

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received - July 2016**

**Complaints against GPL**

Complaint Category	2011		2012		2013		2014		2015		as at July 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	2	78	43
Application for Service	33	0	40	0	17	0	40	0	6	0	9	3
Billing Query	195	0	164	0	85	0	65	0	14	0	17	5
Change of Tenancy	8	0	2	0	7	0	4	0	4	0	2	2
Claim for Compensation	8	0	12	0	11	0	10	0	4	1	1	1
Capital Contribution	0	0	0	0	0	0	0	0	0	0	0	0
Disconnection	26	0	36	0	24	0	47	0	11	1	7	2
Tariff Issue	7	0	6	0	1	0	2	0	0	0	2	0
Technical Issue	31	0	39	0	27	0	32	0	16	0	22	3
Transfer of Service	0	0	0	0	1	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>372</b>	<b>0</b>	<b>323</b>	<b>0</b>	<b>252</b>	<b>0</b>	<b>360</b>	<b>0</b>	<b>125</b>	<b>4</b>	<b>138</b>	<b>59</b>

**Complaints against GWI**

Complaint Category	2011		2012		2013		2014		2015		as at July 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	1	1
Billing Query	48	0	43	0	33	0	27	0	9	0	5	2
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	3	1
Tariff Issue	1	0	1	0	0	0	0	0	0	0	1	1
Technical Issue	10	0	13	0	9	0	4	0	1	0	6	1
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
<b>TOTAL</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>0</b>	<b>16</b>	<b>6</b>

**Complaints against GT&T**

Complaint Category	2011		2012		2013		2014		2015		as at July 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	10	6
Billing Query	2	0	10	0	12	0	3	0	2	0	5	1
Disconnection	2	0	0	0	1	0	4	0	1	0	5	1
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	0	280	73
Transfer of Service	3	0	7	0	6	0	5	0	6	0	1	1
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
<b>TOTAL</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>198</b>	<b>0</b>	<b>301</b>	<b>82</b>

**Complaints against Digicel**

Complaint Category	2011		2012		2013		2014		2015		as at July 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	1	0
Technical Issue	0	0	3	0	0	0	1	0	1	0	1	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</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>	<b>2</b>	<b>0</b>

**Total Complaints Received**

Utility Organisation	2011		2012		2013		2014		2015		as at July 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	0	360	0	125	4	138	59
GWI	83	0	86	0	56	0	48	0	12	0	16	6
GTT	47	0	112	0	113	0	138	0	198	0	301	82
DIGICEL	1	0	5	0	2	0	6	0	4	0	2	0
<b>TOTAL</b>	<b>503</b>	<b>0</b>	<b>526</b>	<b>0</b>	<b>423</b>	<b>0</b>	<b>552</b>	<b>0</b>	<b>339</b>	<b>4</b>	<b>457</b>	<b>147</b>