



REGULATED INDUSTRIES COMMISSION

Monthly Complaints Report

September 2011

1.0 Overview of Complaints

This report provides an analysis of all complaints received in September 2011, as well as all outstanding complaints against Service Providers as at September 30, 2011.

Status	Sep '10	Sep '11	Sep '10 - Aug '11		
Number of complaints received	179	220	2,470		
Number of complaints resolved	94	145	2,222		
Number of complaints unresolved	85	75	212		
Number of complaints withdrawn	0	0	36		
Resolution rate for complaints received	52.5%	65.9%	91.3%		
No. of outstanding complaints resolved	159	103	72		
Total number of complaints resolved	253	248	2,294		
Rebate/compensation awarded to customers	TT\$798,247	TT\$708	TT\$1,135,625	WASA	\$841068
				T&TEC	\$294557

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, '11	No & % of Complaints Received in Sep '11	No & % of Total Sep '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '11
Billing Query	245	6 3.1%	0 0.0%	6	245 45.5%
Inadequate Supply	189	162 83.9%	121 62.7%	49	181 33.6%
Leaks	12	15 7.8%	8 4.1%	9	10 1.9%
Request for Service	27	3 1.6%	2 1.0%	0	28 5.2%
Road Restoration	20	5 2.6%	0 0.0%	0	25 4.6%
Other	52	2 1.0%	1 0.5%	4	49 9.1%
Total	545	193	132 68.4%	68	538

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, '11	No & % of Complaints Received in Sep '11	No & % of Total Sep '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '11
Billing Query	4	5 18.5%	4 14.8%	3	2 2.2%
Damage Appliances	41	2 7.4%	0 0.0%	6	37 41.6%
High / Low Voltage	5	6 22.2%	1 3.7%	3	7 7.9%
Power Outages	8	2 7.4%	1 3.7%	7	2 2.2%
Request for Service	6	3 11.1%	2 7.4%	3	4 4.5%
Street Lights / Poles	26	7 25.9%	5 18.5%	9	19 21.3%
Other	20	2 7.4%	0 0.0%	4	18 20.2%
Total	110	27	13 48.1%	35	89

2.0 Complaints Analysis

Monthly	Sep '10	Sep '11	Aug '11
Number of complaints received	179	220	241
Number of complaints resolved	94	145	172
Number of complaints unresolved	85	75	69
Resolution rate for complaints received	52.5%	65.9%	71.4%
No. of outstanding complaints resolved	159	103	72
Total number of complaints resolved	253	248	244

The total number of complaints received in September 2011 decreased by 21 or 9% when compared to August 2011. Using the same comparative period, the resolution rate for September 2011 decreased by 5 percentage points. The number of complaints resolved for the current month decreased by 27 or 16% and from a previous period (unresolved from Feb '05 to Aug '11) increased by 31 or 43%. The total number of complaints resolved overall increased by 4 or 2%.

Cumulative	Jan '10 - Sep '10	Jan '11 - Sep '11	Sep '10 - Aug '11
Number of complaints received	3,773	1,684	2,470
Number of complaints resolved	3,154	1,461	2,222
Number of complaints unresolved	503	202	212
Number of complaints withdrawn	116	21	36
Resolution rate	86.2%	87.9%	91.3%

The cumulative number of complaints received from Jan '11 - Sep '11 decreased by 2089 or 55% when compared to the same period last year. This is directly related to a sharp decrease in the number of complaints related to inadequate water supply, being reported to the RIC. The downward trend may be attributable to a favourable rainy season and the improvement in supply to a number of communities because of the 24/2 initiative. The cumulative number of complaints resolved from Jan '11 - Sep '11 decreased by 1693 or 54% for the same comparative period. The complaints withdrawn represent those that have been withdrawn at the customers' request.

3.0 Customer Analysis

The 220 complaints recorded for September 2011 were reported by 160 customers of which 45 or 28% were new customers. Table 3 shows the frequency of complaints where 116 customers made only one complaint whilst cumulatively 44 or 28% of our customers made more than one complaint. For the period Jan '11- Sep '11, 882 customers made 1684 complaints to the RIC of which 463 or 52% were new customers.

