



**REGULATED INDUSTRIES COMMISSION**

Monthly Complaints Report

July 2004

**1.0 Overview of Complaints**

This report provides an analysis of all complaints received in July 2004, as well as all outstanding complaints against Service Providers.

**1.1 Complaints Filed Against The Water and Sewerage Authority**

**Table 1**

| <b>Complaint Category</b> | <b>Total<br/>Unresolved<br/>Complaints as at<br/>June 30, 2004</b> | <b>No &amp; % of<br/>Complaints<br/>Received in<br/>July '04</b> | <b>July '04<br/>Complaints<br/>Resolved</b> | <b>Complaints<br/>Resolved From<br/>Previous Period</b> | <b>No &amp; % of<br/>Unresolved<br/>Complaints as at<br/>July 31, '04</b> |
|---------------------------|--|--|---|---|---|
| Billing Query             | 60   | 10 (17%)   | 1   | 1   | 68 (49%)  |
| Inadequate Supply         | 27   | 39 (66%)   | 35  | 4   | 27 (19%)  |
| Leaks                     | 4  | 6 (10%)  | 2   | 1   | 7 (5%)  |
| Road Restoration          | 3  | 0 (0%)   | 0   | 0   | 3 (2%)  |
| Other                     | 34   | 4 (7%)   | 1   | 3   | 34 (24%)  |
| <b>Total</b>              | <b>128</b>   | <b>59</b>  | <b>39</b>                                   | <b>9</b>  | <b>139</b>  |

**1.2 Complaints Filed Against Trinidad and Tobago Electricity Commission**

**Table 2**

| <b>Complaint Type</b> | <b>Total<br/>Unresolved<br/>Complaints as at<br/>June 30, 2004</b> | <b>No &amp; % of<br/>Complaints<br/>Received in<br/>July '04</b> | <b>July '04<br/>Complaints<br/>Resolved</b> | <b>Complaints<br/>Resolved From<br/>Previous Period</b> | <b>No &amp; % of<br/>Unresolved<br/>Complaints as at<br/>July 31, '04</b> |
|-----------------------|--|--|---|---|---|
| Billing Query         | 25   | 15 (29%)   | 5   | 6   | 29 (21%)  |
| Power Outages         | 7  | 1 (2%)   | 0   | 1   | 7 (5%)  |
| Volt. Fluct /Damages  | 53   | 16 (31%)   | 3   | 13  | 53 (38%)  |
| Street Lights/Poles   | 23   | 8 (15%)  | 4   | 9   | 18 (13%)  |
| Request for Supply    | 11   | 3 (6%)   | 0   | 6   | 8 (6%)  |
| Other                 | 25   | 9 (17%)  | 3   | 8   | 23 (17%)  |
| <b>Total</b>          | <b>144</b>   | <b>52</b>  | <b>15</b>                                   | <b>43</b>   | <b>138</b>  |

## 2.0 Complaints Analysis

| Monthly  | Jul 2003   | Jun 2004   | Jul 2004   |
|--|------------|------------|------------|
| Number of complaints received                  | 43         | 176        | 111        |
| Number of complaints resolved                  | 20         | 58         | 54         |
| Number of complaints unresolved                | 23         | 118        | 57         |
| <b>Resolution rate for complaints received</b> | <b>47%</b> | <b>33%</b> | <b>49%</b> |
| No. of outstanding complaints resolved         | 20         | 113        | 52         |
| Total number of complaints resolved            | 40         | 171        | 106        |

