

Public Utilities Commission
Complaints Received - December 2013

Complaints against GPL

Complaint Category	2009		2010		2011		2012		as at Dec. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	0	23	0	64	0	24	1	79	54
Application for Service	13	0	15	0	33	0	40	2	17	7
Billing Query	162	0	122	0	195	1	164	2	85	45
Change of Tenancy	21	0	16	0	8	0	2	0	7	2
Claim for Compensation	7	0	4	0	8	0	12	1	10	5
Capital Contribution	1	0	1	0	0	0	0	0	0	0
Disconnection	45	0	19	0	26	0	36	2	24	13
Tariff Issue	12	0	10	0	7	0	6	0	1	0
Technical Issue	44	0	21	0	31	0	39	2	27	14
Transfer of Service	0	0	0	0	0	0	0	0	1	0
TOTAL	332	0	231	0	372	1	323	10	251	140

Complaints against GWI

Complaint Category	2009		2010		2011		2012		as at Dec. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3	0	1	0	7	0	7	0	6	2
Billing Query	130	0	48	0	48	0	43	0	33	21
Change of Tenancy	0	0	1	0	1	0	0	0	0	0
Compensation	0	0	1	0	0	0	2	0	0	0
Disconnection	16	0	13	0	16	0	19	0	8	3
Tariff Issue	10	0	2	0	1	0	1	0	0	0
Technical Issue	25	0	26	0	11	0	13	0	9	4
Tampering	0	0	0	0	0	0	1	0	0	0
Misc	8	0	3	0	0	0	0	0	0	0
TOTAL	192	0	95	0	84	0	86	0	56	30

Complaints against GT&T

Complaint Category	2009		2010		2011		2012		as at Dec. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15	0	9	0	6	0	8	0	6	5
Billing Query	9	0	4	0	2	0	10	0	12	4
Disconnection	3	0	1	0	2	0	0	0	1	1
Tariff Issue	0	0	0	0	0	0	0	0	0	0
Technical Issue	35	0	28	0	33	0	87	1	88	21
Transfer of Service	4	0	1	0	3	0	7	0	6	4
Compensation	0	0	0	0	1	0	0	0	0	0
Misc	8	0	4	0	0	0	0	0	0	0
TOTAL	74	0	47	0	47	0	112	1	113	35

Complaints against Digicel

Complaint Category	2009		2010		2011		2012		as at Dec. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1	0	0	0	1	0	2	0	2	1
Technical Issue	0	0	0	0	0	0	3	0	0	0
Misc	1	0	0	0	0	0	0	0	0	0
TOTAL	2	0	0	0	1	0	5	0	2	1

Total Complaints Received

Utility	2009		2010		2011		2012		as at Dec. 2013	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	332	0	0	0	0	1	323	10	251	140
GWJ	192	0	95	0	84	0	86	0	56	30
GT&T	74	0	47	0	47	0	112	1	113	35
DIGICEL	2	0	0	0	1	0	5	0	2	1
TOTAL	600	0	142	0	132	1	526	11	422	206