

Four hundred and Seventy two (472) new complaints were received against the utility companies regulated by the Commission at October 31, 2012. For the month of October forty four (44) new complaints were received at both the Georgetown and Berbice offices:

Office	GPL	GWI	GTT	DIGI	total
Berbice	03	01	05	0	09
Georgetown	27	05	03	0	35
Totals	30	06	08	0	44

The table below shows the number of complaints received by month by both offices and the status of these complaints as at October 31, 2012.

Mth	GPL			GWI			GTT			DIGICEL		
	Re'd	Cl'd	C/Fd	Re'd	Cl'd	C/Fd	Re'd	Cl'd	C/Fd	Re'd	Cl'd	C/Fd
Jan	21	21	00	04	04	00	05	05	00	1	1	0
Feb	24	23	01	09	08	01	03	02	01	0	0	0
Mar	44	41	03	17	17	00	11	11	00	0	0	0
Apr	45	42	03	08	08	00	17	17	00	0	0	0
May	28	27	01	08	08	00	18	14	04	0	0	0
June	33	27	06	06	06	00	08	08	00	0	0	0
July	28	20	08	05	04	01	09	09	00	0	0	0
Aug	25	15	10	07	07	00	06	06	00	0	0	0
Sept.	19	09	10	09	06	03	08	08	00	2	1	1
Oct.	30	04	26	06	04	02	08	02	06	0	0	0
Tot	297	229	68	79	72	07	93	82	11	3	2	1

Credits received from the utility companies on behalf of consumer for the years 2009 to current (October 31) were as follows:

UTILITY	2009	2010	2011	2012
GPL	\$ 3,378,238.68	\$ 8,786,147.84	\$ 9,469,474.00	\$ 2,746,843.00
GWI	\$ 1,392.00	\$ 1,069,650.00	\$ 1,697,696.00	\$ 1,250,687.00
GTT	\$ 2,239,359.00	\$ 13,068.38	\$ 24,141.97	\$ 26,215.97
DIGI	0	0	\$ 100.00	\$ 1,000.00
TOTAL	\$ 5,618,989.00	\$ 9,868,866.22	\$11,191,411.97	\$ 4,024,745.97

October , 2012

Complaint against GPL

Complaint Category	2009		2010		2011		2012		Oct-12	closed**
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	*Rec'd	Oct 2012
Allegation of Tampering	27	1	23	1	64	3	21	7	4	2
Application for Service	13		15		33		35	2	0	7
Billing Query	162	2	122		195	6	153	29	9	12
Change of Tenancy	21		16		8		2			
Claim for Compensation	7	1	4		8	1	10	2		
Capital Contribution	1		1							
Disconnection	45		19		26	1	35	13	9	5
Tariff Issue	12		10		7		5	1		1
Technical Issue	44		21		31		36	14	8	
TOTAL	332	4	231	1	372	11	297	68	30	27

*complaints received during October 2012 by both offices

** complaints received from Jan to Oct 2012 and closed in Oct 2012

Complaint against GWI

Complaint Category	2009		2010		2011		2012		Oct-12	closed**
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	*Rec'd	Oct 2012
Application for Service	3		1		7		7	1	1	1
Billing Query	130		48		48		38	5	4	14
Change of Tenancy			1		1					
Compensation			1				2			
Disconnection	16		13		16		17	1		1
Tariff Issue	10		2		1		1			
Technical Issue	25		26		11		13		1	1
Tampering							1			
Misc	8		3							
TOTAL	192		95		84		79	7	6	17

*complaints received during October 2012 by both offices

** complaints received from Jan to Oct 2012 and closed in Oct 2012

Complaint against GTT

Complaint Category	2009		2010		2011		2012		Oct-12	closed**
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	*Rec'd	Oct 2012
Application for Service	15		9		6		6	1		
Billing Query	9		4		2		9	2	1	0
Disconnection	3		1		2					
Tariff Issue										
Technical Issue	35		28		33		72	8	7	12
Transfer of Service	4		1		3		6			
Compensation					1					
Misc	8		4							
TOTAL	74		47		47		93	11	8	2

*complaints received during October 2012 by both offices

** complaints received from Jan to Oct 2012 and closed in Oct 2012

Complaint against Digicel

Complaint Category	2009		2010		2011		2012		<i>Oct-12</i>	<i>closed**</i>
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	<i>*Rec'd</i>	<i>Oct 2012</i>
Billing Query	1				1		1	1		
Technical Issue							2			1
Misc	1									
TOTAL	2				1		3	1	0	1

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** complaints received from Jan to Oct 2012 and closed in Oct 2012

Total Complaints Received

	2009		2010		2011		2012		<i>Oct-12</i>	<i>closed**</i>
	rec'd	active	rec'd	active	Rec'd	Active	Rec'd	Active	<i>*Rec'd</i>	<i>Oct 2012</i>
GPL	332	4	231	1	372	11	297	68	30	27
GWI	192		95		84	0	79	7	6	17
GTT	74		47		47		93	11	8	2
DIGICEL	2				1		3	1	0	1
TOTAL	600	4	373	1	504	11	472	87	44	47

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** complaints received from Jan to Oct 2012 and closed in Oct 2012