

PUBLIC UTILITIES COMMISSION
Complaints Received - February 2015

Complaints against GPL

Complaint Category	2010		2011		2012		2013		2014		as at February 2015	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	23	0	64	0	24	0	79	9	160	43	10	10
Application for Service	15	0	33	0	40	0	17	2	40	10	1	1
Billing Query	122	0	195	0	164	0	85	2	65	14	1	0
Change of Tenancy	16	0	8	0	2	0	7	0	4	1	0	0
Claim for Compensation	4	0	8	0	12	0	11	0	10	6	0	0
Capital Contribution	1	0	0	0	0	0	0	0	0	0	0	0
Disconnection	19	0	26	0	36	0	24	1	47	13	1	1
Tariff Issue	10	0	7	0	6	0	1	0	2	1	0	0
Technical Issue	21	0	31	0	39	0	27	1	32	9	6	6
Transfer of Service	0	0	0	0	0	0	1	0	0	0	0	0
TOTAL	231	0	372	0	323	0	252	15	360	97	19	18

Complaints against GWI

Complaint Category	2010		2011		2012		2013		2014		as at February 2015	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	1	0	7	0	7	0	6	0	3	1	0	0
Billing Query	48	0	48	0	43	0	33	0	27	1	3	3
Change of Tenancy	1	0	1	0	0	0	0	0	1	0	0	0
Compensation	1	0	0	0	2	0	0	0	0	0	0	0
Disconnection	13	0	16	0	19	0	8	0	13	0	0	0
Tariff Issue	2	0	1	0	1	0	0	0	0	0	0	0
Technical Issue	26	0	10	0	13	0	9	0	4	1	0	0
Tampering	0	0	0	0	1	0	0	0	0	0	0	0
Misc	3	0	0	0	0	0	0	0	0	0	0	0
TOTAL	95	0	83	0	86	0	56	0	48	3	3	3

Complaints against GT&T

Complaint Category	2010		2011		2012		2013		2014		as at February 2015	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	9	0	6	0	8	0	6	0	15	1	3	1
Billing Query	4	0	2	0	10	0	12	0	3	0	0	0
Disconnection	1	0	2	0	0	0	1	0	4	0	0	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	28	0	33	0	87	0	88	0	111	0	20	6
Transfer of Service	1	0	3	0	7	0	6	0	5	0	0	0
Compensation	0	0	1	0	0	0	0	0	0	0	0	0
Misc	4	0	0	0	0	0	0	0	0	0	0	0
TOTAL	47	0	47	0	112	0	113	0	138	1	23	7

Complaints against Digicel

Complaint Category	2010		2011		2012		2013		2014		as at February 2015	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	0	0	1	0	2	0	2	0	5	0	1	0
Technical Issue	0	0	0	0	3	0	0	0	1	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	1	0	5	0	2	0	6	0	1	0

Total Complaints Received

Utility Organisation	2010		2011		2012		2013		2014		as at February 2015	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	231	0	372	0	323	0	252	15	360	97	19	18
GWI	95	0	83	0	86	0	56	0	48	3	3	3
GTT	47	0	47	0	112	0	113	0	138	1	23	7
DIGICEL	0	0	1	0	5	0	2	0	6	0	1	0
TOTAL	373	0	503	0	526	0	423	15	552	101	46	28