



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2010

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2010, as well as all outstanding complaints Service Providers as at September 30, 2010.

Status	Sep '09	Sep '10	Oct '09 - Sep '10		
Number of complaints received	565	179	4,751		
Number of complaints resolved	330	94	4,029		
Number of complaints unresolved	235	85	578		
Number of complaints withdrawn	0	0	141		
Resolution rate for complaints received	58%	53%	87%		
No. of outstanding complaints resolved	230	159	117		
Total number of complaints resolved	560	253	4,146		
Rebate/compensation awarded to customers	TT\$1,031	TT\$798,247	TT\$1,299,899	WASA	\$
				T&TEC	\$1,

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, '10	No & % of Complaints Received in Sep '10	No & % of Sep '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '10
Billing Query	286	5 (3%)	0 (0%)	0	291 (29%)
Inadequate Supply	595	111 (72%)	70 (45%)	110	526 (53%)
Leaks	43	27 (17%)	13 (8%)	27	30 (3%)
Request for Service	43	2 (1%)	0 (0%)	1	44 (4%)
Road Restoration	21	5 (3%)	0 (0%)	1	25 (3%)
Other	76	5 (3%)	1 (1%)	7	73 (7%)
Total	1064	155	84 (54%)	146	989

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, '10	No & % of Complaints Received in Sep '10	No & % of Sep '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '10
Billing Query	31	5 (21%)	4 (17%)	3	29 (12%)
Damage Appliances	98	3 (13%)	0 (0%)	2	99 (40%)
High / Low Voltage	11	5 (21%)	1 (4%)	3	12 (5%)
Power Outages	15	2 (8%)	1 (4%)	1	15 (6%)
Request for Service	16	0 (0%)	0 (0%)	0	16 (6%)
Street Lights / Poles	49	6 (25%)	3 (13%)	4	48 (19%)
Other	28	3 (13%)	1 (4%)	0	30 (12%)
Total	248	24	10 (42%)	13	249

2.0 Complaints Analysis

Monthly	Sep '09	Sep '10	Aug '10
Number of complaints received	565	179	128
Number of complaints resolved	330	94	53
Number of complaints unresolved	235	85	75
Resolution rate for complaints received	58%	53%	41%
No. of outstanding complaints resolved	230	159	117
Total number of complaints resolved	560	253	170

The total number of complaints received in September 2010 increased by 51 or 40% when compared to Aug '10. Using the same comparative period, the resolution rate for September 2010 increased by 27%. The number of complaints resolved for the current month increased by 41 or 77% and from a previous period (unresolved from Jan '03 to Aug '10) increased by 42 or 36%. The total number of complaints resolved overall increased by 83 or 49%.

Cumulative	Jan '09 - Sep '09	Jan '10 - Sep '10	Oct '09 - Sep '10
Number of complaints received	3,368	3,773	4,751
Number of complaints resolved	2,436	3,154	4,029
Number of complaints unresolved	932	503	578
Number of complaints withdrawn	69	116	141
Resolution rate	74%	86%	87%

The cumulative number of complaints received and resolved from Jan '09 - Sep '09 increased by 405 or 53% and by 718 or 29% respectively when compared to the same period last year. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 179 complaints recorded for September 2010 were reported by 104 customers of which 55 or 53% were new customers. Table 3 shows the frequency of complaints where 84 customers made only one complaint whilst cumulatively 20 or 67% of our customers made more than one complaint. For the period Jan '10 - Sep '10, 1810 customers made 3773 complaints to the RIC of which 1212 or 79% were new customers.