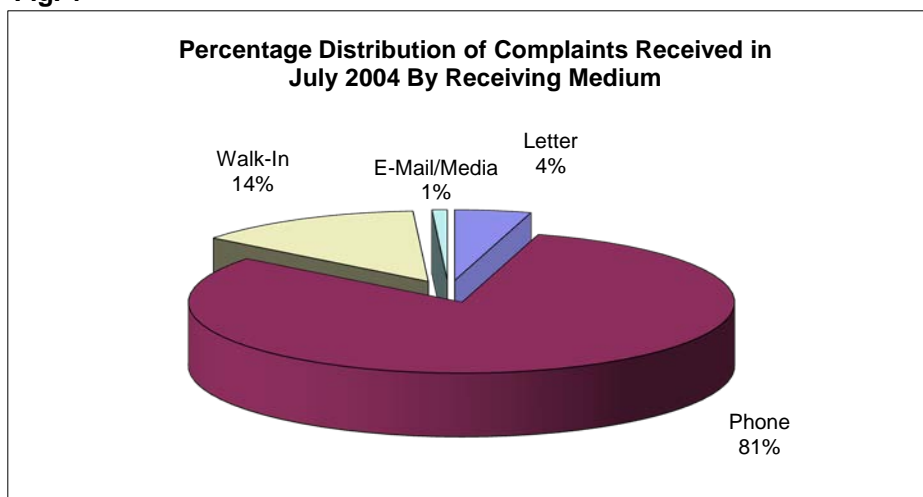
The total number of complaints received in July 2004 decreased by 65 or 37% when compared to June 2004. Using the same comparative period, the resolution rate for July 2004 increased by 48%. The number of complaints resolved from a previous period decreased by 61 or 54% and the total number of complaints resolved overall decreased by 65 or 38%. The cumulative number of complaints received from Jan - Jul '04 increased by 329 or 68% when compared to the same period last year.

| Cumulative                      | Jan - Jul '03 | Jan - Jul '04 | Aug '03 - Jul '04 |
|---------------------------------|---------------|---------------|-------------------|
| Number of complaints received   | 486           | 815           | 1,258             |
| Number of complaints resolved   | 388           | 522           | 917               |
| Number of complaints unresolved | 98            | 213           | 252               |
| Resolution rate                 | 80%           | 64%           | 73%               |

## 3.0 Receiving Medium

Figure 1 shows the percentage distribution of complaints recorded in July 2004 by receiving medium. The number of complaints received by Letter and Telephone decreased by 13 or 72%, and by 55 or 38% respectively. There were no other significant changes when compared to June 2004.

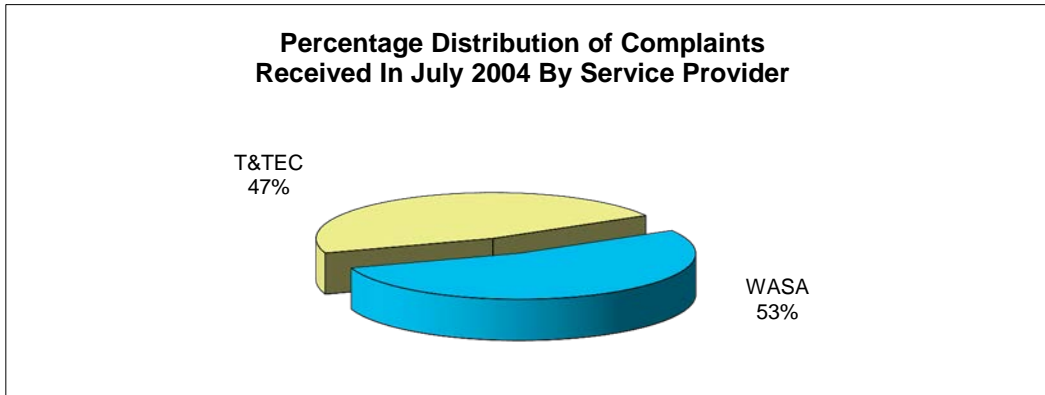
Fig. 1



#### 4.0 Complaints Received by Service Provider

Figure 2 shows the percentage distribution of complaints received in July 2004 by Service Provider. The number of complaints filed against WASA have increased by 25 or 74% while those filed against T&TEC have decreased by 14 or 21% when compared to June 2004.

