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www.gtt.gy

July 5, 2019

Ms. Destra Bourne
Complaint Manager
Public Utilities Commission
106 New Garden Street
Queenstown
Georgetown

Dear Ms. Bourne:

Complaint- Account Number 19626973 (Tel No. 226-1787)

We refer to your letter dated June 28, 2019 on the subject at caption.

Please be advised that effective May 2019, a new bill format was disseminated to residential customer living in and out of Georgetown. This bill provides a summary of all charges for the specific month that it refers.

Customers who wish to see details of any/all bills can do so online. The process to do so is as follows:

- Enter <https://mygtt.co.gy> in any browser
- Select registration
- Select the Service Type using the drop down arrow
- Enter the telephone number
- Enter the most recent invoice number (sourced on bill)
- Select Add Account

Customers who encounter difficulty registering for the online access can contact us for assistance.

We extend sincere apologies to Mr. Gaskin for any inconvenience this change may have caused.

RECEIVED

Date: July 09, 2019
PUBLIC UTILITIES COMMISSION

compt's rec'd
11th July 2019
5

Sincerely

Stacy Leslie

Stacy Leslie
Manager, Customer Experience & Loyalty

RECEIVED

Date: July 09, 2019
PUBLIC UTILITIES COMMISSION