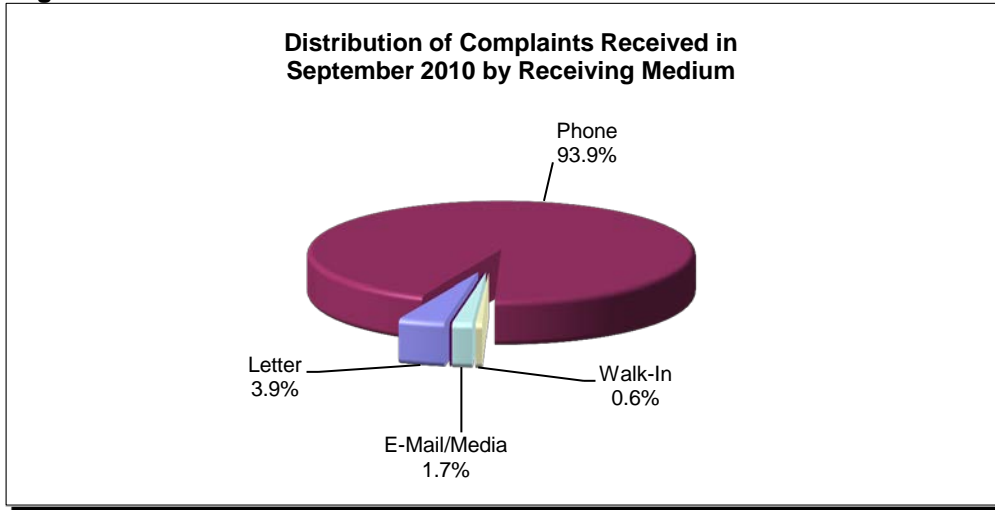
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '10 Customers	% of Repeat Customers for Sep '10	No. of Customers from Jan '10 - Sep '10	% of Repeat Customers from Jan '10 - Sep '10
1	84	0	921	0
2	16	15	517	29
3	4	4	160	9
4	0	0	89	5
5	0	0	55	3
>6	0	0	68	4
	104		1810	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2010 by receiving medium. The number of complaints received by Letter decreased by 3 or 30%, Telephone increased by 59 or 54%, Walk in decreased by 4 or 80%, and e-mail/Media decreased by 1 or 25% when compared to Aug '10.

Fig. 1



5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2010 by Service Provider. The number of complaints filed against WASA have increased by 65 or 72% and those filed against T&TEC have decreased by 14 or 37% when compared to Aug '10.

Fig. 2

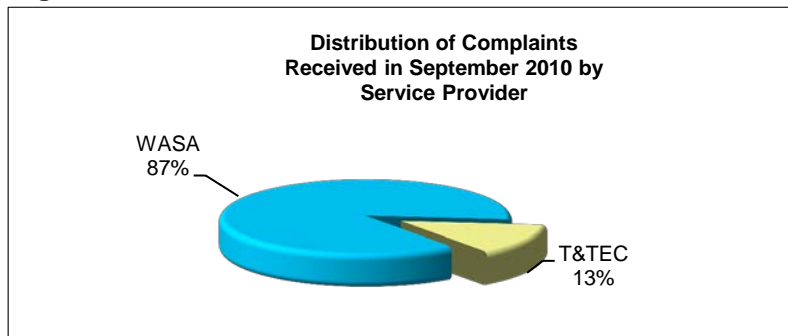
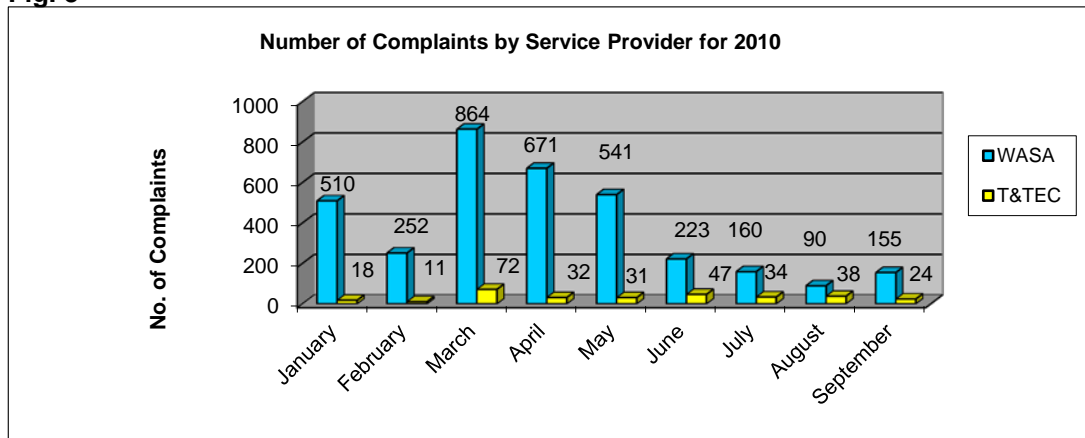


