

PUBLIC UTILITIES COMMISSION
Complaints Received - February 2017

Complaints against GPL

Complaint Category	2012		2013		2014		2015		2016		as at February 2017	
	Rec'd	Active	Rec'd	Active								
Allegation of Tampering	24	0	79	0	160	0	70	1	106	28	7	7
Application for Service	40	0	17	0	40	0	6	0	20	10	4	4
Billing Query	164	0	85	0	65	0	14	0	24	6	0	0
Change of Tenancy	2	0	7	0	4	0	4	0	2	1	1	1
Claim for Compensation	12	0	11	0	10	0	4	1	2	2	1	1
Capital Contribution	0	0	0	0	0	0	0	0	0	0	0	0
Disconnection	36	0	24	0	47	0	11	1	9	3	0	0
Tariff Issue	6	0	1	0	2	0	0	0	2	0	0	0
Technical Issue	39	0	27	0	32	0	16	0	34	5	2	2
Transfer of Service	0	0	1	0	0	0	0	0	0	0	0	0
TOTAL	323	0	252	0	360	0	125	3	199	55	15	15

Complaints against GWI

Complaint Category	2012		2013		2014		2015		2016		as at February 2017	
	Rec'd	Active	Rec'd	Active								
Application for Service	7	0	6	0	3	0	1	0	2	0	0	0
Billing Query	43	0	33	0	27	0	9	0	16	0	1	0
Change of Tenancy	0	0	0	0	1	0	0	0	0	0	0	0
Compensation	2	0	0	0	0	0	0	0	0	0	0	0
Disconnection	19	0	8	0	13	0	1	0	3	0	1	0
Tariff Issue	1	0	0	0	0	0	0	0	1	0	0	0
Technical Issue	13	0	9	0	4	0	1	0	9	1	0	0
Tampering	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	86	0	56	0	48	0	12	0	31	1	2	0

Complaints against GT&T

Complaint Category	2012		2013		2014		2015		2016		as at February 2017	
	Rec'd	Active	Rec'd	Active								
Application for Service	8	0	6	0	15	1	10	0	14	1	6	5
Billing Query	10	0	12	0	3	0	2	0	7	2	1	0
Disconnection	0	0	1	0	4	0	1	0	5	0	0	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	87	0	88	0	111	0	179	0	429	18	66	42
Transfer of Service	7	0	6	0	5	0	6	0	9	0	3	2
Compensation	0	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	112	0	113	0	138	0	198	0	464	21	76	49

Complaints against Digicel

Complaint Category	2012		2013		2014		2015		2016		as at February 2017	
	Rec'd	Active	Rec'd	Active								
Billing Query	2	0	2	0	5	0	3	0	2	0	0	0
Technical Issue	3	0	0	0	1	0	1	0	1	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	5	0	2	0	6	0	4	0	3	0	0	0

Total Complaints Received

Utility Organisation	2012		2013		2014		2015		2016		as at February 2017	
	Rec'd	Active	Rec'd	Active								
GPL	323	0	252	0	360	0	125	3	199	55	15	15
GWI	86	0	56	0	48	0	12	0	31	1	2	0
GTT	112	0	113	0	138	0	198	0	464	21	76	49
DIGICEL	5	0	2	0	6	0	4	0	3	0	0	0
TOTAL	526	0	423	0	552	0	339	3	697	77	93	64