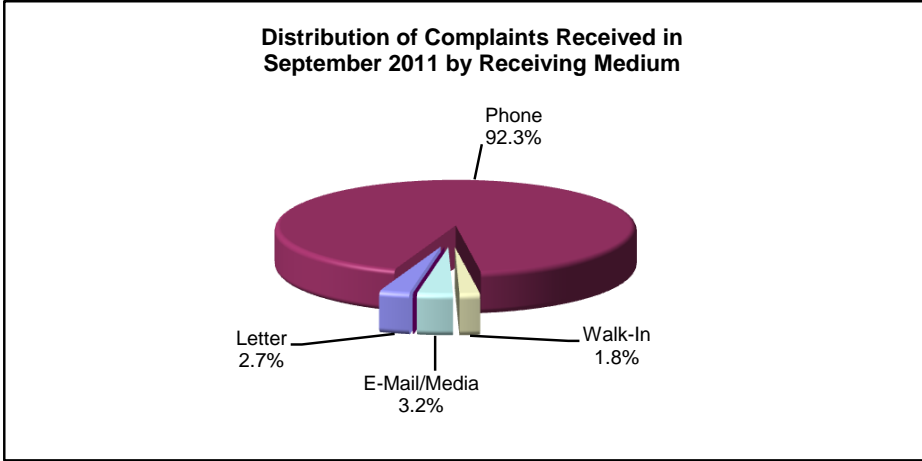
Table 3: Frequency of Complaints

No. of Complaints	No. of Sep '11 Customers	% of Repeat Customers for Sep '11	No. of Customers from Jan '11- Sep '11	% of Repeat Customers from Jan '11- Sep '11
1	116	0	532	0
2	36	23	194	22
3	6	4	61	7
4	1	1	30	3
5	0	0	22	2
>6	1	1	43	5
	160		882	

4.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in September 2011 by receiving medium. The number of complaints received by Letter increased by 2 or 50%, and Telephone decreased by 23 or 10% when compared to August 2011.

Fig. 1



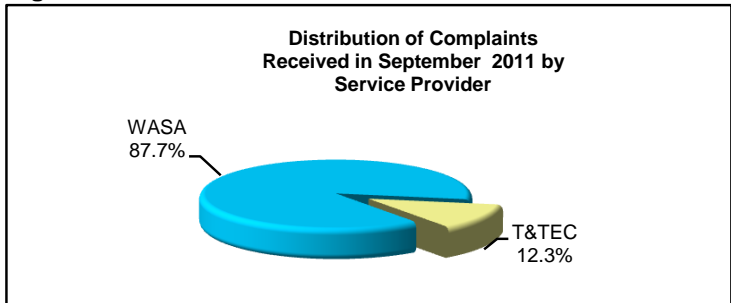
Receiving Medium

	Aug '11	Sep '11
Letter	4	6
Telephone	226	203
Walk-In	4	4
Email/Media	7	7
Outreach	0	0

5.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in September 2011 by Service Provider. The number of complaints filed against WASA have decreased by 17 or 8% and those filed against T&TEC have decreased by 4 or 13% when compared to August 2011. Figure 3 shows the trend of the number of complaints by Service Providers for 2011.