Fig. 3



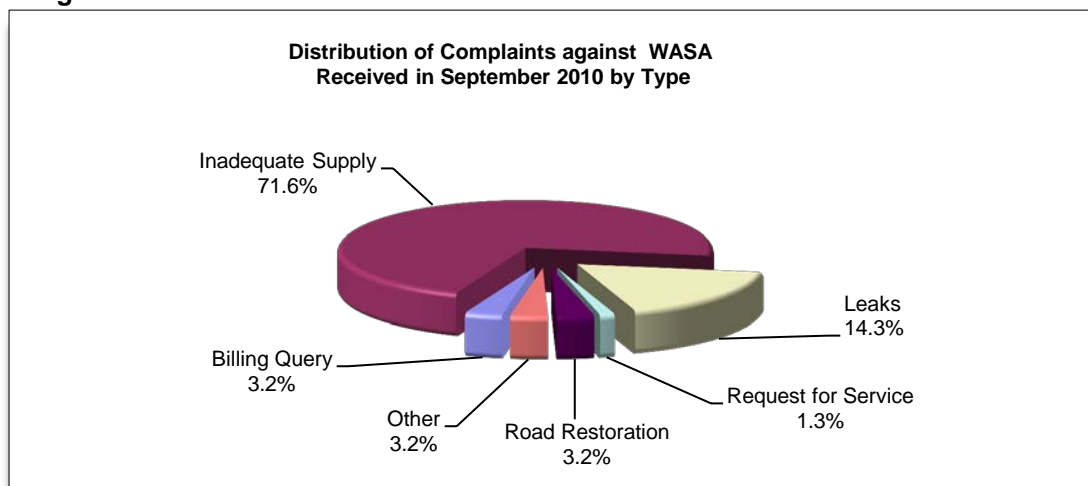
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2010 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in September 2010 by type. When compared to Aug '10 the number of complaints related to Billing Queries increased by 1 or 25%, Inadequate Supply increased by 42 or 61%, Leaks increased by 16 or 145%, Request for Service increased by 2 or 200%, Road Restoration increased by 3 or 150% and the category Other increased by 1 or 25%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, '10	No of Complaints Received in Sep '10	No of Sep '10 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '10
Billing Query	286	5	0	0	291 (29%)
Inadequate Supply	595	111	70	110	526 (53%)
Leaks	43	27	13	27	30 (3%)
Request for Service	43	2	0	1	44 (4%)
Road Restoration	21	5	0	1	25 (3%)
Other	76	5	1	7	73 (7%)
Total	1064	155	84	146	989

Fig. 4



Cumulative	Jan '10 - Sep '10	Oct '09 - Sep '10
Number of complaints received	3,466	4,374
Number of complaints resolved	2,958	3,771
Number of complaints unresolved	394	461
Number of complaints withdrawn	114	139
Resolution rate	88%	89%

Figure 5 shows the trends of the major complaints reported against WASA over the last twelve months

