

PUBLIC UTILITIES COMMISSION
Complaints Received - April 2017

Complaints against GPL

Complaint Category	2012		2013		2014		2015		2016		as at April 2017	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	24	0	79	0	160	0	70	0	106	22	26	20
Application for Service	40	0	17	0	40	0	6	0	20	5	15	14
Billing Query	164	0	85	0	65	0	14	0	24	3	4	0
Change of Tenancy	2	0	7	0	4	0	4	0	2	0	3	2
Claim for Compensation	12	0	11	0	10	0	4	1	2	1	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	0	3	3
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	2	8	5
Transfer of Service	0	0	1	0	0	0	0	0	0	0	0	0
TOTAL	323	0	252	0	360	0	125	2	199	33	60	45

Complaints against GWI

Complaint Category	2012		2013		2014		2015		2016		as at April 2017	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	7	0	6	0	3	0	1	0	2	0	1	0
Billing Query	43	0	33	0	27	0	9	0	16	0	3	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	3	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	8	0

Complaints against GT&T

Complaint Category	2012		2013		2014		2015		2016		as at April 2017	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	8	0	6	0	15	1	10	0	14	0	13	7
Billing Query	10	0	12	0	3	0	2	0	7	1	2	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	2	138	59
Transfer of Service	7	0	6	0	5	0	6	0	9	0	6	3
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	3	159	69

Complaints against Digicel

Complaint Category	2012		2013		2014		2015		2016		as at April 2017	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	2	0	2	0	5	0	3	0	2	0	1	0
Technical Issue	3	0	0	0	1	0	1	0	1	0	2	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	3	0

Total Complaints Received

Utility Organisation	2012		2013		2014		2015		2016		as at April 2017	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	323	0	252	0	360	0	125	2	199	33	60	45
GWI	86	0	56	0	48	0	12	0	31	1	8	0
GTT	112	0	113	0	138	0	198	0	464	3	159	69
DIGICEL	5	0	2	0	6	0	4	0	3	0	3	0
TOTAL	526	0	423	0	552	0	339	2	697	37	230	114