

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received - November 2017**

**Complaints against GPL**

Complaint Category	2012		2013		2014		2015		2016		as at November 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	7	71	45
Application for Service	40	0	17	0	40	0	6	0	20	1	48	25
Billing Query	164	0	85	0	65	0	14	0	24	0	18	9
Change of Tenancy	2	0	7	0	4	0	4	0	2	0	15	8
Claim for Compensation	12	0	11	0	10	0	4	1	2	1	7	5
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	23	13
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	1	43	24
Transfer of Service	0	0	1	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>323</b>	<b>0</b>	<b>252</b>	<b>0</b>	<b>360</b>	<b>0</b>	<b>125</b>	<b>1</b>	<b>199</b>	<b>10</b>	<b>225</b>	<b>129</b>

**Complaints against GWI**

Complaint Category	2012		2013		2014		2015		2016		as at November 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	3	0
Billing Query	43	0	33	0	27	0	9	0	16	0	13	7
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	11	2
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	0	13	3
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
<b>TOTAL</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>31</b>	<b>0</b>	<b>40</b>	<b>12</b>

**Complaints against GT&T**

Complaint Category	2012		2013		2014		2015		2016		as at November 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	36	24
Billing Query	10	0	12	0	3	0	2	0	7	1	7	3
Disconnection	0	0	1	0	4	0	1	0	5	0	2	2
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	469	271
Transfer of Service	7	0	6	0	5	0	6	0	9	0	10	7
Compensation	0	0	0	0	0	0	0	0	0	0	1	1
Misc	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</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>464</b>	<b>3</b>	<b>525</b>	<b>308</b>

**Complaints against Digicel**

Complaint Category	2012		2013		2014		2015		2016		as at November 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
<b>TOTAL</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>3</b>	<b>0</b>	<b>3</b>	<b>0</b>

**Total Complaints Received**

Utility Organisation	2012		2013		2014		2015		2016		as at November 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	1	199	10	225	129
GWI	86	0	56	0	48	0	12	0	31	0	40	12
GTT	112	0	113	0	138	0	198	0	464	3	525	308
DIGICEL	5	0	2	0	6	0	4	0	3	0	3	0
<b>TOTAL</b>	<b>526</b>	<b>0</b>	<b>423</b>	<b>0</b>	<b>552</b>	<b>0</b>	<b>339</b>	<b>1</b>	<b>697</b>	<b>13</b>	<b>793</b>	<b>449</b>