

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received - November 2015**

**Complaints against GPL**

Complaint Category	2010		2011		2012		2013		2014		as at November 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	0	160	1	64	34
Application for Service	15	0	33	0	40	0	17	0	40	0	5	3
Billing Query	122	0	195	0	164	0	85	1	65	0	13	3
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	0	4	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	11	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	1	16	7
Transfer of Service	0	0	0	0	0	0	1	0	0	0	0	0
<b>TOTAL</b>	<b>231</b>	<b>0</b>	<b>372</b>	<b>0</b>	<b>323</b>	<b>0</b>	<b>252</b>	<b>1</b>	<b>360</b>	<b>5</b>	<b>116</b>	<b>52</b>

**Complaints against GWI**

Complaint Category	2010		2011		2012		2013		2014		as at November 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	0	1	0
Billing Query	48	0	48	0	43	0	33	0	27	0	9	2
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	1	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	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
<b>TOTAL</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>48</b>	<b>0</b>	<b>12</b>	<b>2</b>

**Complaints against GT&T**

Complaint Category	2010		2011		2012		2013		2014		as at November 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	9	2
Billing Query	4	0	2	0	10	0	12	0	3	0	2	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	164	11
Transfer of Service	1	0	3	0	7	0	6	0	5	0	6	1
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
<b>TOTAL</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>138</b>	<b>0</b>	<b>182</b>	<b>15</b>

**Complaints against Digicel**

Complaint Category	2010		2011		2012		2013		2014		as at November 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	3	0
Technical Issue	0	0	0	0	3	0	0	0	1	0	1	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</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>	<b>4</b>	<b>0</b>

**Total Complaints Received**

Utility Organisation	2010		2011		2012		2013		2014		as at November 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	1	360	5	116	52
GWI	95	0	83	0	86	0	56	0	48	0	12	2
GTT	47	0	47	0	112	0	113	0	138	0	182	15
DIGICEL	0	0	1	0	5	0	2	0	6	0	4	0
<b>TOTAL</b>	<b>373</b>	<b>0</b>	<b>503</b>	<b>0</b>	<b>526</b>	<b>0</b>	<b>423</b>	<b>1</b>	<b>552</b>	<b>5</b>	<b>314</b>	<b>69</b>