



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

February 2006

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in February 2006, as well as all outstanding complaints against Service Providers as at February 28, 2006.

Status	Feb '05	Feb '06	Mar '05 - Feb '06
Number of complaints received	124	290	3,369
Number of complaints resolved	58	80	2,626
Number of complaints unresolved	66	210	674
Number of complaints withdrawn	0	0	69
<b>Resolution rate for complaints received</b>	<b>47%</b>	<b>28%</b>	<b>80%</b>
No. of outstanding complaints resolved	123	118	39
Total number of complaints resolved	<b>181</b>	<b>198</b>	<b>2,665</b>
<b>Rebate/compensation awarded to customers</b>		<b>TT\$0</b>	<b>TT\$867,544</b>

**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 Jan 31, 2005	No & % of Complaints Received in Feb '06	No & % of Feb '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '06
Billing Query	156	69 (30%)	1 (0%)	8	216 (41%)
Inadequate Supply	209	139 (60%)	70 (30%)	44	234 (44%)
Leaks	19	13 (6%)	6 (3%)	5	21 (4%)
Request for Service	17	2 (1%)	0 (0%)	1	18 (3%)
Road Restoration	14	3 (1%)	1 (0%)	4	12 (2%)
Other	31	6 (3%)	0 (0%)	7	30 (6%)
<b>Total</b>	<b>446</b>	<b>232</b>	<b>78(34%)</b>	<b>69</b>	<b>531</b>

**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 Jan 31, 2005	No & % of Complaints Received in Feb '06	No & % of Feb '06 Complaints Resolved	No of Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '06
Billing Query	33	6 (10%)	0 (0%)	5	34 (9%)
Damage Appliances	130	5 (9%)	0 (0%)	10	125 (33%)
High / Low Voltage	42	7 (12%)	0 (0%)	8	41 (11%)
Power Outages	33	2 (3%)	0 (0%)	9	26 (7%)
Request for Service	17	4 (7%)	1 (2%)	1	19 (5%)
Street Lights / Poles	97	29 (50%)	0 (0%)	16	110 (29%)
Other	23	5 (9%)	1 (2%)	0	27 (7%)
<b>Total</b>	<b>375</b>	<b>58</b>	<b>2 (3%)</b>	<b>49</b>	<b>382</b>

## 2.0 Complaints Analysis

Monthly	Feb '05	Feb '06	Jan '06
Number of complaints received	124	290	350
Number of complaints resolved	58	80	120
Number of complaints unresolved	66	210	230
<b>Resolution rate for complaints received</b>	<b>47%</b>	<b>28%</b>	<b>34%</b>
No. of outstanding complaints resolved	123	118	123
Total number of complaints resolved	181	198	243

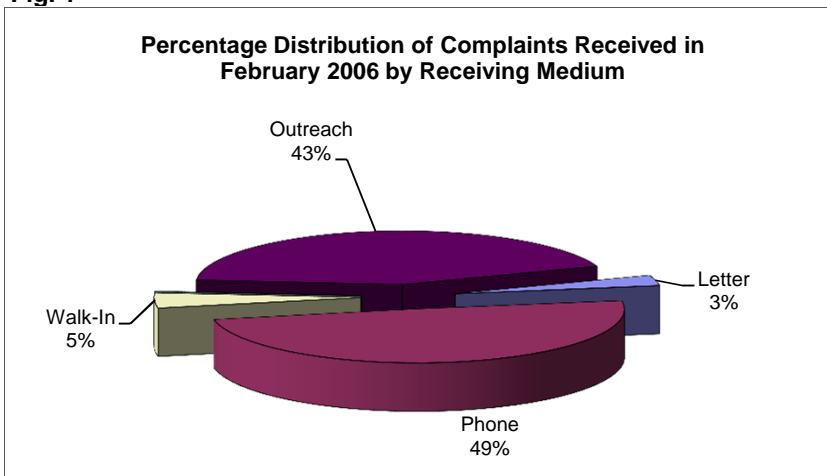
The total number of complaints received in February 2006 decreased by 60 or 17% when compared to Jan '06. Using the same comparative period, the resolution rate for February 2006 decreased by 20%. The number of complaints resolved for the current month decreased by 40 or 33% and from a previous period (unresolved from Jan '03 to Jan '06) decreased by 5 or 4%. The total number of complaints resolved overall decreased by 45 or 19%. The cumulative number of complaints received and resolved from Jan - Feb '06 increased by 408 or 169% and increased by 180 or 129% respectively when compared to Jan - Feb '05. The complaints withdrawn represent those that have been withdrawn at the customers' request.

