

PUBLIC UTILITIES COMMISSION

Complaints Received- July 2014

Complaints against GPL

Complaint Category	2009		2010		2011		2012		2013		as at July 2014	
	Rec'd	Active	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	0	79	17	105	74
Application for Service	13	0	15	0	33	0	40	0	17	3	27	23
Billing Query	162	0	122	0	195	1	164	0	85	7	47	34
Change of Tenancy	21	0	16	0	8	0	2	0	7	0	1	0
Claim for Compensation	7	0	4	0	8	0	12	1	11	0	7	7
Capital Contribution	1	0	1	0	0	0	0	0	0	0	0	0
Disconnection	45	0	19	0	26	0	36	0	24	4	35	27
Tariff Issue	12	0	10	0	7	0	6	0	1	0	2	2
Technical Issue	44	0	21	0	31	0	39	0	27	3	19	17
Tranfer of Service	0	0	0	0	0	0	0	0	1	0	0	0
TOTAL	332	0	231	0	372	0	323	1	252	34	243	184

recd closed

11 14
5 3
5 6
0 0
0 0
0 0
4 2
0 0
3 0
0 0

Complaints against GWI

Complaint Category	2009		2010		2011		2012		2013		as at July 2014	
	Rec'd	Active	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	0	2	0
Billing Query	130	0	48	0	48	0	43	0	33	0	21	4
Change of Tenancy	0	0	1	0	1	0	0	0	0	0	0	0
Compensation	0	0	1	0	0	0	2	0	0	0	0	0
Disconnection	16	0	13	0	16	0	19	0	8	0	10	2
Tariff Issue	10	0	2	0	1	0	1	0	0	0	0	0
Technical Issue	25	0	26	0	10	0	13	0	9	0	2	1
Tampering	0	0	0	0	0	0	1	0	0	0	0	0
Misc	8	0	3	0	0	0	0	0	0	0	0	0
TOTAL	192	0	95	0	83	0	86	0	56	0	35	7

rec'd Closed

0 0
1 2
0 0
0 0
1 4
0 0
1 0
0 0
0 0

Complaints against GTT

Complaint Category	2009		2010		2011		2012		2013		as at July 2014	
	Rec'd	Active	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	0	7	0
Billing Query	9	0	4	0	2	0	10	0	12	1	3	1
Disconnection	3	0	1	0	2	0	0	0	1	0	4	3
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	35	0	28	0	33	0	87	1	88	0	66	11
Transfer of Service	4	0	1	0	3	0	7	0	6	0	5	1
Compensation	0	0	0	0	1	0	0	0	0	0	0	0
Misc	8	0	4	0	0	0	0	0	0	0	0	0
TOTAL	74	0	47	0	47	0	112	0	113	1	85	16

rec'd closed

0 2
1 0
0 1
0 0
13 18
1 1
0 0
0 0

Complaints against Digicel

Complaint Category	2009		2010		2011		2012		2013		as at July 2014	
	Rec'd	Active	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	4	1
Technical Issue	0	0	0	0	0	0	3	0	0	0	0	0
Misc	1	0	0	0	0	0	0	0	0	0	0	0
TOTAL	2	0	0	0	1	0	5	0	2	1	4	1

Total Complaints Received

Utility Organisation	2009		2010		2011		2012		2013		as at July 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	332	0	231	0	372	0	323	1	252	34	243	184
GWI	192	0	95	0	83	0	86	0	56	0	35	7
GTT	74	0	47	0	47	0	112	0	113	1	85	16
DIGICEL	2	0	0	0	1	0	5	0	2	1	4	1
TOTAL	600	0	373	0	503	0	526	1	423	36	367	208