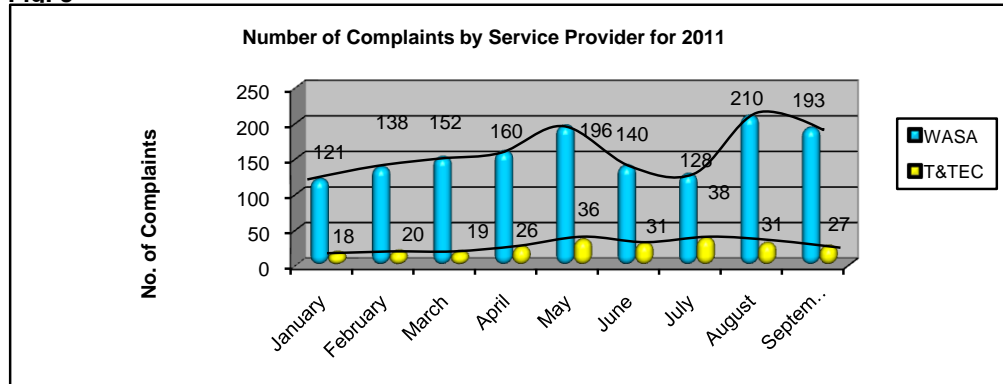
Fig. 2



Service Providers

	Aug '11	Sep '11
WASA	210	193
T&TEC	31	27

Fig. 3



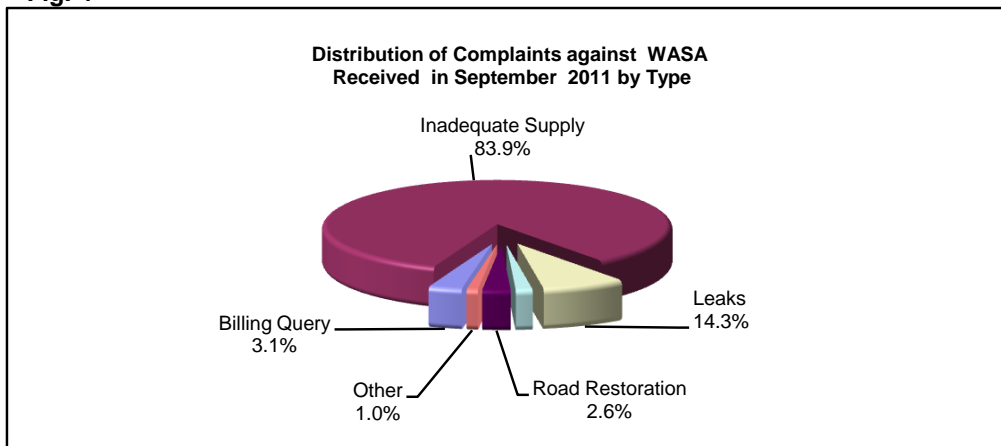
5.1 Complaints Filed Against The Water and Sewerage Authority

Table 4 shows the number and category of complaints received against WASA in September 2011 and their status. Figure 4 shows the percentage distribution of the complaints received in September 2011 by type. When compared to August 2011 the number of complaints related to Billing Queries increased by 1 or 20%. In relation to the other categories, Inadequate Supply decreased by 1 or 1%, Leaks decreased by 5 or 25%, Request for Service increased by 2 or 200%, Road Restoration decreased by 11 or 69% and the category Other decreased by 3 or 60%.

Table 4: Summary of Complaints Filed Against WASA

Complaint Category	Total Unresolved Complaints as at Aug 31, '11	No of Complaints Received		No of Sep '11 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '11
		Sep '11	Aug '11			
Billing Query	245	6	5	0	6	245 45.5%
Inadequate Supply	189	162	163	121	49	181 33.6%
Leaks	12	15	20	8	9	10 1.9%
Request for Service	27	3	1	2	0	28 5.2%
Road Restoration	20	5	16	0	0	25 4.6%
Other	52	2	5	1	4	49 9.1%
Total	545	193	210	132	68	538

Fig. 4



Cumulative	Jan '11- Sep '11	Oct '10 - Sep '11
Number of complaints received	1,438	2,111
Number of complaints resolved	1,256	1,907
Number of complaints unresolved	162	170
Number of complaints withdrawn	20	34
Resolution rate	88.6%	91.8%

Figure 5 shows the respective trends of Inadequate Water Supply complaints reported against WASA over the last three years. The relatively lower number of complaints for 2011 may be attributable to a favourable rainy season and the improvement in the water supply to a number of communities because of the 24/2 initiative.