Fig. 2



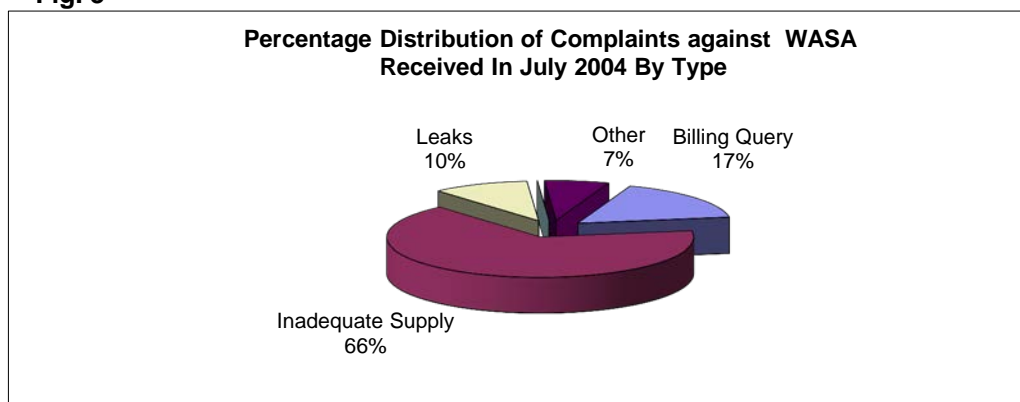
#### 4.1 Complaints Filed Against The Water and Sewerage Authority

Table 3 shows the number and category of complaints received against WASA in July 2004 and their status, as well as, the number and percentage by type. Figure 3 shows the percentage distribution of the complaints received in July 2004 by type. The Number of Inadequate Supply complaints have increased by 24 or 160%. However, there were other significant changes when compared to June 2004.

Table 3

| Complaint Category | Total Unresolved Complaints as at June 30, 2004 | No & % of Complaints Received in July '04 | July '04 Complaints Resolved | Complaints Resolved From Previous Period | No & % of Unresolved Complaints as at July 31, '04 |
|--------------------|---|---|------------------------------|--|--|
| Billing Query      | 60  | 10  | 1                            | 1  | 68 (49%)   |
| Inadequate Supply  | 27  | 39  | 35                           | 4  | 27 (19%)   |
| Leaks              | 4   | 6   | 2                            | 1  | 7 (5%)   |
| Road Restoration   | 3   | 0   | 0                            | 0  | 3 (2%)   |
| Other              | 34  | 4   | 1                            | 3  | 34 (24%)   |
| <b>Total</b>       | <b>128</b>                                      | <b>59</b>                                 | <b>39</b>                    | <b>9</b>                                 | <b>139</b>   |

**Fig. 3**



| <b>Cumulative</b>               | <i>Jan - Jul '04</i> | <i>Aug '03 - Jul '04</i> |
|---------------------------------|----------------------|--------------------------|
| Number of complaints received   | 320                  | 563                      |
| Number of complaints resolved   | 222                  | 441                      |
| Number of complaints unresolved | 98                   | 122                      |
| Resolution rate                 | 69%                  | 78%                      |

The cumulative number of complaints received against WASA has increased by 59 or 23% when compared to June 2004. Additionally, the number of complaints resolved has increased by 39 or 23% and the number that has been unresolved has increased by 20 or 26% for the same comparative period.

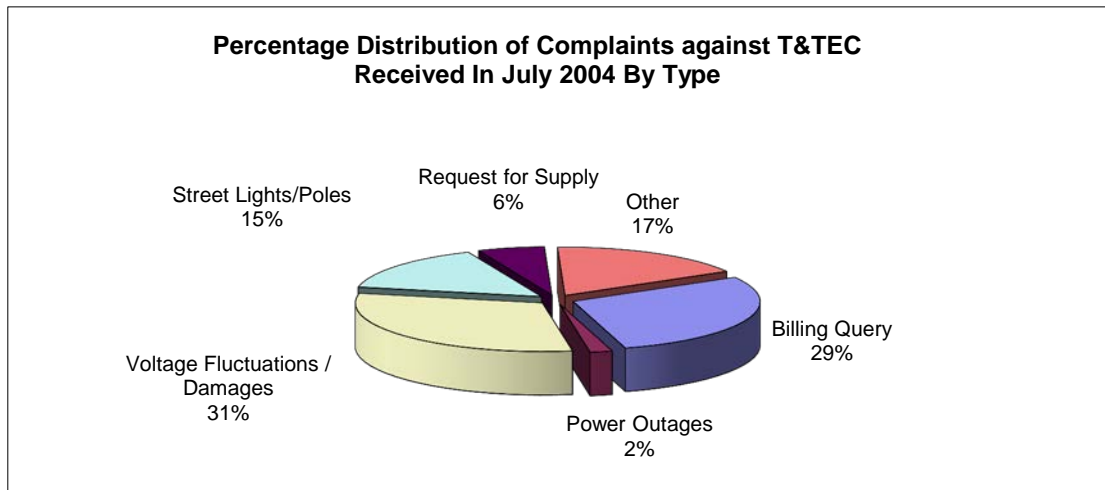
#### **4.2 Complaints Filed Against Trinidad and Tobago Electricity Commission**

