PUBLIC UTILITIES COMMISSION
Complaints Received - May 2015

Complaints against GPL

Complaint Category	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active	2012 Rec'd	2012 Active	2013 Rec'd	2013 Active	2014 Rec'd	2014 Active	as at May 2015 Rec'd	as at May 2015 Active
Allegation of Tampering	23	0	64	0	24	0	79	4	160	30	17	8
Application for Service	15	0	33	0	40	0	17	0	40	0	1	0
Billing Query	122	0	195	0	164	0	85	1	65	6	7	4
Change of Tenancy	16	0	8	0	2	0	7	0	4	0	2	0
Claim for Compensation	4	0	8	0	12	0	11	0	10	1	1	0
Capital Contribution	1	0	0	0	0	0	0	0	0	0	0	0
Disconnection	19	0	26	0	36	0	24	0	47	8	3	2
Tariff Issue	10	0	7	0	6	0	1	0	2	1	0	0
Technical Issue	21	0	31	0	39	0	27	0	32	5	12	10
Tranfer of Service	0	0	0	0	0	0	1	0	0	0	0	0
TOTAL	**231**	**0**	**372**	**0**	**323**	**0**	**252**	**5**	**360**	**51**	**43**	**24**

Complaints against GWI

Complaint Category	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active	2012 Rec'd	2012 Active	2013 Rec'd	2013 Active	2014 Rec'd	2014 Active	as at May 2015 Rec'd	as at May 2015 Active
Application for Service	1	0	7	0	7	0	6	0	3	1	0	0
Billing Query	48	0	48	0	43	0	33	0	27	1	5	3
Change of Tenancy	1	0	1	0	0	0	0	0	1	0	0	0
Compensation	1	0	0	0	2	0	0	0	0	0	0	0
Disconnection	13	0	16	0	19	0	8	0	13	0	0	0
Tariff Issue	2	0	1	0	1	0	0	0	0	0	0	0
Technical Issue	26	0	10	0	13	0	9	0	4	0	1	1
Tampering	0	0	0	0	1	0	0	0	0	0	0	0
Misc	3	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**95**	**0**	**83**	**0**	**86**	**0**	**56**	**0**	**48**	**2**	**6**	**4**

Complaints against GT&T

Complaint Category	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active	2012 Rec'd	2012 Active	2013 Rec'd	2013 Active	2014 Rec'd	2014 Active	as at May 2015 Rec'd	as at May 2015 Active
Application for Service	9	0	6	0	8	0	6	0	15	1	4	0
Billing Query	4	0	2	0	10	0	12	0	3	0	0	0
Disconnection	1	0	2	0	0	0	1	0	4	0	1	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	28	0	33	0	87	0	88	0	111	0	55	18
Transfer of Service	1	0	3	0	7	0	6	0	5	0	3	3
Compensation	0	0	1	0	0	0	0	0	0	0	0	0
Misc	4	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**47**	**0**	**47**	**0**	**112**	**0**	**113**	**0**	**138**	**1**	**63**	**21**

Complaints against Digicel

Complaint Category	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active	2012 Rec'd	2012 Active	2013 Rec'd	2013 Active	2014 Rec'd	2014 Active	as at May 2015 Rec'd	as at May 2015 Active
Billing Query	0	0	1	0	2	0	2	0	5	0	3	0
Technical Issue	0	0	0	0	3	0	0	0	1	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**1**	**0**	**5**	**0**	**2**	**0**	**6**	**0**	**3**	**0**

Total Complaints Received

Utility Organisation	2010 Rec'd	2010 Active	2011 Rec'd	2011 Active	2012 Rec'd	2012 Active	2013 Rec'd	2013 Active	2014 Rec'd	2014 Active	as at May 2015 Rec'd	as at May 2015 Active
GPL	231	0	372	0	323	0	252	5	360	51	43	24
GWI	95	0	83	0	86	0	56	0	48	2	6	4
GTT	47	0	47	0	112	0	113	0	138	1	63	21
DIGICEL	0	0	1	0	5	0	2	0	6	0	3	0
TOTAL	**373**	**0**	**503**	**0**	**526**	**0**	**423**	**5**	**552**	**54**	**115**	**49**