Fig. 5

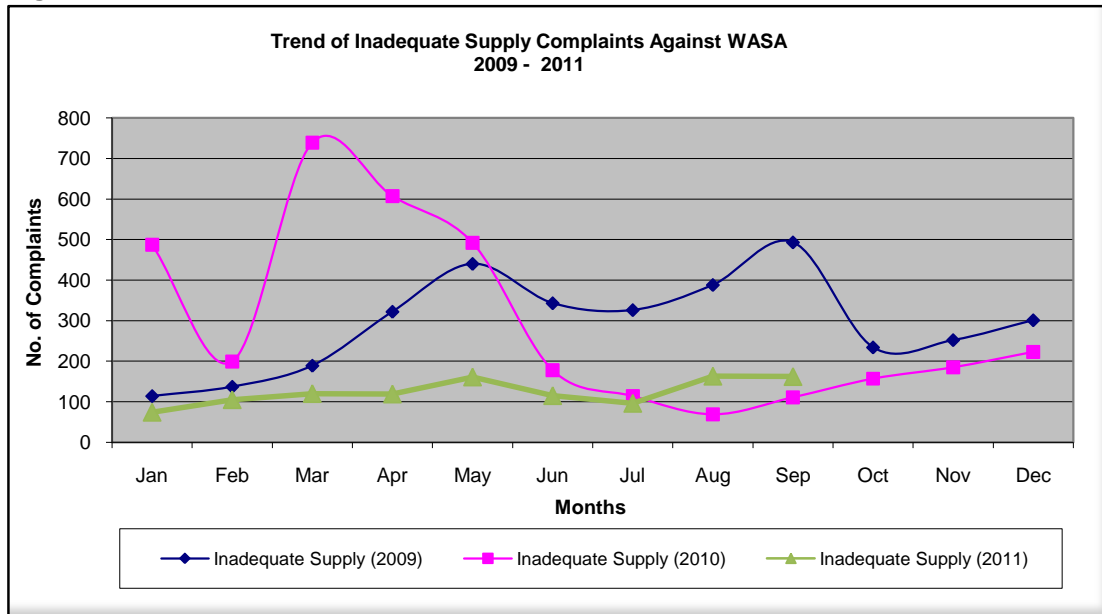
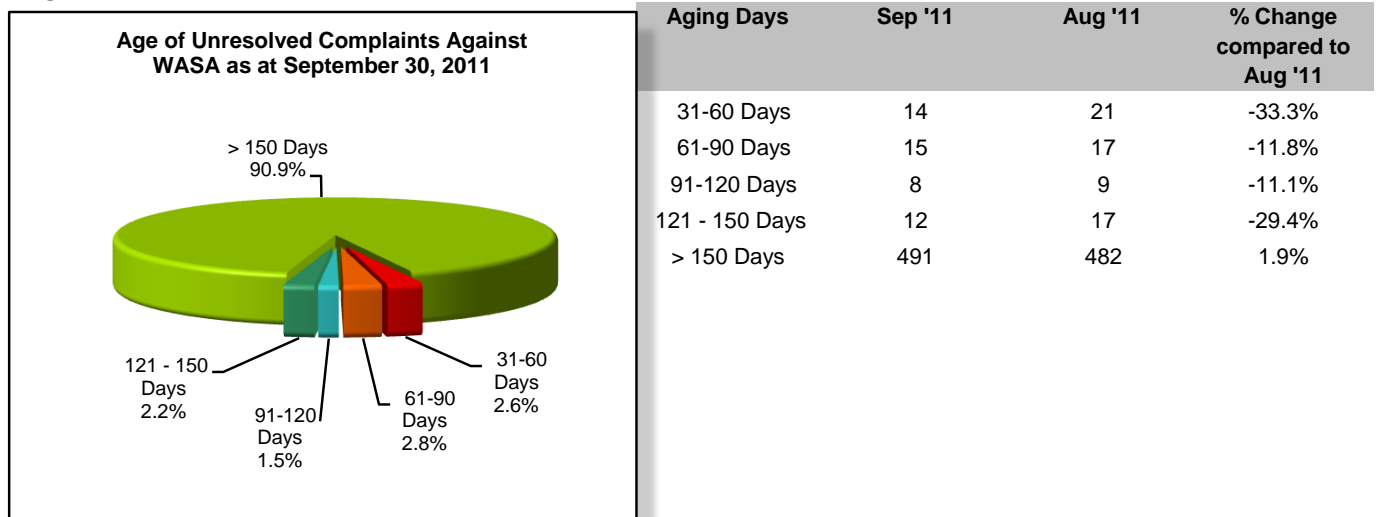


Figure 6 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against WASA in terms of how many days the complaints have remained unresolved.

Fig. 6



As shown in table 5, the majority of complaints that are over 150 days relates to Billing Queries and Inadequate Water Supply. The latter is because of infrastructural problems in the sector.