Fig. 5

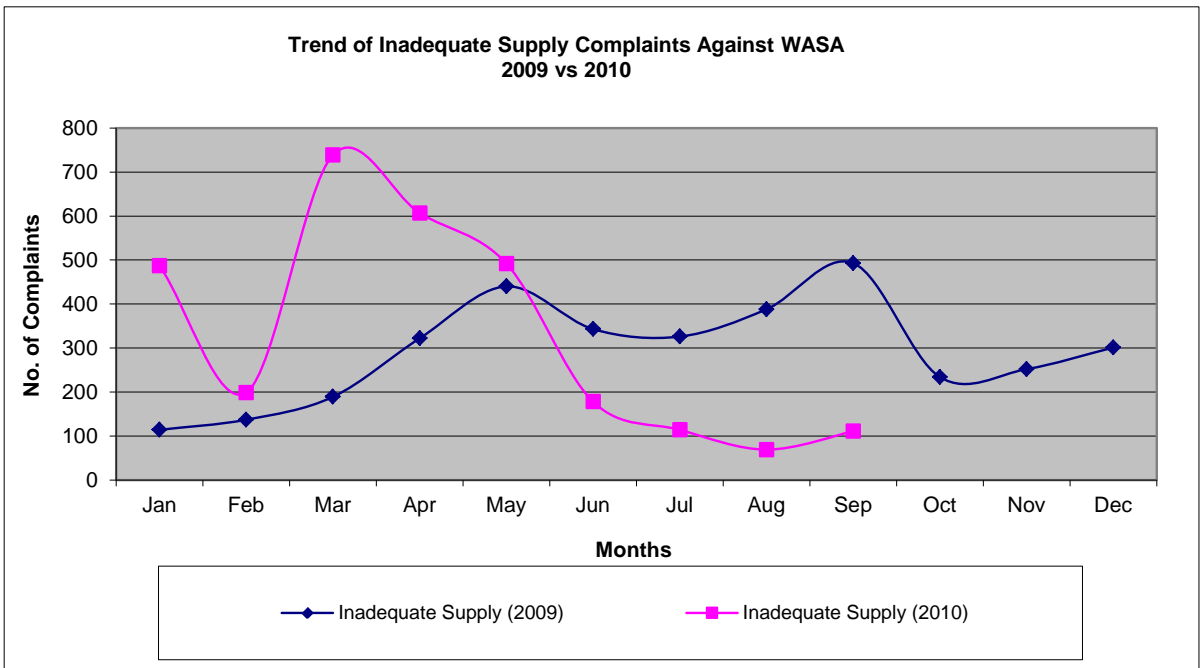
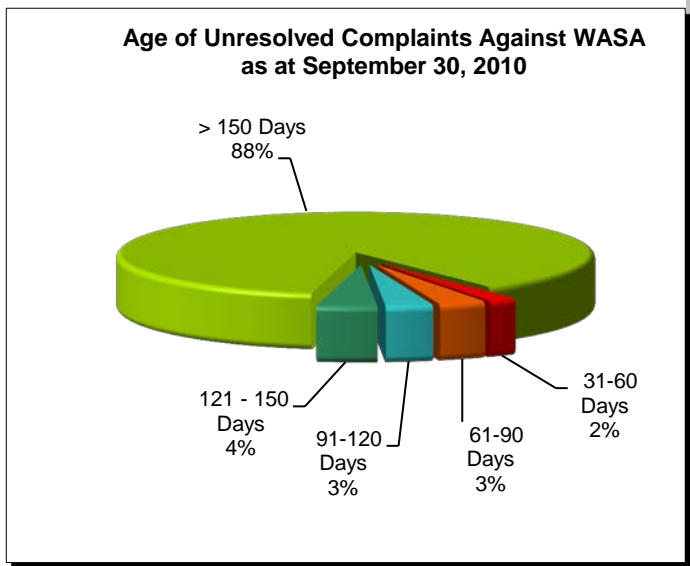


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



Aging Days	Sep '10	Aug '10	% Change Aug
31-60 Days	18	30	-40%
61-90 Days	30	30	0%
91-120 Days	30	39	-23%
121 - 150 Days	38	48	-21%
> 150 Days	818	798	3%

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	121-150	> 150	
Billing Query	2 (11%)	6 (20%)	7 (23%)	12 (32%)	262 (32%)	289
Inadequate Supply	14 (78%)	16 (53%)	18 (60%)	18 (47%)	428 (52%)	494
Leaks	0 (0%)	2 (7%)	3 (10%)	2 (5%)	11 (1%)	18
Other	2 (11%)	1 (3%)	2 (7%)	2 (5%)	63 (8%)	70
Request for Service	0 (0%)	1 (3%)	0 (0%)	1 (3%)	41 (5%)	43
Road Restoration	0 (0%)	4 (13%)	0 (0%)	3 (8%)	13 (2%)	20
	18	30	30	38	818	934

