

Five Hundred and Twenty six (526) new complaints were received against the utility companies regulated by the Commission at December 31, 2012. For the month of December twenty four (24) new complaints were received at both the Georgetown and Berbice offices:

Office	GPL	GWI	GTT	DIGI	Total
Berbice	01	01	07	0	09
Georgetown	13	01	01	0	15
Totals	14	02	08	0	24

The table below shows the number of complaints received by month by both offices and the status of these complaints as at December 31, 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	09	00	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	18	00	0	0	0
June	33	29	04	06	06	00	08	08	00	0	0	0
July	28	25	03	05	05	00	09	09	00	0	0	0
Aug	25	21	04	07	07	00	06	06	00	0	0	0
Sept.	19	12	07	09	08	01	08	08	00	2	2	0
Oct.	30	09	21	06	05	01	08	08	00	1	1	0
Nov.	12	01	11	05	02	03	11	07	04	1	1	0
Dec.	14	04	10	02	00	02	08	01	07	0	0	0
<i>Tot</i>	<i>323</i>	<i>258</i>	<i>65</i>	<i>86</i>	<i>79</i>	<i>07</i>	<i>112</i>	<i>101</i>	<i>11</i>	<i>5</i>	<i>5</i>	<i>0</i>

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	\$9,469,475.00	\$ 3,403,093.00
GWI	\$ 1,392.00	\$ 1,069,650.00	\$1,697,689.00	\$ 1,514,523.00
GTT	\$ 2,239,359.00	\$ 13,068.38	\$ 24,141.97	\$ 28,741.45
DIGI	0	0	\$ 100.00	\$ 1,700.00
TOTAL	\$ 5,618,989.00	\$ 9,868,866.22	\$11,191,411.97	\$

December , 2012

Complaint against GPL

Complaint Category	2009		2010		2011		2012		Dec-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	Closed
Allegation of Tampering	27	1	23	1	64	3	24	9	1	1
Application for Service	13		15		33		40	5	3	2
Billing Query	162	2	122		195	6	164	26	6	5
Change of Tenancy	21		16		8		2	0		
Claim for Compensation	7		4		8	1	12	3		
Capital Contribution	1		1							
Disconnection	45		19		26	1	36	11		
Tariff Issue	12		10		7		6	2	1	
Technical Issue	44		21		31		39	9	3	1
TOTAL	332	3	231	1	372	11	323	65	14	9

Complaint against GWI

Complaint Category	2009		2010		2011		2012		Dec-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Closed
Application for Service	3		1		7		7	1		
Billing Query	130		48		48		43	4	1	3
Change of Tenancy			1		1					
Compensation			1				2	0		
Disconnection	16		13		16		19	2	1	
Tariff Issue	10		2		1		1	0		
Technical Issue	25		26		11		13	0		
Tampering							1	0		
Misc	8		3							
TOTAL	192		95		84		86	7	2	3

Complaint against GTT

Complaint Category	2009		2010		2011		2012		Dec-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	closed
Application for Service	15		9		6		8	1	1	1
Billing Query	9		4		2		10			1

Disconnection	3		1		2					
Tariff Issue										
Technical Issue	35		28		33		87	10	6	2
Transfer of Service	4		1		3		7	0	1	1
Compensation					1					
Misc	8		4							
TOTAL	74		47		47		112	11	8	5

Complaint against Digicel

Complaint Category	2009		2010		2011		2012		Dec-12	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	rec'd	closed
Billing Query	1				1		2	0		
Technical Issue							3	0		
Misc	1									
TOTAL	2				1		5			

Total Complaints Received

	2009		2010		2011		2012		Dec-12	
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	Rec'd	closed
GPL	332	3	231	1	372	11	323	65	14	9
GWI	192		95		84	0	86	7	2	3
GTT	74		47		47		112	11	8	5
DIGICEL	2				1		5	0		
TOTAL	600	3	373	1	504	11	526	83	24	17