

PUBLIC UTILITIES COMMISSION
Complaints Received - February 2016

Complaints against GPL

| Complaint Category | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | as at February 2016 | |
|-------------------------|------------|----------|------------|----------|------------|----------|------------|----------|------------|-----------|---------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Allegation of Tampering | 64 | 0 | 24 | 0 | 79 | 0 | 160 | 0 | 70 | 24 | 25 | 23 |
| Application for Service | 33 | 0 | 40 | 0 | 17 | 0 | 40 | 0 | 6 | 1 | 1 | 0 |
| Billing Query | 195 | 0 | 164 | 0 | 85 | 1 | 65 | 0 | 14 | 3 | 2 | 2 |
| Change of Tenancy | 8 | 0 | 2 | 0 | 7 | 0 | 4 | 0 | 4 | 1 | 0 | 0 |
| Claim for Compensation | 8 | 0 | 12 | 0 | 11 | 0 | 10 | 0 | 4 | 1 | 0 | 0 |
| Capital Contribution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disconnection | 26 | 0 | 36 | 0 | 24 | 0 | 47 | 1 | 11 | 3 | 2 | 1 |
| Tariff Issue | 7 | 0 | 6 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| Technical Issue | 31 | 0 | 39 | 0 | 27 | 0 | 32 | 2 | 16 | 4 | 8 | 6 |
| Tranfer of Service | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 372 | 0 | 323 | 0 | 252 | 1 | 360 | 3 | 125 | 37 | 38 | 32 |

Complaints against GWI

| Complaint Category | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | as at February 2016 | |
|-------------------------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|---------------------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Application for Service | 7 | 0 | 7 | 0 | 6 | 0 | 3 | 0 | 1 | 0 | 0 | 0 |
| Billing Query | 48 | 0 | 43 | 0 | 33 | 0 | 27 | 0 | 9 | 1 | 1 | 0 |
| Change of Tenancy | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Compensation | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Disconnection | 16 | 0 | 19 | 0 | 8 | 0 | 13 | 0 | 1 | 0 | 1 | 1 |
| Tariff Issue | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Technical Issue | 10 | 0 | 13 | 0 | 9 | 0 | 4 | 0 | 1 | 0 | 2 | 0 |
| Tampering | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Misc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 83 | 0 | 86 | 0 | 56 | 0 | 48 | 0 | 12 | 1 | 4 | 1 |

Complaints against GT&T

| Complaint Category | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | as at February 2016 | |
|-------------------------|-----------|----------|------------|----------|------------|----------|------------|----------|------------|----------|---------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Application for Service | 6 | 0 | 8 | 0 | 6 | 0 | 15 | 1 | 10 | 0 | 3 | 2 |
| Billing Query | 2 | 0 | 10 | 0 | 12 | 0 | 3 | 0 | 2 | 1 | 1 | 0 |
| Disconnection | 2 | 0 | 0 | 0 | 1 | 0 | 4 | 0 | 1 | 0 | 1 | 0 |
| Tariff Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Technical Issue | 33 | 0 | 87 | 0 | 88 | 0 | 111 | 0 | 179 | 4 | 54 | 26 |
| Transfer of Service | 3 | 0 | 7 | 0 | 6 | 0 | 5 | 0 | 6 | 0 | 0 | 0 |
| Compensation | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Misc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 47 | 0 | 112 | 0 | 113 | 0 | 138 | 0 | 198 | 5 | 59 | 28 |

Complaints against Digicel

| Complaint Category | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | as at February 2016 | |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------------------|----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| Billing Query | 1 | 0 | 2 | 0 | 2 | 0 | 5 | 0 | 3 | 0 | 0 | 0 |
| Technical Issue | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| Misc | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 1 | 0 | 5 | 0 | 2 | 0 | 6 | 0 | 4 | 0 | 0 | 0 |

Total Complaints Received

| Utility Organisation | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | as at February 2016 | |
|----------------------|------------|----------|------------|----------|------------|----------|------------|----------|------------|-----------|---------------------|-----------|
| | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active | Rec'd | Active |
| GPL | 372 | 0 | 323 | 0 | 252 | 1 | 360 | 3 | 125 | 37 | 38 | 32 |
| GWI | 83 | 0 | 86 | 0 | 56 | 0 | 48 | 0 | 12 | 1 | 4 | 1 |
| GTT | 47 | 0 | 112 | 0 | 113 | 0 | 138 | 0 | 198 | 5 | 59 | 28 |
| DIGICEL | 1 | 0 | 5 | 0 | 2 | 0 | 6 | 0 | 4 | 0 | 0 | 0 |
| TOTAL | 503 | 0 | 526 | 0 | 423 | 1 | 552 | 3 | 339 | 43 | 101 | 61 |