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

Complaint Type	Oct '09 - Sep '10	Jan '10 - Sep '10	Sep '10
Billing Classification	9,268.00	450.00	-
Billing Query	135,511.00	85,440.00	-
Damage to Property	25,500.00	25,500.00	-
Disconnection / Reconnection	-	-	-
Retroactive Billing Adjustment	-	-	-
	\$ 170,279.00	\$ 111,390.00	\$ -

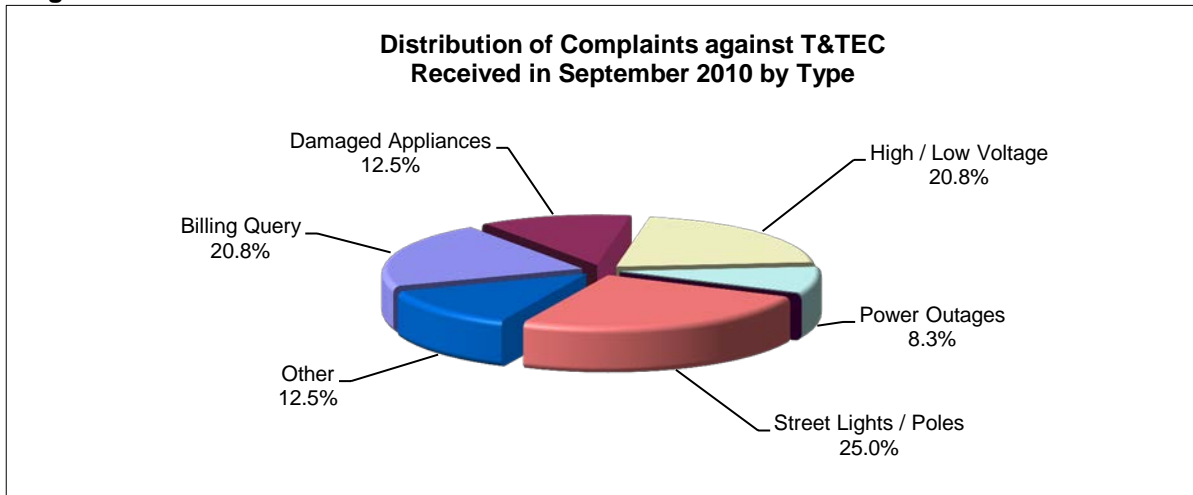
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in September 2010 and their status, as well as, the number and percentage by type. Figure 7 shows the percentage distribution of the complaints received in September 2010 by type. When compared to Aug '10, the number of complaints related to Billing Queries decreased by 2 or 29%, Damage Appliances decreased by 4 or 57%, High/ Low Voltage increased by 4 or 400%, Power Outages decreased by 4 or 67%, Request for Service decreased by 5 or 100%, Street Lights/Poles decreased by 4 or 40%, and the category Other increased by 1 or 50% .

Table 5: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, '10	No of Complaints Received in Sep '10	No of Sep '10 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '10
Billing Query	31	5	4	3	29 (12%)
Damaged Appliances	98	3	0	2	99 (40%)
High / Low Voltage	11	5	1	3	12 (5%)
Power Outages	15	2	1	1	15 (6%)
Request for Service	16	0	0	0	16 (6%)
Street Lights / Poles	49	6	3	4	48 (19%)
Other	28	3	1	0	30 (12%)
Total	248	24	10	13	249

Fig. 7



Cumulative	Jan '10 - Sep '10	Oct '09 - Sep '10
Number of complaints received	307	377
Number of complaints resolved	196	258
Number of complaints unresolved	109	117
Number of complaints withdrawn	2	2
Resolution rate	64%	69%

