

**PUBLIC UTILITIES COMMISSION**  
**Complaints Received - October 2016**

**Complaints against GPL**

Complaint Category	2011		2012		2013		2014		2015		as at October 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Allegation of Tampering	64	0	24	0	79	0	160	0	70	1	99	53
Application for Service	33	0	40	0	17	0	40	0	6	0	14	8
Billing Query	195	0	164	0	85	0	65	0	14	0	20	4
Change of Tenancy	8	0	2	0	7	0	4	0	4	0	2	1
Claim for Compensation	8	0	12	0	11	0	10	0	4	1	2	2
Capital Contribution	0	0	0	0	0	0	0	0	0	0	0	0
Disconnection	26	0	36	0	24	0	47	0	11	1	9	3
Tariff Issue	7	0	6	0	1	0	2	0	0	0	2	0
Technical Issue	31	0	39	0	27	0	32	0	16	0	30	9
Transfer of Service	0	0	0	0	1	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>372</b>	<b>0</b>	<b>323</b>	<b>0</b>	<b>252</b>	<b>0</b>	<b>360</b>	<b>0</b>	<b>125</b>	<b>3</b>	<b>178</b>	<b>80</b>

**Complaints against GWI**

Complaint Category	2011		2012		2013		2014		2015		as at October 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Application for Service	7	0	7	0	6	0	3	0	1	0	2	0
Billing Query	48	0	43	0	33	0	27	0	9	0	8	2
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	3	0
Tariff Issue	1	0	1	0	0	0	0	0	0	0	1	0
Technical Issue	10	0	13	0	9	0	4	0	1	0	8	1
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
<b>TOTAL</b>	<b>83</b>	<b>0</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>22</b>	<b>3</b>

## Complaints against GT&T

Complaint Category	2011		2012		2013		2014		2015		as at October 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	13	1
Billing Query	2	0	10	0	12	0	3	0	2	0	6	1
Disconnection	2	0	0	0	1	0	4	0	1	0	5	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	0	397	102
Transfer of Service	3	0	7	0	6	0	5	0	6	0	7	2
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
<b>TOTAL</b>	<b>47</b>	<b>0</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>428</b>	<b>106</b>

## Complaints against Digicel

Complaint Category	2011		2012		2013		2014		2015		as at October 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
Billing Query	1	0	2	0	2	0	5	0	3	0	2	0
Technical Issue	0	0	3	0	0	0	1	0	1	0	1	0
Misc	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>0</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>

## Total Complaints Received

Utility Organisation	2011		2012		2013		2014		2015		as at October 2016	
	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active	Rec'd	Active
GPL	372	0	323	0	252	0	360	0	125	3	178	80
GWI	83	0	86	0	56	0	48	0	12	0	22	3
GTT	47	0	112	0	113	0	138	0	198	0	428	106
DIGICEL	1	0	5	0	2	0	6	0	4	0	3	0
<b>TOTAL</b>	<b>503</b>	<b>0</b>	<b>526</b>	<b>0</b>	<b>423</b>	<b>0</b>	<b>552</b>	<b>0</b>	<b>339</b>	<b>3</b>	<b>631</b>	<b>189</b>