

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received- October 2014**

**Complaints against GPL**

| Complaint Category      | 2009       |          | 2010       |          | 2011       |          | 2012       |          | 2013       |           | as at October 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         | 15        | 143                | 80         |
| Application for Service | 13         | 0        | 15         | 0        | 33         | 0        | 40         | 0        | 17         | 3         | 35                 | 22         |
| Billing Query           | 162        | 0        | 122        | 0        | 195        | 1        | 164        | 0        | 85         | 4         | 60                 | 28         |
| Change of Tenancy       | 21         | 0        | 16         | 0        | 8          | 0        | 2          | 0        | 7          | 0         | 4                  | 3          |
| Claim for Compensation  | 7          | 0        | 4          | 0        | 8          | 0        | 12         | 1        | 11         | 0         | 8                  | 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         | 43                 | 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         | 31                 | 22         |
| Transfer of Service     | 0          | 0        | 0          | 0        | 0          | 0        | 0          | 0        | 1          | 0         | 0                  | 0          |
| <b>TOTAL</b>            | <b>332</b> | <b>0</b> | <b>231</b> | <b>0</b> | <b>372</b> | <b>0</b> | <b>323</b> | <b>1</b> | <b>252</b> | <b>29</b> | <b>326</b>         | <b>191</b> |

**Complaints against GWI**

| Complaint Category      | 2009       |          | 2010      |          | 2011      |          | 2012      |          | 2013      |          | as at October 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        | 3                  | 1        |
| Billing Query           | 130        | 0        | 48        | 0        | 48        | 0        | 43        | 0        | 33        | 0        | 24                 | 2        |
| 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        | 13                 | 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        | 3                  | 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        |
| <b>TOTAL</b>            | <b>192</b> | <b>0</b> | <b>95</b> | <b>0</b> | <b>83</b> | <b>0</b> | <b>86</b> | <b>0</b> | <b>56</b> | <b>0</b> | <b>43</b>          | <b>6</b> |

**Complaints against GTT**

| Complaint Category      | 2009      |          | 2010      |          | 2011      |          | 2012       |          | 2013       |          | as at October 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        | 12                 | 2         |
| Billing Query           | 9         | 0        | 4         | 0        | 2         | 0        | 10         | 0        | 12         | 0        | 3                  | 0         |
| Disconnection           | 3         | 0        | 1         | 0        | 2         | 0        | 0          | 0        | 1          | 0        | 4                  | 0         |
| 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        | 98                 | 9         |
| Transfer of Service     | 4         | 0        | 1         | 0        | 3         | 0        | 7          | 0        | 6          | 0        | 5                  | 0         |
| 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         |
| <b>TOTAL</b>            | <b>74</b> | <b>0</b> | <b>47</b> | <b>0</b> | <b>47</b> | <b>0</b> | <b>112</b> | <b>0</b> | <b>113</b> | <b>0</b> | <b>122</b>         | <b>11</b> |

**Complaints against Digicel**

| Complaint Category | 2009     |          | 2010     |          | 2011     |          | 2012     |          | 2013     |          | as at October 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        | 0        | 5                  | 0        |
| Technical Issue    | 0        | 0        | 0        | 0        | 0        | 0        | 3        | 0        | 0        | 0        | 1                  | 0        |
| Misc               | 1        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0                  | 0        |
| <b>TOTAL</b>       | <b>2</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>1</b> | <b>0</b> | <b>5</b> | <b>0</b> | <b>2</b> | <b>0</b> | <b>6</b>           | <b>0</b> |

**Total Complaints Received**

| Utility Organisation | 2009       |          | 2010       |          | 2011       |          | 2012       |          | 2013       |           | as at October 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        | 29        | 326                | 191        |
| GWI                  | 192        | 0        | 95         | 0        | 83         | 0        | 86         | 0        | 56         | 0         | 43                 | 6          |
| GTT                  | 74         | 0        | 47         | 0        | 47         | 0        | 112        | 0        | 113        | 0         | 122                | 11         |
| DIGICEL              | 2          | 0        | 0          | 0        | 1          | 0        | 5          | 0        | 2          | 0         | 6                  | 0          |
| <b>TOTAL</b>         | <b>600</b> | <b>0</b> | <b>373</b> | <b>0</b> | <b>503</b> | <b>0</b> | <b>526</b> | <b>1</b> | <b>423</b> | <b>29</b> | <b>497</b>         | <b>208</b> |