

PUBLIC UTILITIES COMMISSION
Complaints Received - April 2016

Complaints against GPL

Complaint Category	2011		2012		2013		2014		2015		as at April 2016	
	Rec'd	Active	Rec'd	Active								
Allegation of Tampering	64	0	24	0	79	0	160	0	70	15	51	44
Application for Service	33	0	40	0	17	0	40	0	6	1	3	0
Billing Query	195	0	164	0	85	1	65	0	14	1	12	6
Change of Tenancy	8	0	2	0	7	0	4	0	4	1	0	0
Claim for Compensation	8	0	12	0	11	0	10	0	4	1	0	0
Capital Contribution	0	0	0	0	0	0	0	0	0	0	0	0
Disconnection	26	0	36	0	24	0	47	1	11	3	4	0
Tariff Issue	7	0	6	0	1	0	2	0	0	0	2	2
Technical Issue	31	0	39	0	27	0	32	2	16	4	13	8
Transfer of Service	0	0	0	0	1	0	0	0	0	0	0	0
TOTAL	372	0	323	0	252	1	360	3	125	26	85	60

Complaints against GWI

Complaint Category	2011		2012		2013		2014		2015		as at April 2016	
	Rec'd	Active	Rec'd	Active								
Application for Service	7	0	7	0	6	0	3	0	1	0	0	0
Billing Query	48	0	43	0	33	0	27	0	9	0	2	0
Change of Tenancy	1	0	0	0	0	0	1	0	0	0	0	0
Compensation	0	0	2	0	0	0	0	0	0	0	0	0
Disconnection	16	0	19	0	8	0	13	0	1	0	2	1
Tariff Issue	1	0	1	0	0	0	0	0	0	0	0	0
Technical Issue	10	0	13	0	9	0	4	0	1	0	2	0
Tampering	0	0	1	0	0	0	0	0	0	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	83	0	86	0	56	0	48	0	12	0	6	1

Complaints against GT&T

Complaint Category	2011		2012		2013		2014		2015		as at April 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	6	0	8	0	6	0	15	1	10	0	4	0
Billing Query	2	0	10	0	12	0	3	0	2	0	4	1
Disconnection	2	0	0	0	1	0	4	0	1	0	1	0
Tariff Issue	0	0	0	0	0	0	0	0	0	0	0	0
Technical Issue	33	0	87	0	88	0	111	0	179	1	135	48
Transfer of Service	3	0	7	0	6	0	5	0	6	0	0	0
Compensation	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	47	0	112	0	113	0	138	0	198	1	144	49

Complaints against Digicel

Complaint Category	2011		2012		2013		2014		2015		as at April 2016	
	Rec'd	Active	Rec'd	Active								
Billing Query	1	0	2	0	2	0	5	0	3	0	0	0
Technical Issue	0	0	3	0	0	0	1	0	1	0	0	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	5	0	2	0	6	0	4	0	0	0

Total Complaints Received

Utility Organisation	2011		2012		2013		2014		2015		as at April 2016	
	Rec'd	Active	Rec'd	Active								
GPL	372	0	323	0	252	1	360	3	125	26	85	60
GWI	83	0	86	0	56	0	48	0	12	0	6	1
GTT	47	0	112	0	113	0	138	0	198	1	144	49
DIGICEL	1	0	5	0	2	0	6	0	4	0	0	0
TOTAL	503	0	526	0	423	1	552	3	339	27	235	110