Table 5: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days					
	31-60	61-90	91-120	121-150	> 150	Total
Billing Query	2 14.3%	2 13.3%	2 25.0%	0 0.0%	239 48.7%	245 45.4%
Inadequate Supply	8 57.1%	12 80.0%	3 37.5%	3 25.0%	156 31.8%	182 33.7%
Leaks	0 0.0%	0 0.0%	0 0.0%	1 8.3%	9 1.8%	10 1.9%
Other	1 7.1%	1 6.7%	3 37.5%	3 25.0%	41 8.4%	49 9.1%
Request for Service	1 7.1%	0 0.0%	0 0.0%	1 8.3%	27 5.5%	29 5.4%
Road Restoration	2 14.3%	0 0.0%	0 0.0%	4 33.3%	19 3.9%	25 4.6%
	14	15	8	12	491	540

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

Complaint Type	Oct '10 - Sep '11	Jan '11- Sep '11	Sep '11
Billing Classification	6,963.00	1,755.00	-
Billing Query	388,337.00	349,651.00	-
Damage to Property	390,235.00	390,235.00	-
Dis. /Reconnection	-	-	-
Other Claims	55,533.00	55,533.00	-
	\$ 841,068.00	\$ 797,174.00	\$ -

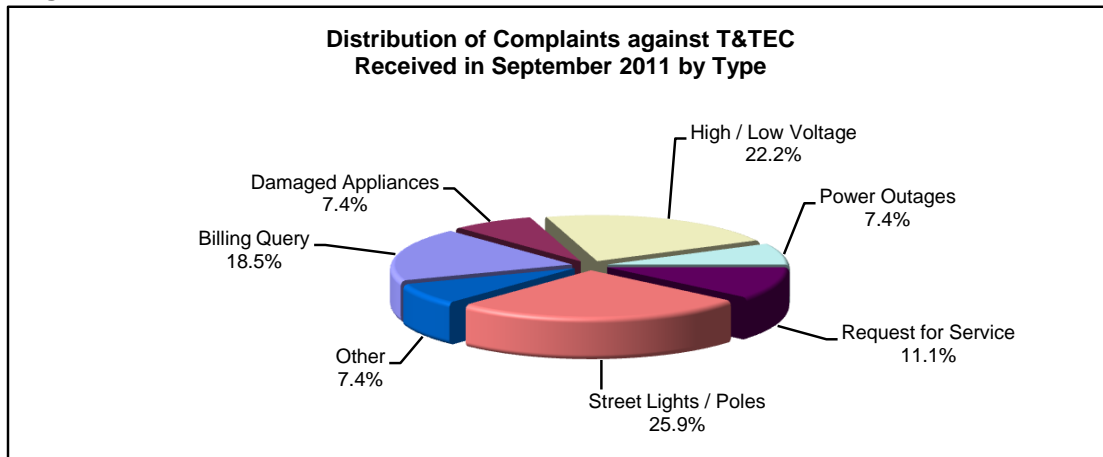
5.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 6 shows the number and types of complaints received against T&TEC in September 2011 and their status. Figure 7 shows the percentage distribution of the complaints received in September 2011 by type. When compared to August 2011, the number of complaints related to Billing Queries decreased by 3 or 38%. In relation to the other categories, Damaged Appliances increased by 2 or 200%, High/ Low Voltage increased by 2 or 50%, Power Outages decreased by 2 or 50%, Request for Service increased by 1 or 50%, Street Lights/Poles decreased by 2 or 22%, and the category Other decreased by 2 or 50% .

Table 6: Summary of Complaints Filed Against T&TEC

Complaint Type	Total Unresolved Complaints as at Aug 31, '11	No of Complaints Received		No of Sep '11 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Sep 30, '11	
		Sep '11	Aug '11				
Billing Query	4	5	8	4	3	2	2.2%
Damaged Appliances	41	2	0	0	6	37	41.6%
High / Low Voltage	5	6	4	1	3	7	7.9%
Power Outages	8	2	4	1	7	2	2.2%
Request for Service	6	3	2	2	3	4	4.5%
Street Lights / Poles	26	7	9	5	9	19	21.3%
Other	20	2	4	0	4	18	20.2%
Total	110	27	31	13	35	89	

Fig. 7



Cumulative	<i>Jan '11- Sep '11</i>	<i>Oct '10 - Sep '11</i>
Number of complaints received	246	359
Number of complaints resolved	205	315
Number of complaints unresolved	40	42
Number of complaints withdrawn	1	2
Resolution rate	83.7%	88.2%

