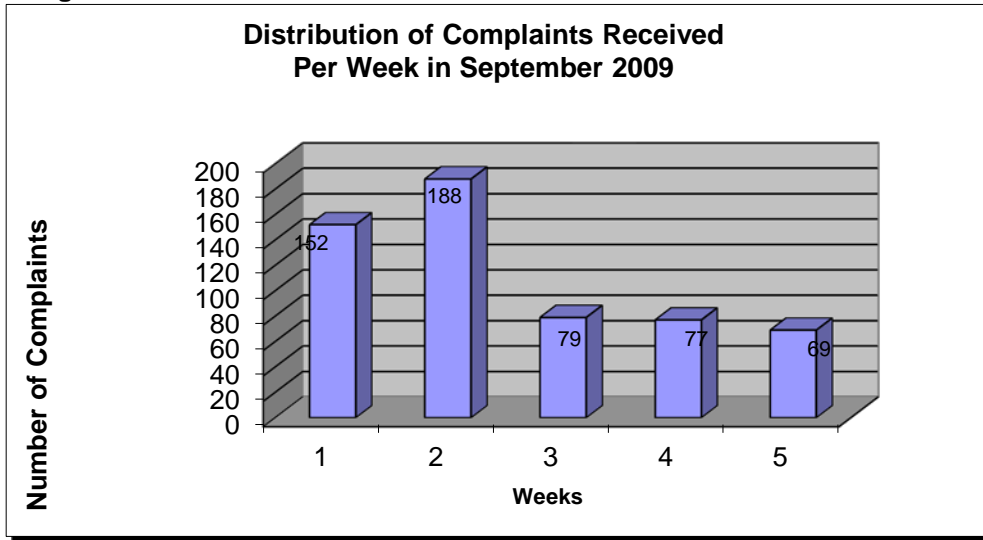
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Cunupia	51
			Freeport	51
			Las Lomas No.	36
		North East	Talparo	21
			Arima	13
			D'abadie	12
		North West	Diego Martin	71
			San Juan	53
			Glencoe	48
		South	Penal	531
			Barrackpore	294
			Princes Town	223
			Siparia	170
T&TEC	Street Lights / Poles	North East	Arima	9
	Street Lights / Poles	South	Princes Town	6
	Billing Query	South	Princes Town	6
	Street Lights / Poles	South	Barrackpore	5

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in September 2009

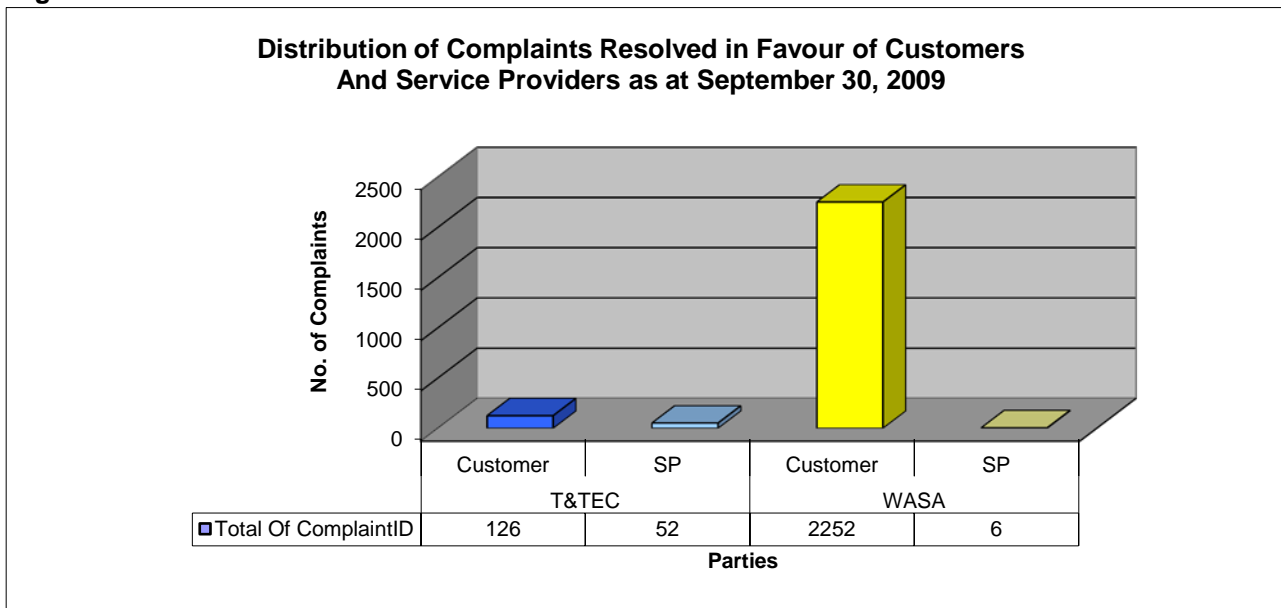
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '09- Sep '09

Fig. 12



against

3344
4882

Change
compared to
2009

1%

1%

0%

7%

1%

tal
(21%)
(66%)
(3%)
(6%)
(3%)
(2%)

Change
Compared to
2009

0%
1%
2%
3%
4%

Total
(12%)
(46%)
(1%)
(10%)
(4%)
(5%)
(20%)