Cumulative	Jan - Feb '05	Jan - Feb '06	Mar '05 - Feb '06
Number of complaints received	242	650	3,369
Number of complaints resolved	139	319	2,626
Number of complaints unresolved	103	326	674
Number of complaints withdrawn	0	5	69
Resolution rate	57%	49%	80%

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in February 2006 by receiving medium. The number of complaints received by Letter decreased by 8 or 47%, Telephone decreased by 97 or 40%, Walk in increased by 7 or 117% and Outreach increased by 55 or 79% when compared to Jan '06.

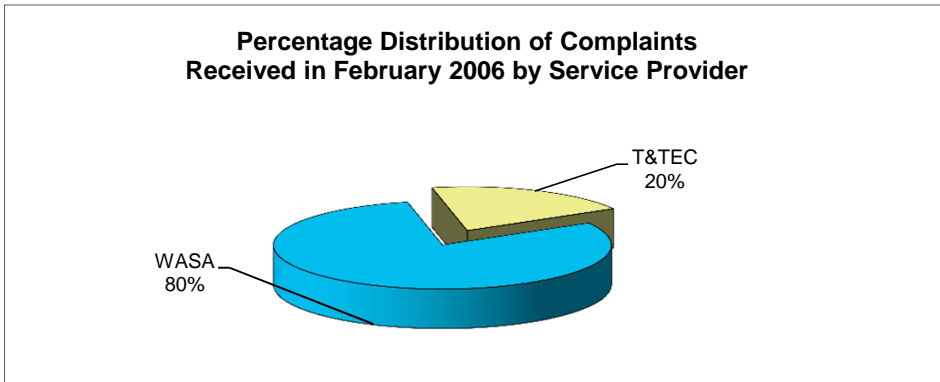
Fig. 1



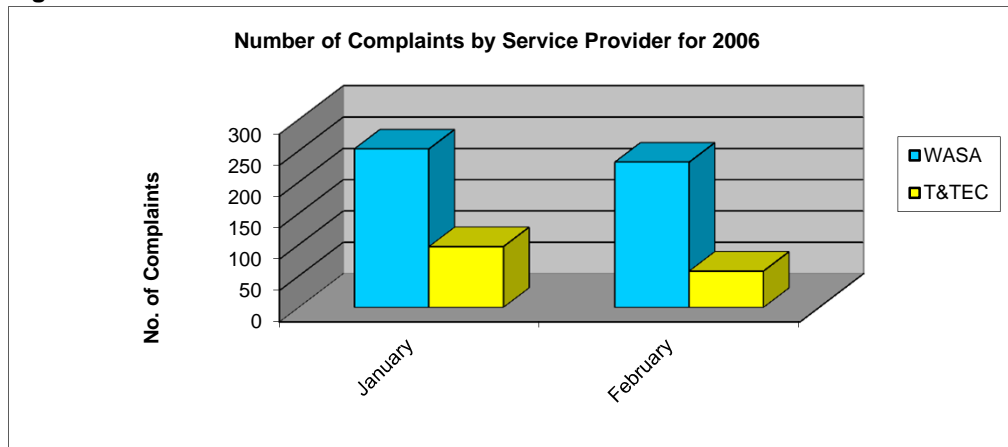
#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in February 2006 by Service Provider. The number of complaints filed against WASA have decreased by 21 or 8% and those filed against T&TEC decreased by 39 or 40% when compared to Jan '06.