Table 4 shows the number and types of complaints received against T&TEC in July 2004 and their status, as well as, the number and percentage by type. Figure 4 shows the percentage distribution of the complaints received in July 2004 by type. The Number of Billing Query increased by 3 or 25%, Power Outages decreased by 4 or 80%, Voltage Fluctuations/Damages decreased by 6 or 27%, Street Lights/Poles decreased by 9 or 53%, Request for Service decreased by 1 or 25% and Other types of complaints increased by 3 or 50% when compared to June 2004.

**Table 4**

| <b>Complaint Type</b> | <b>Total Unresolved Complaints as at June 30, 2004</b> | <b>No &amp; % of Complaints Received in July '04</b> | <b>July '04 Complaints Resolved</b> | <b>Complaints Resolved From Previous Period</b> | <b>No &amp; % of Unresolved Complaints as at July 31, '04</b> |
|-----------------------|--|--|-------------------------------------|---|---|
| Billing Query         | 25   | 15 (29%)   | 5                                   | 6   | 29 (21%)  |
| Power Outages         | 7  | 1 (2%)   | 0                                   | 1   | 7 (5%)  |
| Volt. Fluct /Damages  | 53   | 16 (31%)   | 3                                   | 13  | 53 (38%)  |
| Street Lights/Poles   | 23   | 8 (15%)  | 4                                   | 9   | 18 (13%)  |
| Request for Supply    | 11   | 3 (6%)   | 0                                   | 6   | 8 (6%)  |
| Other                 | 25   | 9 (17%)  | 3                                   | 8   | 23 (17%)  |
| <b>Total</b>          | <b>144</b>   | <b>52</b>  | <b>15</b>                           | <b>43</b>                                       | <b>138</b>  |

**Fig. 4**



| <b>Cumulative</b>               | <b>Jan - Jul '04</b> | <b>Aug '03 - Jul '04</b> |
|---------------------------------|----------------------|--------------------------|
| Number of complaints received   | 243                  | 314                      |
| Number of complaints resolved   | 128                  | 184                      |
| Number of complaints unresolved | 115                  | 130                      |
| Resolution rate                 | 53%                  | 59%                      |

The cumulative number of complaints received against T&TEC has increased by 52 or 27% when compared to . Additionally, the number of complaints resolved has increased by 15 or 13% and the number that has been unresolved has increased by 37 or 47% for the same comparative period.