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

Fig. 8

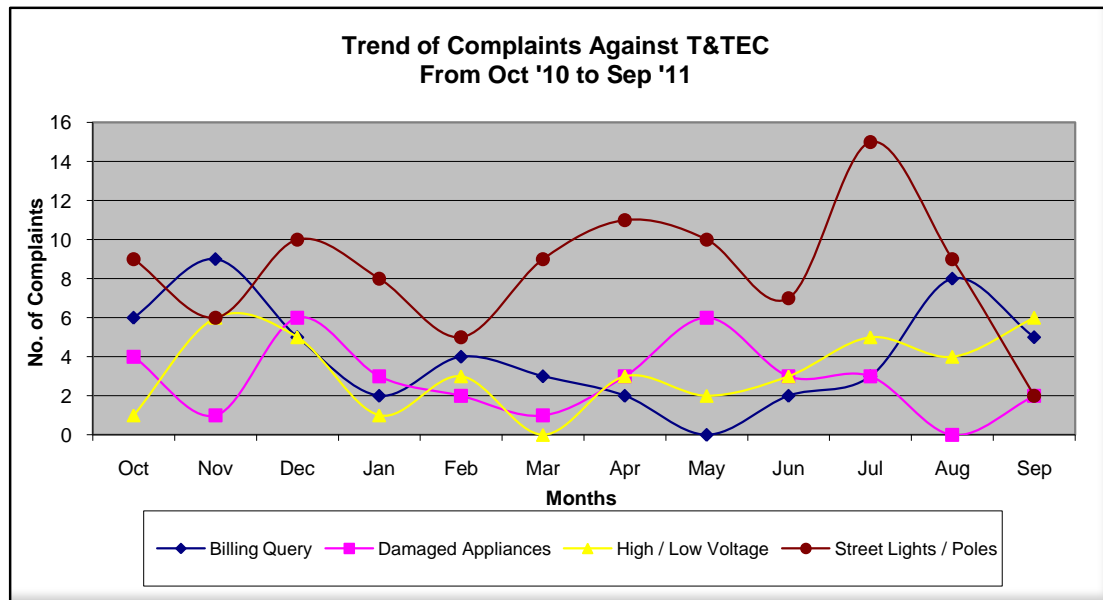
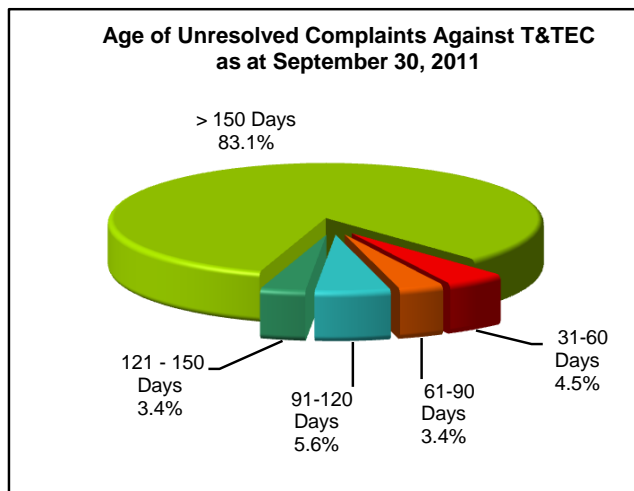


Figure 9 provides a snapshot of an aging report, which shows the percentage of unresolved complaints against T&TEC in terms of how many days the complaints have remained unresolved.

Fig. 9



Aging Days	Sep '11	Aug '11	% Change compared to Aug '11
31-60 Days	4	10	-60%
61-90 Days	3	5	-40%
91-120 Days	5	12	-58%
121 - 150 Days	3	3	0%
> 150 Days	74	80	-8%

The largest contributor to the number of complaints that are over 150 days relates to Damaged Appliances as shown in Table 7. This delay is mainly related to the untimely submission of the engineer's report.

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	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.7%	2 2.2%
Damaged Appliances	2 50.0%	2 66.7%	3 60.0%	2 66.7%	28 37.8%	37 41.6%
High / Low Voltage	1 25.0%	0 0.0%	0 0.0%	0 0.0%	6 8.1%	7 7.9%
Other	0 0.0%	0 0.0%	1 20.0%	0 0.0%	17 23.0%	18 20.2%
Power Outages	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 2.7%	2 2.2%
Request for Service	0 0.0%	0 0.0%	0 0.0%	1 33.3%	3 4.1%	4 4.5%
Street Lights / Poles	1 25.0%	1 33.3%	1 20.0%	0 0.0%	16 21.6%	19 21.3%
Totals	4	3	5	3	74	89