**Fig. 2**



**Fig. 3**



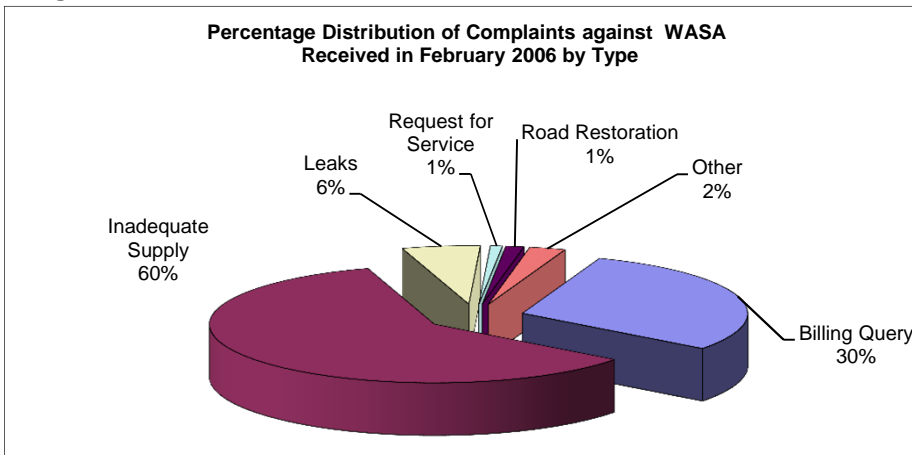
#### 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in February 2006 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in February 2006 by type. When compared to Jan '06 the number of complaints related to Billing Queries increased by 20 or 41%, Inadequate Supply decreased by 35 or 20%, Leaks decreased by 5 or 28% and the category Other decreased by 3 or 50%.

**Table 3: Summary of Complaints Filed Against WASA**

Complaint Category	Total Unresolved Complaints as at Jan 31, 2005	No of Complaints Received in Feb '06	No of Feb '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '06
Billing Query	156	69	1	8	216 (41%)
Inadequate Supply	209	139	70	44	234 (44%)
Leaks	19	13	6	5	21 (4%)
Request for Service	17	2	0	1	18 (3%)
Road Restoration	14	3	1	4	12 (2%)
Other	31	6	0	7	30 (6%)
<b>Total</b>	<b>446</b>	<b>232</b>	<b>78</b>	<b>69</b>	<b>531</b>

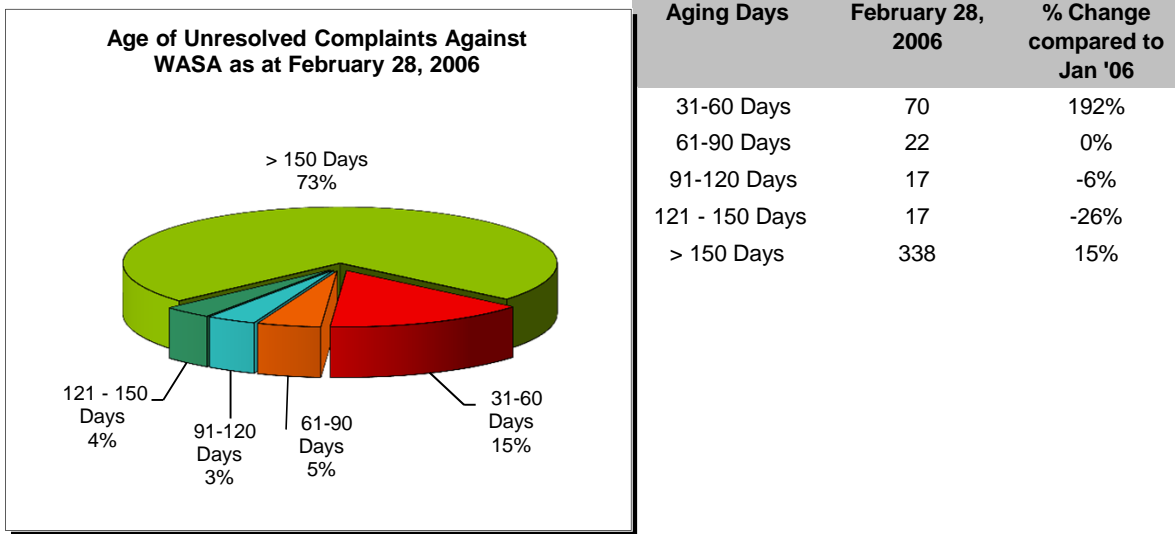
**Fig. 4**



Cumulative	Jan - Feb '06	Mar '05 - Feb '06
Number of complaints received	485	2,621
Number of complaints resolved	277	2,227
Number of complaints unresolved	208	394
Number of complaints withdrawn	4	58
Resolution rate	58%	87%

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



The majority of complaints that are over 150 days relates to Billing Queries and Inadequate Supply as s 4.