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

Fig. 8

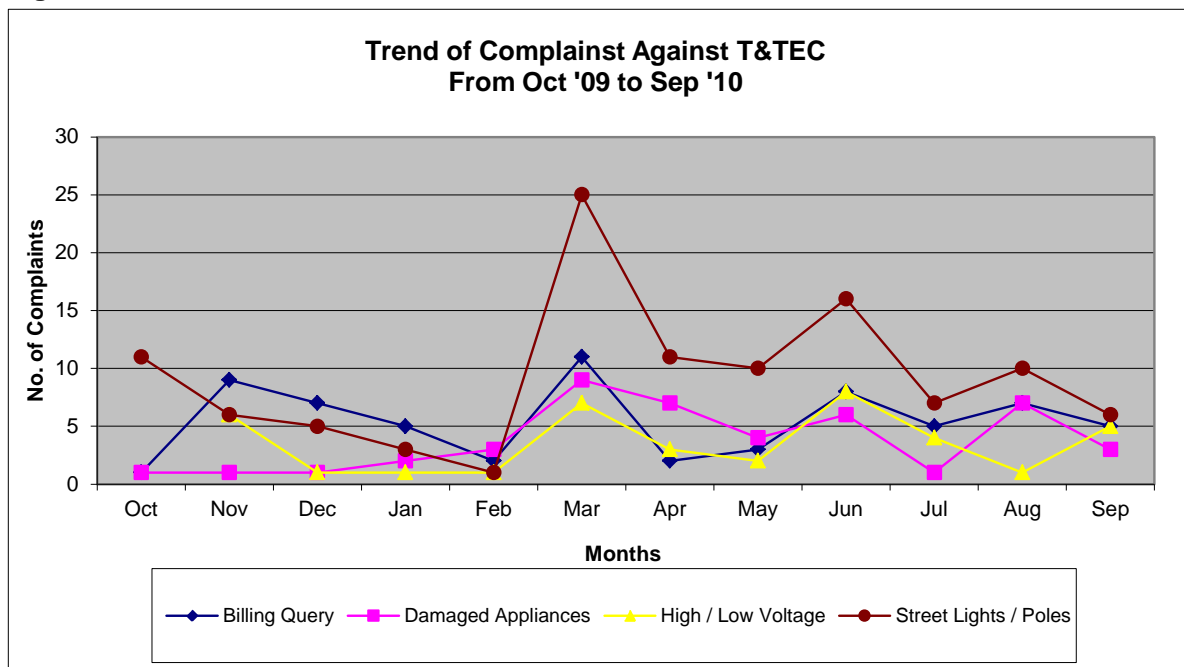
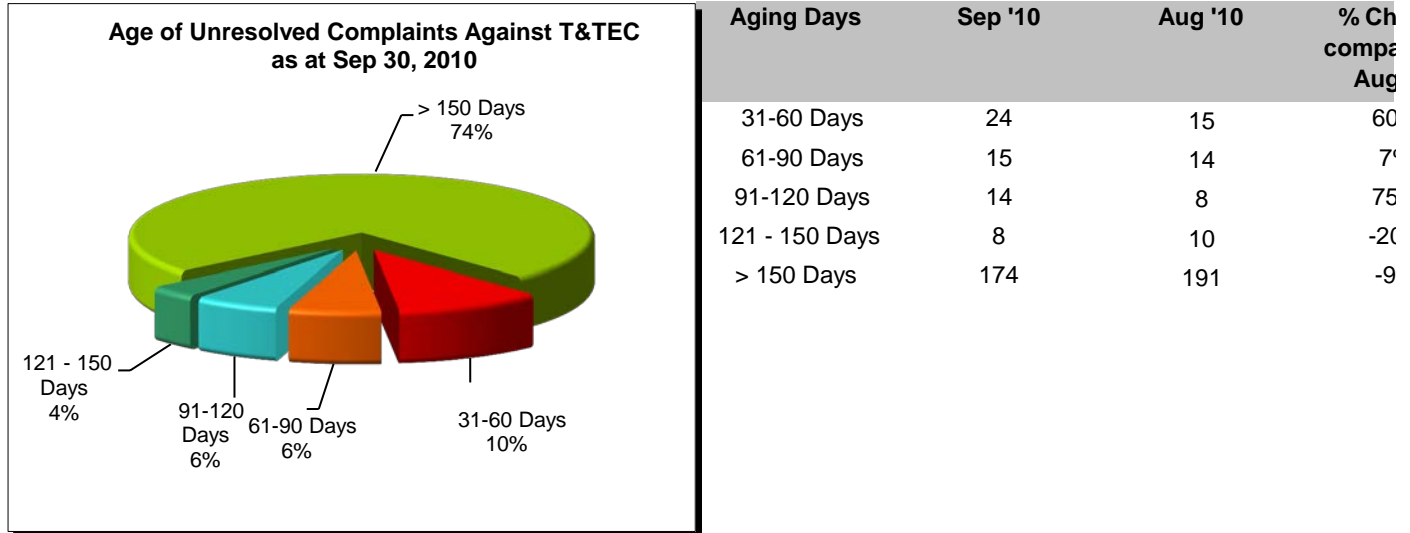


