

PUBLIC UTILITIES COMMISSION
Complaints Received - August 2016

Complaints against GPL

Complaint Category	2011		2012		2013		2014		2015		as at August 2016	
	Rec'd	Active	Rec'd	Active								
Allegation of Tampering	64	0	24	0	79	0	160	0	70	1	93	52
Application for Service	33	0	40	0	17	0	40	0	6	0	12	5
Billing Query	195	0	164	0	85	0	65	0	14	0	17	3
Change of Tenancy	8	0	2	0	7	0	4	0	4	0	2	1
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	9	3
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	27	8
Transfer of Service	0	0	0	0	1	0	0	0	0	0	0	0
TOTAL	372	0	323	0	252	0	360	0	125	3	163	73

Complaints against GWI

Complaint Category	2011		2012		2013		2014		2015		as at August 2016	
	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	7	3
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	0
Tariff Issue	1	0	1	0	0	0	0	0	0	0	1	0
Technical Issue	10	0	13	0	9	0	4	0	1	0	7	2
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	0	19	6

Complaints against GT&T

Complaint Category	2011		2012		2013		2014		2015		as at August 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	11	5
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	324	88
Transfer of Service	3	0	7	0	6	0	5	0	6	0	3	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
TOTAL	47	0	112	0	113	0	138	0	198	0	348	96

Complaints against Digicel

Complaint Category	2011		2012		2013		2014		2015		as at August 2016	
	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
TOTAL	1	0	5	0	2	0	6	0	4	0	2	0

Total Complaints Received

Utility Organisation	2011		2012		2013		2014		2015		as at August 2016	
	Rec'd	Active	Rec'd	Active								
GPL	372	0	323	0	252	0	360	0	125	3	163	73
GWI	83	0	86	0	56	0	48	0	12	0	19	6
GTT	47	0	112	0	113	0	138	0	198	0	348	96
DIGICEL	1	0	5	0	2	0	6	0	4	0	2	0
TOTAL	503	0	526	0	423	0	552	0	339	3	532	175