

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received- June 2014**

**Complaints against GPL**

Complaint Category	2009		2010		2011		2012		2013		as at June 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	27	0	23	0	64	0	24	0	79	17	94	76
Application for Service	13	0	15	0	33	0	40	0	17	3	22	21
Billing Query	162	0	122	0	195	1	164	0	85	7	42	35
Change of Tenancy	21	0	16	0	8	0	2	0	7	0	1	0
Claim for Compensation	7	0	4	0	8	0	12	1	11	0	7	7
Capital Contribution	1	0	1	0	0	0	0	0	0	0	0	0
Disconnection	45	0	19	0	26	0	36	1	24	4	31	25
Tariff Issue	12	0	10	0	7	0	6	0	1	0	2	2
Technical Issue	44	0	21	0	31	0	39	0	27	3	16	14
Transfer of Service	0	0	0	0	0	0	0	0	1	0	0	0
<b>TOTAL</b>	<b>332</b>	<b>0</b>	<b>231</b>	<b>0</b>	<b>372</b>	<b>0</b>	<b>323</b>	<b>2</b>	<b>252</b>	<b>34</b>	<b>215</b>	<b>180</b>

**Complaints against GWI**

Complaint Category	2009		2010		2011		2012		2013		as at June 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	3	0	1	0	7	0	7	0	6	0	2	0
Billing Query	130	0	48	0	48	0	43	0	33	0	20	5
Change of Tenancy	0	0	1	0	1	0	0	0	0	0	0	0
Compensation	0	0	1	0	0	0	2	0	0	0	0	0
Disconnection	16	0	13	0	16	0	19	0	8	0	9	5
Tariff Issue	10	0	2	0	1	0	1	0	0	0	0	0
Technical Issue	25	0	26	0	10	0	13	0	9	0	1	0
Tampering	0	0	0	0	0	0	1	0	0	0	0	0
Misc	8	0	3	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>192</b>	<b>0</b>	<b>95</b>	<b>0</b>	<b>83</b>	<b>0</b>	<b>86</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>32</b>	<b>10</b>

**Complaints against GTT**

Complaint Category	2009		2010		2011		2012		2013		as at June 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	15	0	9	0	6	0	8	0	6	0	7	2
Billing Query	9	0	4	0	2	0	10	0	12	1	2	0
Disconnection	3	0	1	0	2	0	0	0	1	0	4	4
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	35	0	28	0	33	0	87	1	88	0	53	16
Transfer of Service	4	0	1	0	3	0	7	0	6	0	4	1
Compensation	0	0	0	0	1	0	0	0	0	0	0	0
Misc	8	0	4	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>74</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>47</b>	<b>0</b>	<b>112</b>	<b>0</b>	<b>113</b>	<b>1</b>	<b>70</b>	<b>23</b>

**Complaints against Digicel**

Complaint Category	2009		2010		2011		2012		2013		as at June 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1	0	0	0	1	0	2	0	2	1	4	2
Technical Issue	0	0	0	0	0	0	3	0	0	0	0	0
Misc	1	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>

**Total Complaints Received**

Utility Organisation	2009		2010		2011		2012		2013		as at June 2014	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	332	0	231	0	372	0	323	2	251	34	215	180
GWI	192	0	95	0	83	0	86	0	56	0	32	10
GTT	74	0	47	0	47	0	112	0	113	1	70	23
DIGICEL	2	0	0	0	1	0	5	0	2	1	4	2
<b>TOTAL</b>	<b>600</b>	<b>0</b>	<b>373</b>	<b>0</b>	<b>503</b>	<b>0</b>	<b>526</b>	<b>2</b>	<b>422</b>	<b>36</b>	<b>321</b>	<b>215</b>