

PUBLIC UTILITIES COMMISSION
Complaints Received - August 2015

Complaints against GPL

Complaint Category	2010		2011		2012		2013		2014		as at August 2015	
	Rec'd	Active	Rec'd	Active								
Allegation of Tampering	23	0	64	0	24	0	79	1	160	10	27	12
Application for Service	15	0	33	0	40	0	17	0	40	0	3	2
Billing Query	122	0	195	0	164	0	85	1	65	1	12	6
Change of Tenancy	16	0	8	0	2	0	7	0	4	0	3	0
Claim for Compensation	4	0	8	0	12	0	11	0	10	1	3	2
Capital Contribution	1	0	0	0	0	0	0	0	0	0	0	0
Disconnection	19	0	26	0	36	0	24	0	47	3	6	3
Tariff Issue	10	0	7	0	6	0	1	0	2	0	0	0
Technical Issue	21	0	31	0	39	0	27	0	32	3	15	12
Transfer of Service	0	0	0	0	0	0	1	0	0	0	0	0
TOTAL	231	0	372	0	323	0	252	2	360	18	69	37

Complaints against GWI

Complaint Category	2010		2011		2012		2013		2014		as at August 2015	
	Rec'd	Active	Rec'd	Active								
Application for Service	1	0	7	0	7	0	6	0	3	0	1	1
Billing Query	48	0	48	0	43	0	33	0	27	1	8	4
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	0	1	1
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	1	10	6

Complaints against GT&T

Complaint Category	2010		2011		2012		2013		2014		as at August 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	6	1
Billing Query	4	0	2	0	10	0	12	0	3	0	1	1
Disconnection	1	0	2	0	0	0	1	0	4	0	1	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	130	28
Transfer of Service	1	0	3	0	7	0	6	0	5	0	5	2
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	0	143	32

Complaints against Digicel

Complaint Category	2010		2011		2012		2013		2014		as at August 2015	
	Rec'd	Active	Rec'd	Active								
Billing Query	0	0	1	0	2	0	2	0	5	0	3	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	3	0

Total Complaints Received

Utility Organisation	2010		2011		2012		2013		2014		as at August 2015	
	Rec'd	Active	Rec'd	Active								
GPL	231	0	372	0	323	0	252	2	360	18	69	37
GWI	95	0	83	0	86	0	56	0	48	1	10	6
GTT	47	0	47	0	112	0	113	0	138	0	143	32
DIGICEL	0	0	1	0	5	0	2	0	6	0	3	0
TOTAL	373	0	503	0	526	0	423	2	552	19	225	75