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

Complaint Type	Oct '10 - Sep '11	Jan '11- Sep '11	Sep '11
Billing Query	248,335.00	147,109.00	708.00
Damaged Appliance	43,154.00	24,787.00	-
KVA Reduction	-	-	-
Other Claims	3,068.00	3,068.00	-
	\$ 294,557.00	\$ 174,964.00	\$ 708.00

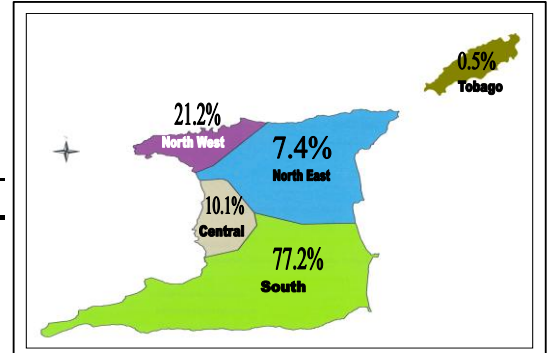
6.0 Regional Summary: Complaints Received by Region Per Service Provider

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 2011 by geographic regions.

Table 8: Complaints by Geographic Regions

REGION	WASA		T&TEC		Total	
North East	12	6.2%	2	7.4%	14	7.4%
North West	33	17.1%	7	25.9%	40	21.2%
Central	15	7.8%	4	14.8%	19	10.1%
South	133	68.9%	13	48.1%	146	77.2%
Tobago	0	0.0%	1	3.7%	1	0.5%
Total	193		27		220	

Fig. 10



When compared to August 2011, the number of complaints received in September 2011 from the Central region showed no change. Those from the North East region decreased by 20 or 59% and those from the North West increased by 5 or 14%. Complaints from the South region increased by 2 or 1% while those from Tobago decreased by 8 or 89%.

Table 9 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period January 2011 to September 2011.

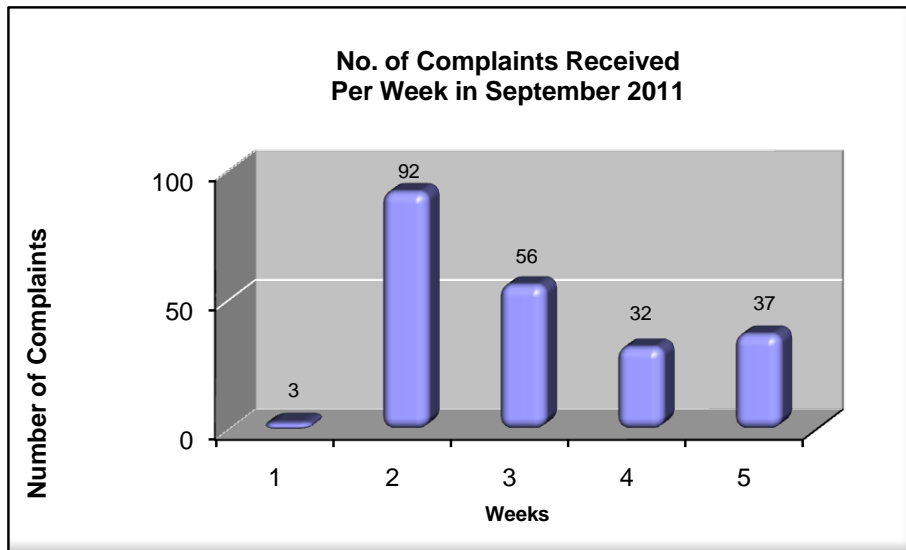
Table 9: Problematic Areas

Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	Central	Claxton Bay	16
			Cunupia	11
			Freeport	11
		North East	Champ Fleurs	14
			Talparo	14
			Arima	9
		North West	Santa Cruz	28
			Diego Martin	22
			Glencoe	19
			South	Barrackpore
		Princes Town		142
		Penal		72
T&TEC	Street Lights / Poles	South	Penal	11
	Power Outages	South	Penal	7
	Street Lights / Poles	South	Barrackpore	5
	Street Lights / Poles	Tobago	Tobago	5

7.0 Distribution of Complaints Received Per Week

Figure 11 shows the distribution of the complaints received in September 2011

Fig. 11



Week	Number of Work Days
1	2
2	5
3	5
4	5
5	5

8.0 Distribution of Complaints Resolved

Figure 12 shows the distribution of the complaints resolved in favour of customers and service providers between January 2011 to September 2011.

Fig. 12