Table 4: Analysis of Complaints Against WASA by Category & Age

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	39 (56%)	4 (18%)	4 (24%)	2 (12%)	163 (48%)
Inadequate Supply	24 (34%)	12 (55%)	9 (53%)	13 (76%)	126 (37%)
Leaks	1 (1%)	2 (9%)	3 (18%)	1 (6%)	10 (3%)
Other	2 (3%)	2 (9%)	0 (0%)	1 (6%)	21 (6%)
Request for Service	0 (0%)	0 (0%)	1 (6%)	0 (0%)	14 (4%)
Road Restoration	4 (6%)	2 (9%)	0 (0%)	0 (0%)	4 (1%)
	<b>70</b>	<b>22</b>	<b>17</b>	<b>17</b>	<b>338</b>

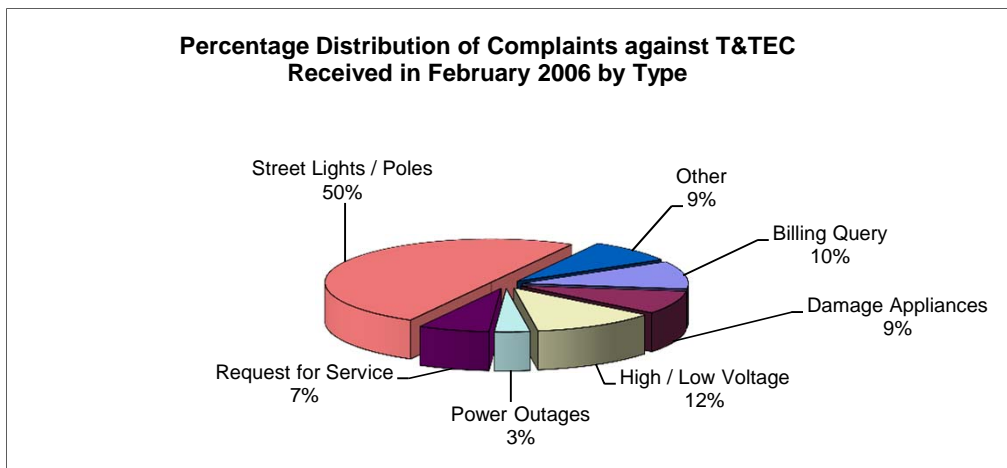
#### 4.2 Complaints Filed Against the Trinidad and Tobago Electricity Commission

Table 5 shows the number and types of complaints received against T&TEC in February 2006 and their status, as well as, the number and percentage by type. Figure 6 shows the percentage distribution of the complaints received in February 2006 by type. When compared to Jan '06, the number of complaints related to Damage Appliances decreased by 7 or 58%, High/ Low Voltage decreased by 7 or 50%, Power Outages decreased by 4 or 67% and Street Lights/Poles decreased by 20 or 41%. No other significant changes were noted.

**Table 5: Summary of Complaints Filed Against T&TEC**

Complaint Type	Total Unresolved Complaints as at Jan 31, 2005	No of Complaints Received in Feb '06	No of Feb '06 Complaints Resolved	Complaints Resolved From Previous Period	No & % of Unresolved Complaints as at Feb 28, '06
Billing Query	33	6	0	5	34 (9%)
Damage Appliances	130	5	0	10	125 (33%)
High / Low Voltage	42	7	0	8	41 (11%)
Power Outages	33	2	0	9	26 (7%)
Request for Service	17	4	1	1	19 (5%)
Street Lights / Poles	97	29	0	16	110 (29%)
Other	23	5	1	0	27 (7%)
<b>Total</b>	<b>375</b>	<b>58</b>	<b>2</b>	<b>49</b>	<b>382</b>

