

PUBLIC UTILITIES COMMISSION
Complaints Received - December 2015

Complaints against GPL

Complaint Category	2010		2011		2012		2013		2014		as at December 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	0	70	34
Application for Service	15	0	33	0	40	0	17	0	40	0	6	3
Billing Query	122	0	195	0	164	0	85	1	65	0	14	3
Change of Tenancy	16	0	8	0	2	0	7	0	4	0	4	1
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	1	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	2	16	5
Transfer of Service	0	0	0	0	0	0	1	0	0	0	0	0
TOTAL	231	0	372	0	323	0	252	1	360	3	125	51

Complaints against GWI

Complaint Category	2010		2011		2012		2013		2014		as at December 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
TOTAL	95	0	83	0	86	0	56	0	48	0	12	2

Complaints against GT&T

Complaint Category	2010		2011		2012		2013		2014		as at December 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	10	3
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	179	19
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
TOTAL	47	0	47	0	112	0	113	0	138	0	198	24

Complaints against Digicel

Complaint Category	2010		2011		2012		2013		2014		as at December 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
TOTAL	0	0	1	0	5	0	2	0	6	0	4	0

Total Complaints Received

Utility Organisation	2010		2011		2012		2013		2014		as at December 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	3	125	51
GWI	95	0	83	0	86	0	56	0	48	0	12	2
GTT	47	0	47	0	112	0	113	0	138	0	198	24
DIGICEL	0	0	1	0	5	0	2	0	6	0	4	0
TOTAL	373	0	503	0	526	0	423	1	552	3	339	77