

Five Hundred and two (502) new complaints were received against the utility companies regulated by the Commission at November 30, 2012. For the month of November twenty nine (29) new complaints were received at both the Georgetown and Berbice offices:

Office	GPL	GWI	GTT	DIGI	total
Berbice	01	01	05	0	07
Georgetown	11	04	06	1	22
Totals	12	05	11	1	29

The table below shows the number of complaints received by month by both offices and the status of these complaints as at November 30, 2012.

Mth	GPL			GWI			GTT			DIGICEL		
	Rc'd	Cl'd	C/Fd	Rc'd	Cl'd	C/Fd	Rc'd	Cl'd	C/Fd	Rc'd	Cl'd	C/Fd
Jan	21	21	00	04	04	00	05	05	00	1	1	0
Feb	24	24	00	09	08	01	03	03	00	0	0	0
Mar	44	42	02	17	17	00	11	11	00	0	0	0
Apr	45	43	02	08	08	00	17	17	00	0	0	0
May	28	27	01	08	08	00	18	17	01	0	0	0
June	33	29	04	06	06	00	08	08	00	0	0	0
July	28	24	04	05	05	00	09	09	00	0	0	0
Aug	25	19	06	07	07	00	06	06	00	0	0	0
Sept.	19	12	07	09	08	01	08	08	00	2	2	0
Oct.	30	08	22	06	05	01	08	08	00	1	1	0
Nov.	12	01	11	05	00	05	11	05	06	1	1	0
Tot	309	250	59	84	76	08	104	97	07	5	5	0

Credits received from the utility companies on behalf of consumer for the years 2009 to current(November 31) were as follows:

UTILITY	2009	2010	2011	2012
GPL	\$ 3,378,238.68	\$ 8,786,147.84	\$9,469,474.00	\$ 3,367,491.00
GWI	\$ 1,392.00	\$ 1,069,650.00	\$1,697,696.00	\$ 1,286,624.00
GTT	\$ 2,239,359.00	\$ 13,068.38	\$ 24,141.97	\$ 28,500.45
DIGI	0	0	\$ 100.00	\$ 1,700.00
TOTAL	\$ 5,618,989.00	\$ 9,868,866.22	\$11,191,411.97	\$4,684,315.45

November , 2012

Complaint against GPL

Complaint Category	2009		2010		2011		2012		At October 2012	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	
Allegation of Tampering	27	1	23	1	64	3	23	8	21	
Application for Service	13		15		33		37	4	35	
Billing Query	162	2	122		195	6	158	25	153	9
Change of Tenancy	21		16		8		2	0	2	
Claim for Compensation	7		4		8	1	12	3	10	1
Capital Contribution	1		1							
Disconnection	45		19		26	1	36	11	35	2
Tariff Issue	12		10		7		5	1	5	
Technical Issue	44		21		31		36	7	36	7
TOTAL	332	3	231	1	372	11	309	59	297	19

Complaint against GWI

Complaint Category	2009		2010		2011		2012		as at October 2012	Closed
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	
Application for Service	3		1		7		7	1	7	
Billing Query	130		48		48		42	5	38	4
Change of Tenancy			1		1					
Compensation			1				2	0	2	
Disconnection	16		13		16		18	1	17	
Tariff Issue	10		2		1		1	0	1	
Technical Issue	25		26		11		13	0	13	
Tampering							1	1	1	
Misc	8		3							
TOTAL	192		95		84		84	8	79	4

Complaint against GTT

	2009	2010	2011	2012	as at October 2012	

Complaint Category	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	<i>Rec'd</i>	<i>closed</i>
Application for Service	15		9		6		7	1	6	1
Billing Query	9		4		2		10	1	9	1
Disconnection	3		1		2					
Tariff Issue										
Technical Issue	35		28		33		81	5	72	12
Transfer of Service	4		1		3		6	0	6	
Compensation					1					
Misc	8		4							
TOTAL	74		47		47		104	7	93	14

there was a correction to the GTT active complaints

Complaint against Digicel

Complaint Category	2009		2010		2011		2012		<i>as October 2012</i>	<i>closed</i>
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	<i>Rec'd</i>	
Billing Query	1				1		2	0	3	1
Technical Issue							3	0	2	3
Misc	1									
TOTAL	2				1		5		5	4

Total Complaints Received

	2009		2010		2011		2012		<i>as at October 2012</i>	<i>closed</i>
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	<i>Rec'd</i>	
GPL	332	3	231	1	372	11	309	60	297	19
GWI	192		95		84	0	84	8	79	4
GTT	74		47		47		104	8	93	14
DIGICEL	2				1		5	0	3	3
TOTAL	600	3	373	1	504	11	502	76	472	40