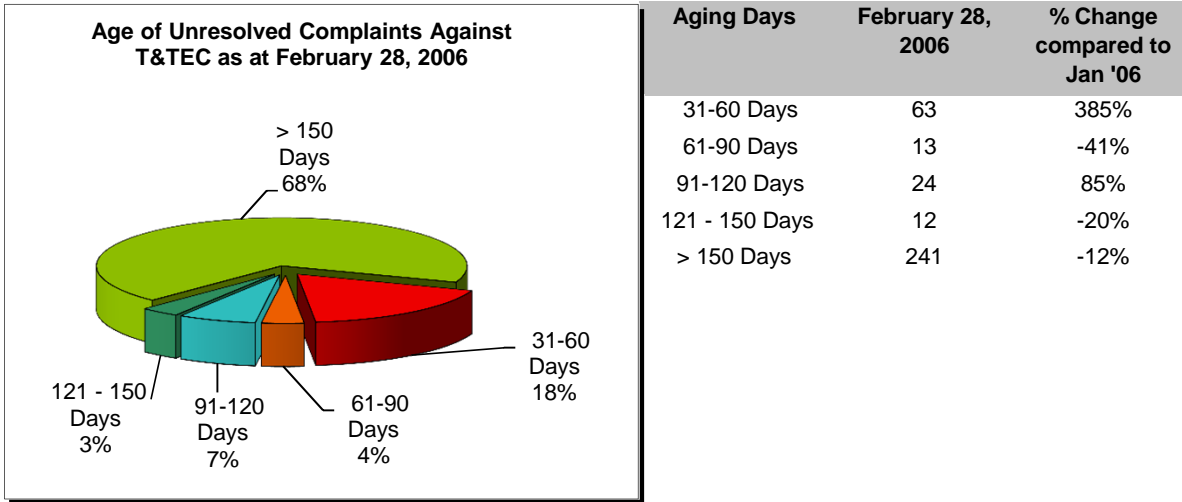
**Fig. 6**



Cumulative	Jan - Feb '06	Mar '05 - Feb '06
Number of complaints received	161	690
Number of complaints resolved	42	399
Number of complaints unresolved	118	280
Number of complaints withdrawn	1	11
Resolution rate	26%	59%

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	February 28, 2006	% Change compared to Jan '06
31-60 Days	63	385%
61-90 Days	13	-41%
91-120 Days	24	85%
121 - 150 Days	12	-20%
> 150 Days	241	-12%

The majority of complaints that are over 150 days relates to damaged appliances as shown in Table 6.

Table 6: Analysis of Complaints Against T&TEC by Category & Age

Complaint Category	Aging Days				
	31-60	61-90	91-120	121 - 150	> 150
Billing Query	3 (5%)	0 (0%)	3 (13%)	1 (8%)	14 (6%)
Damage Appliances	11 (17%)	4 (31%)	7 (29%)	3 (25%)	97 (40%)
High / Low Voltage	10 (16%)	1 (8%)	1 (4%)	0 (0%)	27 (11%)
Other	4 (6%)	1 (8%)	1 (4%)	1 (8%)	16 (7%)
Power Outages	4 (6%)	1 (8%)	2 (8%)	3 (25%)	15 (6%)
Request for Service	1 (2%)	1 (8%)	0 (0%)	1 (8%)	15 (6%)
Street Lights / Poles	30 (48%)	5 (38%)	10 (42%)	3 (25%)	57 (24%)
<b>Totals</b>	<b>63</b>	<b>13</b>	<b>24</b>	<b>12</b>	<b>241</b>

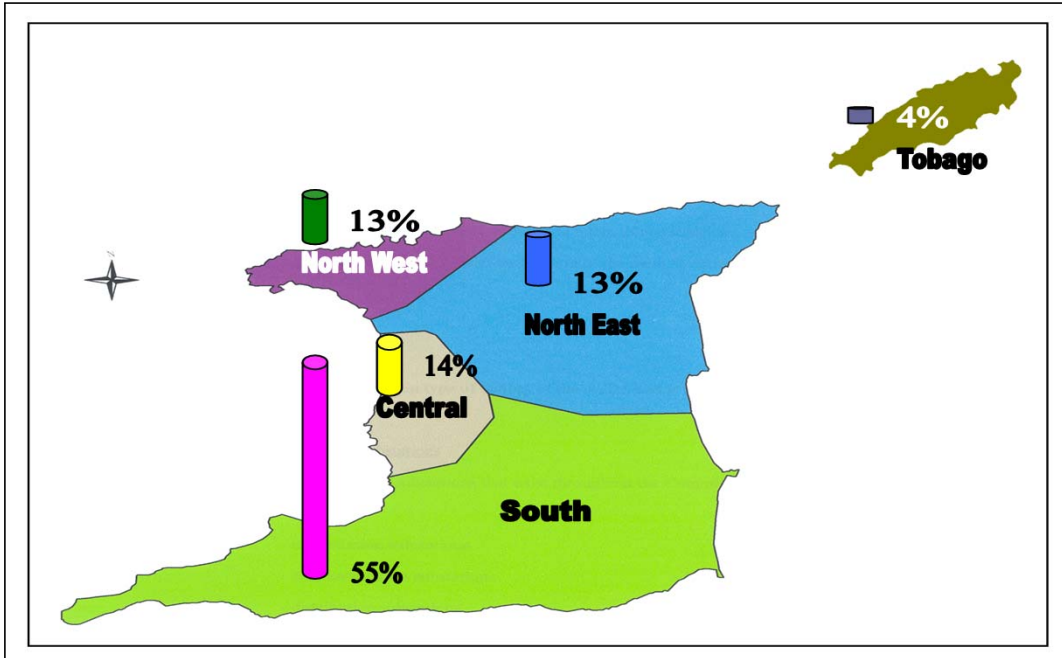
### 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 7 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 February 2006 by geographic regions.