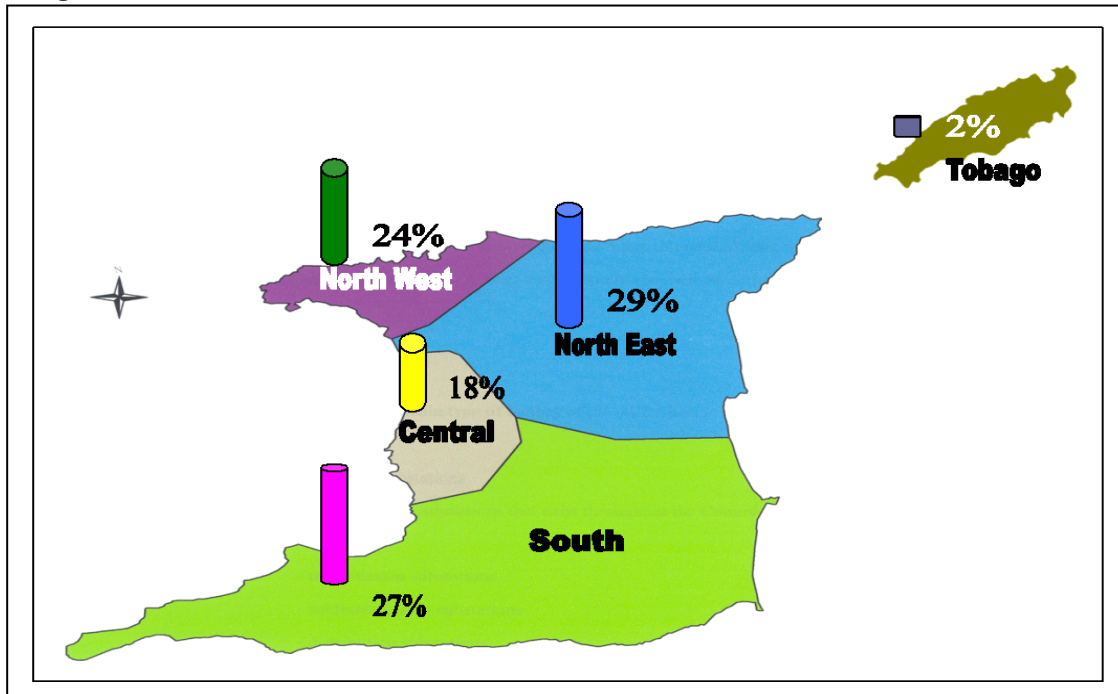
## 5.0 Regional Summary: Complaints Received by Region Per Service Provider

Table 5 shows the number of complaints received against the three Service Providers grouped into five geographic regions. Figure 5 shows the percentage distribution of all complaints received in July 2004 by geographic regions.

**Table 5**

| <b>REGION</b> | <b>WASA</b> | <b>T&amp;TEC</b> | <b>Total</b> |
|---------------|-------------|------------------|--------------|
| North East    | 12 (20%)    | 20 (38%)         | 32 (29%)     |
| North West    | 14 (24%)    | 13 (25%)         | 27 (24%)     |
| Central       | 9 (15%)     | 11 (21%)         | 20 (18%)     |
| South         | 24 (41%)    | 6 (12%)          | 30 (27%)     |
| Tobago        | 0 (0%)      | 2 (4%)           | 2 (2%)       |
| <b>Total</b>  | <b>59</b>   | <b>52</b>        | <b>111</b>   |

Fig. 5



The number of complaints from all regions have decreased. Those from the Central region decreased by 4 or 17%, North East decreased by 6 or 16%, North West decreased by 6 or 18%, complaints from the South region decreased by 47 or 61% while those from Tobago decreased by 2 or 50% when compared to June 2004.

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint Category and Service Provider for the period Jan - Jul '04 .

Table 6 shows the Areas that recorded the highest number of complaints grouped by Region, Complaint

| Service Provider | Complaint Category | Region                         | Area          | No of Complaints |
|------------------|--------------------|--------------------------------|---------------|------------------|
| WASA             | Inadequate         | South                          | Princes Town  | 25               |
|                  | Supply             | South                          | Williamsville | 16               |
|                  | "                  | South                          | Penal         | 12               |
|                  | "                  | North West                     | Port of Spain | 12               |
|                  | "                  | North East                     | Arima         | 9                |
|                  | "                  | North West                     | St. James     | 8                |
|                  | "                  | Central                        | Chaguanas     | 8                |
|                  | "                  | South                          | Gasparillo    | 5                |
|                  | Leaks              | North East                     | Arima         | 5                |
|                  | Other              | South                          | San Fernando  | 5                |
|                  | Billing Query      | South                          | Williamsville | 5                |
|                  | Billing Query      | North West                     | Port of Spain | 5                |
|                  | T&TEC              | Voltage Fluctuations / Damages | Central       | Chaguanas        |
|                  |                    | Tobago                         |               | 9                |
| Billing Query    |                    | North West                     | Morvant       | 4                |

## 6.0 Distribution of Complaints Received Per Week

Figure 6 shows the distribution of the complaints received in July 2004

Fig. 6