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Sep '10	Aug '10	% Change Aug
31-60 Days	24	15	60
61-90 Days	15	14	7
91-120 Days	14	8	75
121 - 150 Days	8	10	-20
> 150 Days	174	191	-9

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	121 - 150	> 150	
Billing Query	3 (13%)	4 (27%)	3 (21%)	0 (0%)	18 (10%)	28
Damaged Appliances	5 (21%)	0 (0%)	5 (36%)	2 (25%)	84 (48%)	96
High / Low Voltage	0 (0%)	2 (13%)	1 (7%)	1 (13%)	4 (2%)	8
Other	1 (4%)	2 (13%)	0 (0%)	2 (25%)	23 (13%)	28
Power Outages	4 (17%)	5 (33%)	1 (7%)	0 (0%)	4 (2%)	14
Request for Service	4 (17%)	1 (7%)	2 (14%)	1 (13%)	8 (5%)	16
Street Lights / Poles	7 (29%)	1 (7%)	2 (14%)	2 (25%)	33 (19%)	45
Totals	24	15	14	8	174	235

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

Complaint Type	Oct '09 - Sep '10	Jan '10 - Sep '10	Sep '10
Billing Query	974,036.00	910,352.00	798,247.00
Damaged Appliance	40,356.00	8,330.00	-
KVA Reduction	-	-	-
Other Claims	115,228.00	5,536.00	-
	\$ 1,129,620.00	\$ 924,218.00	\$ 798,247.00

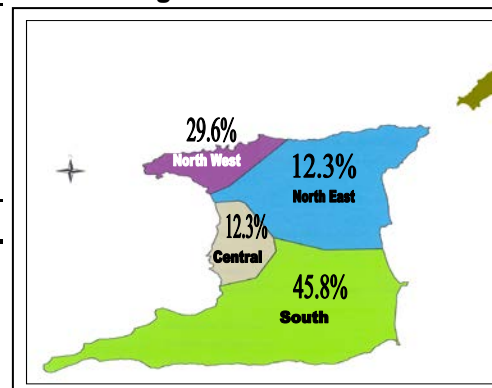
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2010 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	16 (10%)	6 (25%)	22 (12%)
North West	47 (30%)	6 (25%)	53 (30%)
Central	19 (12%)	3 (13%)	22 (12%)
South	73 (47%)	9 (38%)	82 (46%)
Tobago	0 (0%)	0 (0%)	0 (0%)
Total	155	24	179

Fig. 10



When compared to Aug '10, the number of complaints received in September 2010 from the Central region increased by 5 or 29%, from the North East decreased by 2 or 8%, from the North West increased by 29 or 121%, complaints from the South region increased by 24 or 41% while those from Tobago decreased by 5 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 '10 - Sep '10 .