Table 7: Complaints by Geographic Regions

REGION	WASA	T&TEC	Total
North East	22 (9%)	16 (28%)	38 (13%)
North West	26 (11%)	13 (22%)	39 (13%)
Central	41 (18%)	1 (2%)	42 (14%)
South	139 (60%)	21 (36%)	160 (55%)
Tobago	4 (2%)	7 (12%)	11 (4%)
<b>Total</b>	<b>232</b>	<b>58</b>	<b>290</b>

Fig. 8



When compared to Jan '06, the number of complaints from the Central region increased by 12 or 40%, from the North East decreased by 16 or 30%, from the North West increased by 2 or 5%, complaints from the South region decreased by 47 or 23% while those from Tobago decreased by 11 or 50%.

Table 8 shows the areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Feb '06 .

**Table 8: Problematic Areas**

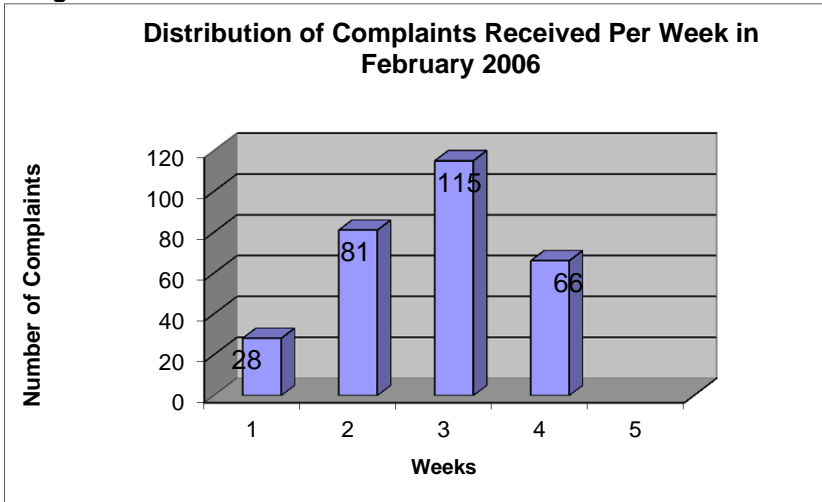
Service Provider	Complaint Category	Region	Area	No of Complaints
WASA	Inadequate Supply	South	Princes Town	47
		South	Barrackpore	46
		South	Penal	40
		South	San Fernando	35
		North West	Diego Martin	11
		North West	Belmont	8
		South	Moruga	8
		South	Williamsville	8
		North East	Champ Fleurs	6
		South	Barrackpore	49
South	Princes Town	18		
T&TEC	Street Lights / Poles	Tobago	Tobago	15
	Street Lights / Poles	North East	Tunapuna	14
	Street Lights / Poles	South	Barrackpore	11
	High / Low Voltage	Tobago	Tobago	6



## 6.0 Distribution of Complaints Received Per Week

Figure 9 shows the distribution of the complaints received in February 2006

Fig. 9



## 7.0 Distribution of Complaints Resolved

Figure 10 shows the distribution of the complaints resolved by customers and service providers between Jan - Feb '06