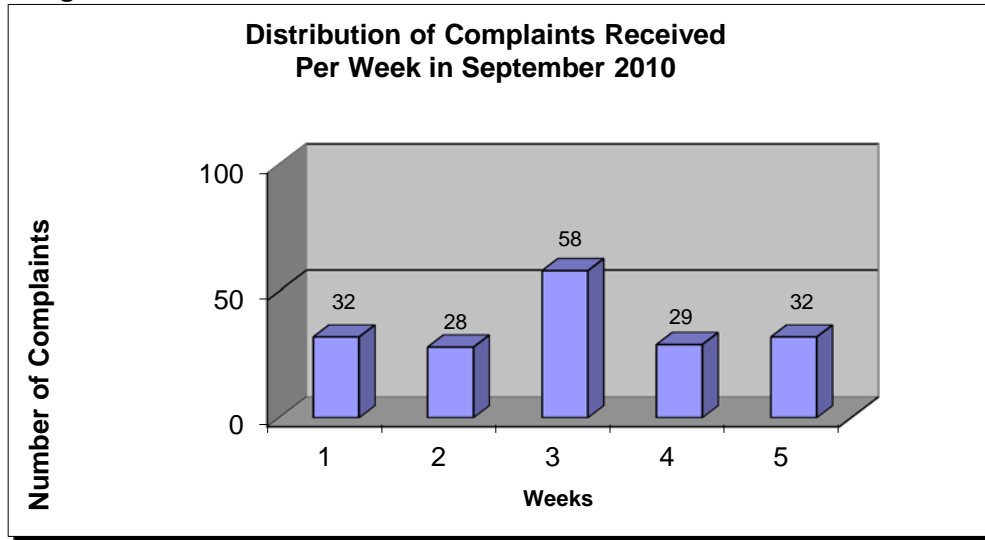
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints		
WASA	Inadequate Supply	Central	Freeport	137		
			Claxton Bay	72		
			Cunupia	34		
		North East	Arima	147		
			Talparo	56		
			D'Abadie	27		
		North West	San Juan	56		
			Santa Cruz	30		
			Barataria	28		
			South	Penal	448	
					Barrackpore	276
					Princes Town	248
					Siparia	116
T&TEC	Billing Query	North West	Port of Spain	7		
		South	Princes Town	6		
		South	Barrackpore	6		
		Tobago	Tobago	5		

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in September 2010

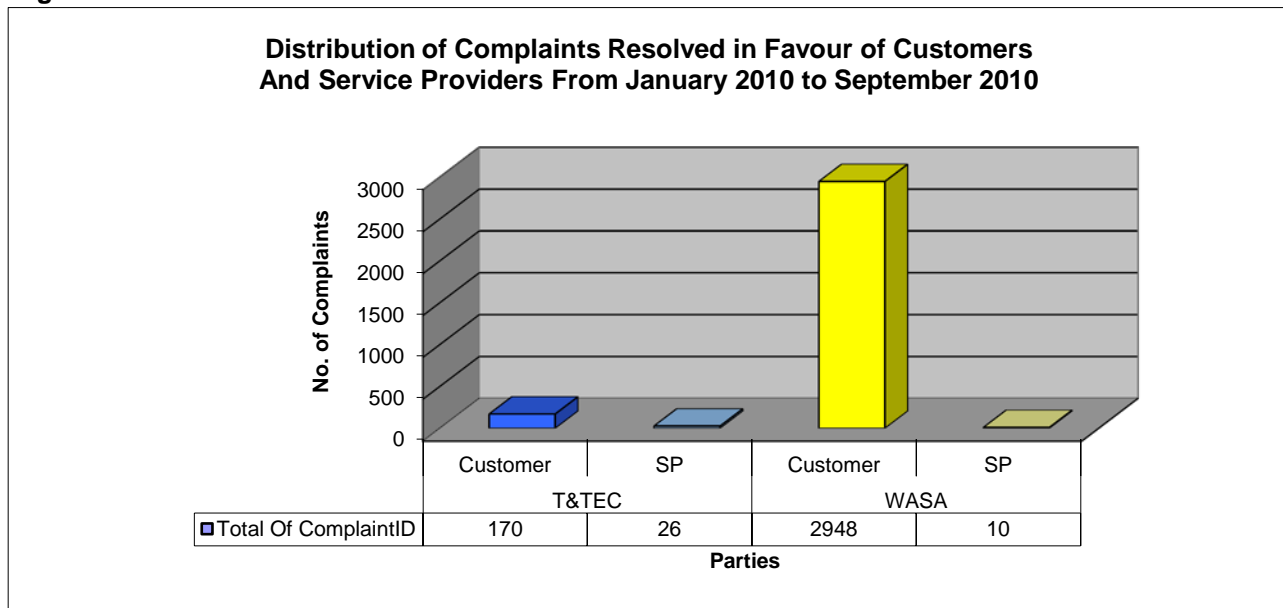
Fig. 11



8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between Jan '10 - Sep '10

Fig. 12



against

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129,620

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Change
Compared to
2010

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Total
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